



:: Introduction

This service level agreement (SLA) describes the services provided to customers by “Xentech” under our Annual Server & Network Support contract. It details both Xentech's and customers' responsibilities. Because there is overlap in our service offerings, there is some redundancy in this document.

It is assumed that only Xentech staff will provide full computing support for servers and all network related equipment under this support program. In order to avoid duplication of effort and insure a consistent, high level of service, Xentech will only work with third party computing support staff only by special arrangement.

In the course of providing support under this program, Xentech staff in many instances provides support beyond what is described in this document. Such additional support is provided at the discretion of Xentech consultants in the interest of furthering the goals of customer

:: Supported hardware and software

Only Server & Network hardware and software Hardware supplied by Xentech or inspected by Xentech will be supported

The Server & Network Support SLA contract in general assumes the following:

- Each supported Server will only be used by the supported customer unless arrangements are made.
- The Server will be stored in a single approved location.

In the cases where either of these conditions do not apply, additional charges charged at our standard rate will apply to cover service resulting from those circumstances (e.g., setting up additional servers at separate sites or configuring network connectivity for multiple locations). In addition, a server must be networked and have internet connection to be eligible for support under this program.

Responsibilities: Customers should consult Xentech before making hardware or software purchases. Some hardware or software may be unsupported. Xentech's planning assistance can reduce the likelihood of compatibility problems with existing hardware or software or having to deal with unreliable vendors. In addition, customers must notify Xentech if a supported computer will be used by multiple users or in multiple locations.

:: Description of services

Services provided by Xentech to customers of the Server & Network Support program are described below.

Planning and recommendations

Xentech will provide recommendations and planning assistance to supported customers regarding all aspects of Network computing. The scope of such assistance includes the following:

- Hardware and software recommendations for the server and network environment.
- Planning for support of new administrative initiatives.
- Assessing file & printer sharing, database, and backup needs for customer data.

In some cases, Xentech may recommend services not covered by this. Such services may be provided by Xentech or other organizations.

Responsibilities: Customers are urged to take advantage of Xentech' assistance with planning and keep Xentech informed about customers computing issues. Xentech management will make an effort to meet with customers periodically to discuss any further needs.

Setup and installation

Server Rollovers are recommended once every 36 months depending on the needs of the customer. This agreement does not cover any new server installations or rollovers. New server installations and rollovers quoting are covered under this SLA.

This agreement does not cover any Desktop support. For Desktop support, please refer to our Desktop Support SLA.

Responsibilities:

- Customers should consult Xentech prior to any new purchases relating to the network.
- As Server setups are complicated and will require downtime. Any planned upgrades must be advised well in advance.
- Support of additional hardware or connection of additional hardware such as printers, network scanners, and storage servers will be covered under this agreement. However this will be at the discretion of Xentech management.
- The user must have available network configuration information (i.e., External IP address, current third party service providers such as internet and telephone). Xentech can provide assistance to customers in ascertaining this information.
- Licenses and media for any commercial applications to be installed must be provided by the customer.

Maintenance

Xentech will provide comprehensive maintenance services for supported machines. Typically minor maintenance may be performed more frequently. Should a major maintenance be required, a time will be arranged with the customer to perform these updates. Operations that may be performed as part of maintenance include the following:

- Installation of operating system updates and patches.
- Updates of standard applications (in some cases including commercial applications).
- Disk optimization.

Maintenance will be done on-site or off-site during business hours. For all on-site maintenance, arrangements will be made and the customer notified of any expected downtime. For off-site maintenance, schedule of updates will be available upon request. The customer will be notified of any expected downtime or server reboots. Xentech will aim for scheduled reboots of servers on a monthly basis following updates.

Responsibilities:

- The user may need to be present at certain points during the maintenance process, typically at the beginning or end.
- Administrators should bring to the attention of the consultant any problems that the network as a whole may be experiencing prior to maintenance.
- It is the customer's responsibility to ensure all users are logged off the server at the pre-designated time every month to ensure no unsaved data is lost during a server restart.

Troubleshooting

Xentech will troubleshoot problems with server and server related issues. This includes Terminal services as well as software applications installed on the server. For troubleshooting with Desktops and/or standalone systems, please refer to our Desktop SLA.

Xentech will also troubleshoot network connectivity related problems. Should the problem be later determined not to be Server or Network related, support will come under the Desktop SLA. Should a desktop SLA not be present, the appropriate labour cost will be charged.

Responsibilities: Customers should request Xentech services as described below.

