

## Backup SLA

SERVICE DESK			
CATEGORY	DESCRIPTION	STANDARD	ADVANCED
Incident Management	Incident/Problem detection, recording, classification, investigation and diagnosis.	24 x 7 Mean time to respond: 1 hr	24 x 7 Mean time to respond: 30 min
	Manage and co-ordinate incidents. Serves as a single point of contact, entry and exit for customers keeping a customer informed of progress and advising on workarounds.	Business General Desk  <b>Feedback-</b> Issue Resolved	Dedicated Support Desk  <b>Feedback:</b> Hourly Updates to resolution  <b>Troubleshooting:</b> 1 hr Remote Support
	Restore normal service operation as quickly as possible and minimise the adverse effect on business operations	Troubleshooting: Best effort	<b>Escalation:</b> Billable as MIT service
	On Site Support: Should the customer require assistance with backup seeding or local restores	Onsite MIT Engineer (8x5) - Billable	Onsite MIT Engineer (24x7) - Billable
	Reporting: Request Fulfilment Reports Incident Reports Monthly Service Report Product specific reporting	On Request On Request On Request On Request	Included Included Included Included Scheduled reports: Monthly historical report Success vs Failure report
Request Fulfilment	1 <sup>st</sup> line management of basic user change requests	8 x 5 Business General Desk	24 x 7 Dedicated Support Desk
	Backup job schedules Backup lists Backup exclusions Backup media	Mean Time to Respond: 1 hr	Mean Time to Respond: 30 min
		<b>Feedback:</b> Upon Issue resolution	<b>Feedback:</b> Hourly updates to resolution
SLA Stock	Hardware Replacement	NA	NA

## MONITORING AND REPORTING

CATEGORY	DESCRIPTION	STANDARD	ADVANCED
Event Management	Performance monitoring against pre-defined thresholds	Email sent after each backup job <ul style="list-style-type: none"> <li>• Successful backup jobs</li> <li>• Failed backup jobs</li> </ul>	Email sent after each backup job <ul style="list-style-type: none"> <li>• Successful backup jobs</li> <li>Failed backup jobs</li> </ul>
Capacity Monitoring	Proactive Storage Monitoring	On request	On request

## SERVICE OPERATION

CATEGORY	DESCRIPTION	STANDARD	ADVANCED
Problem Management	Resolve the root causes of incidents to minimise the adverse impact of incidents and problems on business caused by errors within the IT infrastructure, and to prevent recurrence of incidents related to these errors.	Notification Alerts <b>24x7</b> Updates to Resolution <b>8x5</b>  P1 - 1-2 business hrs P2 - 2-3 business hrs P3 - 3-4 business hrs P4 - 3-4 business hrs	Notification Alerts <b>24x7</b> Updates to Resolution <b>8x5</b>  P1 