Application support

Xentech will provide assistance with supported applications installed on the server. This assistance includes networked programs and programs under the remote desktop environment. These include:

- Installation and updating of software on the server or terminal server.
- Troubleshooting of problems while on remote desktop.

There are some limitations to Xentech's application support:

- Xentech will provide assistance with unsupported applications on a "best effort" basis. This support will typically include installation, but in-depth troubleshooting will require time used for research.
- Xentech will provide no support for discouraged or prohibited applications.
- Some programs are not designed to be used under a server environment, to enable support for these programs; the program manufacturer will have to be contacted.
- Support for desktops will require their own separate SLA or will be charged on a hourly basis.

Responsibilities:

- Customers should request Xentech services as described.
- Administrators should determine if the problem is user based or network wide.
- Customers are responsible for purchasing software licenses and having media available (if required).

Exclusions:

Legacy software that required out of date operating system support will be excluded from this agreement. Out of date operating system are operating systems no longer supported by Microsoft.

Network support

Xentech provides support for network connectivity for all supported workstations, servers, printers and all other networkable devices. This support includes the following:

- Xentech will assist with network planning and ordering of network infrastructure.
- Xentech will install and configure hardware for accessing the company network and world-wide Internet.
- Xentech will troubleshoot network connectivity problems on the network level (network wide, not user based).
- When appropriate, Xentech will act as liaison with third party providers in resolving network problems.
- Xentech is not responsible for provider outages. Eg. Telstra/Internode

Responsibilities: customers must not install networking equipment (such as hubs or switches in many instances)

Backup support

Xentech will provide installation and configuration of backup software if available. This would include on-site and off-site backup. Additional hardware and software required for backup is not included under this SLA

Xentech will also offer a Server level backup service provided by “Xentech Web” This will be covered under their own SLA. Xentech staff can assist with restores and act as a liaison with Xentech Web should backup restoration be required.

Responsibilities: Customers are responsible for subscribing to the Xentech Web service or purchasing their own backup solution. While Xentech are happy to make recommendations, it is the customer’s responsibility to ensure backup is available; this would allow Xentech to setup & maintain the backup service.

Liaison with third party providers & vendors

When needed, Xentech will act as a technical liaison with third party providers or vendors. For example, Xentech will work with various software providers to resolve issues regarding system requirements, network connectivity, and software distribution. Xentech will also contact vendors on behalf of customers to resolve technical problems and provide recommendations to users. Xentech will not normally act as liaison for issues that are not of a technical nature (such as placing or picking up orders for software or equipment, resolving billing issues, etc.)

Responsibilities: Customers should feel free to contact Xentech whenever technical issues regarding outside computing organizations come up.

Hardware support

Xentech can provide complete hardware diagnosis on the network infrastructure. In addition, Xentech will provide hardware support purchased from third party vendors. Any faults deemed to be a result of hardware failure and not supplied by Xentech will be charged at our standard rate and not covered under this SLA.

Hardware supplied by Xentech will be covered when under warranty. Post-warranty work will be performed on a additional charge basis only. At its discretion, Xentech may refer hardware repair or upgrade tasks third party vendors.

Responsibilities: Customers should consult Xentech if they suspect a hardware problem or are considering an upgrade.

:: Requesting service

To request services provided under the Server Support SLA, customers should send electronic mail to the appropriate support team's primary e-mail address. In cases in which email is not operational, customers may call the Xentech office and lodge a support ticket.

Other methods of requesting service (such as sending mail to the personal addresses of consultants, calling consultants' personal phone lines, or dropping by a consultant's office) will result in delays. At any given time, an individual consultant may be with another customer, working on a project, at a meeting, or out sick or on vacation.

Responsibilities:

- Customers should always request service using the team email address or contact the office directly when email is unavailable.
- Requests regarding specific computer problems should include the following information:
 - The name, company, and phone number, of the person needing assistance.
 - The exact error messages, if any, that appeared on the user's screen.
 - Information on any applications that may have been running on the machine when the problem occurred.
 - What the user's encounter prior to the occurrence of the problem.
 - Information regarding any applications or programs that may have been installed recently, or any changes made by a non- Xentech person.
 - Information about the request's priority; for example, is it the sort of issue that can wait until another day or does it need to be looked at as soon as possible?

:: Response time

Xentech's goal is to respond to all requests for service as quickly as possible. Xentech prioritises requests as they come in using the following general guidelines:

Urgent requests are those that meet one or more of the following criteria:

- Multiple users are affected.
- The user is working under a deadline or on a time sensitive task.
- The problem is with software that is vital to the nature of the user's work.
- The security of one or more machines is compromised.

Normal requests typically fall into the following categories:

- The request is specified as non-urgent by the customer.
- The request involves peripheral equipment such as printers.
- The user is experiencing an application problem that does not interfere with critical functions.
- The user is unable to send or receive email.

Planned requests are those that require scheduling, research, or other advance preparation. Examples of planned requests might include the following:

- Hardware or software recommendations.
- Computer setups.
- Maintenances.
- Requests for other services (e.g., hourly or retainer contracts).
- Software installation or upgrades.
- Hardware upgrades or service.
- Computer moves eg. Configuring machines for a new location.

Note that the boundaries among categories are not absolute. For example, there are times when a request that would normally fall into the "Normal" category might in fact be urgent.

Xentech's normal response times for requests are shown in the table below:

Category	Initial response time	Commencement of work
Urgent	0-60 minutes	0-2 hours
Normal	60-180 minutes	8-48 hours
Planned	8-48 hours	To be arranged

The "initial response time" refers to the time during which an XENTECH consultant will get in touch with the user (generally by email or telephone but in some case by an in-person visit) to get additional information or schedule a time for a visit. In some cases, the problem may be resolved in the initial response phase. For cases in which the problem cannot be resolved in the initial response phase, "commencement of work" refers to the period in which an Xentech consultant will be able to take steps to resolve the problem.

All times in the table above refer to normal working hours, considered to be between 9:30 a.m. and 5:30 p.m. The upper time limits are considered to be worst-case situations; normally response time will be much quicker. In very unusual circumstances (such as when several Xentech staff are out sick), it is possible that the upper time limits may be exceeded; such situations are likely to be rare.

Responsibilities: In order for the above response times to apply, customers must request service using the appropriate team email address or contact number (if email is unavailable). Xentech can provide no guidelines regarding response time for requests made to consultants directly.

:: Afterhours support

Business hours are considered 9AM until 5.30PM Monday to Friday, excluding public holidays. Afterhours support will be given if purchased as part of this agreement. Otherwise for all urgent assistance, support will be charged at our standard afterhours charged rate.

Response time to afterhours support will be the same as urgent. However on occasions this may vary.

Responsibilities: In order to have full support afterhours. Purchase of afterhours support will be required.



:: Introduction

This service level agreement (SLA) describes the core services provided to customers by “Xentech” under our Annual Desktop Support contract. It details both Xentech's and customers' responsibilities. Because there is overlap in our service offerings, there is some redundancy in this document.

It is assumed that only Xentech staff will provide computing support for machines under this support program. In order to avoid duplication of effort and insure a consistent, high level of service, Xentech will only work with third party computing support staff only by special arrangement.

In the course of providing computing support under this program, Xentech staff in many instances provides support beyond what is described in this document. Such additional support is provided at the discretion of Xentech consultants in the interest of furthering the goals of customer

:: Supported hardware and software

Only PC hardware and software, meeting certain specifications will be supported. These specifications are detailed on Appendix A for Hardware, and Appendix B for Software.

Hardware and software specifications will be updated annually, normally before the start of each financial year. Xentech will notify customers in advance of changes in our supported hardware and software.

The Annual Desktop Support SLA contract in general assumes the following:

- Each supported computer or laptop will only be used by the supported customer.
- The computer will be used in a single location.
- The laptop will only be used for its intended use.

In the cases where either of these conditions do not apply, additional charges charged at our standard rate will apply to cover service resulting from those circumstances (e.g., setting up multiple mailboxes or configuring network connectivity for multiple locations). In addition, a computer must be networked to be eligible for support under this program.

Responsibilities: Customers should consult Xentech before making hardware or software purchases. Some hardware or software may be unsupported. Xentech's planning assistance can reduce the likelihood of compatibility problems with existing hardware or software or having to deal with unreliable vendors. In addition, customers must notify Xentech if a supported computer will be used by multiple users or in multiple locations.

:: Description of services

Services provided by Xentech to customers of the Annual Desktop Support program are described below.

Planning and recommendations

Xentech will provide recommendations and planning assistance to supported customers regarding all aspects of desktop computing. The scope of such assistance includes the following:

- Hardware and software recommendations.
- Planning for support of new administrative initiatives.
- Assessing file sharing, database, and backup needs for customer data.
- Evaluation of training needs for users.

In some cases, Xentech may recommend services not covered by the Annual Desktop Support contract. Such services may be provided by Xentech or other organizations.

Responsibilities: Customers are urged to take advantage of Xentech' assistance with planning and keep Xentech informed about customers computing issues. Xentech management will make an effort to meet with customers periodically to discuss any further needs.

Computer setup and installation

Xentech will install and configure new computers for supported customers. Computer setups may include the following:

- Unpacking and connecting computer components.
- Configuring operating systems for network connectivity.
- Installation of operating system patches or updates.
- Installation of applications.
- Transfer of data from an existing computer to a new machine. Basic data conversion may be performed as well. Complex data conversions such as is sometimes required when migrating from one platform to another may result in additional charges.

Individuals are limited to the amount of time specified under this SLA. Additional setups may be performed on an hourly contract and charges will be billed on a monthly basis. Xentech will not provide storage space for new or old machines, or clear off the space needed for a computer setup. Re-location of computers will be quoted and charged.

Responsibilities:

- Customers should consult Xentech prior to any new computer purchases.
- Because computer setups typically require from one to three working hours, customers should notify Xentech as far in advance as possible to schedule a setup appointment.
- The user of the machine may need to be present at certain points during the installation process, typically at the beginning or end of the process.
- Licenses and media for any commercial applications to be installed must be provided by the customer.
- Customers are responsible for providing storage space for new or old machines, and clearing off the space needed for a setup.

Maintenance

Xentech will provide comprehensive maintenance services for supported machines. Typically minor maintenance may be performed more frequently. Should a major maintenance be required, a time will be arranged with the customer to perform these updates. Operations that may be performed as part of maintenance include the following:

- Installation of operating system updates and patches.

- Updates of standard applications (in some cases including commercial applications).
- Software diagnostics.
- Disk optimization.

A full maintenance can be offered at additional cost, and will typically require from one to four hours, depending on what tasks need to be performed. Maintenance is always scheduled in advance.

Responsibilities:

- The user may need to be present at certain points during the maintenance process, typically at the beginning or end.
- Users should bring to the attention of the consultant any problems that he or she may be experiencing prior to maintenance and also note if any specialized hardware or software is used with or installed in the machine.
- In some cases, it may be necessary for users to purchase licenses for certain software upgrades.

Troubleshooting

Xentech will troubleshoot problems with supported operating systems, software applications, and network connectivity. Xentech will also perform basic hardware troubleshooting.

Responsibilities: Customers should request Xentech services as described below.

Application support

Xentech will provide assistance with supported applications. This assistance includes the following services:

- Installation and updating of software.
- Troubleshooting of common problems.
- Help with basic usage.

There are some limitations to Xentech's application support:

- Xentech will provide assistance with unsupported applications on a "best effort" basis. This support will typically include installation, but in-depth troubleshooting will require time used for research.
- Xentech will provide no support for discouraged or prohibited applications.
- Support for Server other centralised administrative applications will be covered under the Server SLA.
- Support for any hardware other than desktops will require their own separate SLA or will be charged on a hourly basis.
- Xentech will help users perform their job functions using computer technology but will not perform those functions. For example, Xentech will not create documents or design databases or web pages for users; an hourly or retainer contract is required in those situations.

Responsibilities:

- Customers should request Xentech services as described below.
- Customers should utilise manuals, online help systems, and other training resources for the applications they use frequently.

- Customers are responsible for purchasing software licenses and having media available (if required).

Exclusions:

Legacy software that required out of date operating system support will be excluded from this agreement. Out of date operating system are operating systems no longer supported by Microsoft.

Network support

Xentech provides support for network connectivity for all supported workstations. This support includes the following:

- Xentech will assist with network planning and ordering of network connections.
- Xentech will install and configure software for accessing the company network and world-wide Internet.
- Xentech will troubleshoot network connectivity problems.
- When appropriate, Xentech will act as liaison with third party providers in resolving network problems.
- Xentech is not responsible for provider outages. Eg. Telstra/Internode

This SLA does not cover the maintenance of the customer's network. The maintenance of the network is covered by the Server & Network SLA.

Responsibilities: Customers must maintain accurate records regarding network configuration information (i.e., IP addresses, hostnames, subnet masks, and router addresses). In addition, customers must not install networking equipment (such as hubs or switches in many instances)

Backup support

Xentech will provide installation and configuration of backup software if available. The backup service will be provided by "Xentech Web" and their own SLA. Xentech staff can assist with restores and act as a liaison with Xentech Web.

Responsibilities: Customers are responsible for subscribing to the Xentech Web service. Customers must keep their computers on during the scheduled backup times (or ensure that manual backups are performed).

Liaison with third party providers & vendors

When needed, Xentech will act as a technical liaison with third party providers or vendors. For example, Xentech will work with various software providers to resolve issues regarding system requirements, network connectivity, and software distribution. Xentech will also contact vendors on behalf of customers to resolve technical problems and provide recommendations to users. Xentech will not normally act as liaison for issues that are not of a technical nature (such as placing or picking up orders for software or equipment, resolving billing issues, etc.)

Responsibilities: Customers should feel free to contact Xentech whenever technical issues regarding outside computing organizations come up.

Hardware support

Xentech provides basic hardware diagnosis for supported machines. In addition, Xentech will provide warranty work on most ASUS desktop computer systems and can provide post-warranty work in many cases as well. Post-warranty work will be performed on a additional charge basis only. At its discretion, Xentech may refer hardware repair or upgrade tasks third party vendors.

Responsibilities: Customers should consult Xentech if they suspect a hardware problem or are considering an upgrade.

Exclusions: Customers should note that systems not provided by Xentech may be excluded from this SLA. These may include systems with known hardware issues or system we have recommended replacement.

Training

Xentech staff can evaluate computer training needs for supported users and provide specific recommendations for training classes or materials. In addition, Xentech consultants can provide informal training sessions on supported software for individuals (or small groups) by appointment. Such training sessions will be charged at an hourly rate and is not covered under this SLA. In some cases, Xentech staff may provide formal group training for supported users.

Responsibilities: It is assumed that supported users have a basic computer literacy. In cases in which customers have extensive training needs, Xentech will provide recommendations and referrals.

:: Requesting service

To request services provided under the Desktop Support SLA, customers should send electronic mail to the appropriate support team's primary e-mail address. In cases in which email is not operational, customers may call the Xentech office and lodge a support ticket.

Other methods of requesting service (such as sending mail to the personal addresses of consultants, calling consultants' personal phone lines, or dropping by a consultant's office) will result in delays. At any given time, an individual consultant may be with another customer, working on a project, at a meeting, or out sick or on vacation.

Responsibilities:

- Customers should always request service using the team email address or contact the office directly when email is unavailable.
- Requests regarding specific computer problems should include the following information:
 - The name, company, and phone number, of the person needing assistance.
 - The exact error messages, if any, that appeared on the user's screen.
 - Information on any applications that may have been running on the machine when the problem occurred.
 - What the user did immediately prior to the occurrence of the problem.
 - Information regarding any applications or programs that may have been installed recently, or any changes made by a non- Xentech person.
 - Information about the request's priority; for example, is it the sort of issue that can wait until another day or does it need to be looked at as soon as possible?

:: Response time

Xentech's goal is to respond to all requests for service as quickly as possible. Xentech prioritises requests as they come in using the following general guidelines:

Urgent requests are those that meet one or more of the following criteria:

- Multiple users are affected.
- The user is working under a deadline or on a time sensitive task.
- The problem is with software that is vital to the nature of the user's work.
- The security of one or more machines is compromised.

Normal requests typically fall into the following categories:

- The request is specified as non-urgent by the customer.
- The request involves peripheral equipment such as printers.
- The user is experiencing an application problem that does not interfere with critical functions.
- The user is unable to send or receive email.
- The user has an informational question (e.g., "How do I...?").

Planned requests are those that require scheduling, research, or other advance preparation. Examples of planned requests might include the following:

- Hardware or software recommendations.
- Computer setups.
- Maintenances.
- Requests for other services (e.g., hourly or retainer contracts).
- Software installation or upgrades.
- Hardware upgrades or service.
- Computer moves eg. configuring machines for a new location.

Note that the boundaries among categories are not absolute. For example, there are times when a request that would normally fall into the "Normal" category might in fact be urgent.

Xentech's normal response times for requests are shown in the table below:

Category	Initial response time	Commencement of work
Urgent	0-90 minutes	0-6 hours
Normal	60-180 minutes	8-48 hours
Planned	8-48 hours	To be arranged

The "initial response time" refers to the time during which an XENTECH consultant will get in touch with the user (generally by email or telephone but in some case by an in-person visit) to get additional information or schedule a time for a visit. In some cases, the problem may be resolved in the initial response phase. For cases in which the problem cannot be resolved in the initial response phase, "commencement of work" refers to the period in which an Xentech consultant will be able to take steps to resolve the problem.

All times in the table above refer to normal working hours, considered to be between 9:30 a.m. and 5:30 p.m. The upper time limits are considered to be worst-case situations; normally

response time will be much quicker. In very unusual circumstances (such as when several Xentech staff are out sick), it is possible that the upper time limits may be exceeded; such situations are likely to be rare.

Responsibilities: In order for the above response times to apply, customers must request service using the appropriate team email address or contact number (if email is unavailable). Xentech can provide no guidelines regarding response time for requests made to consultants directly.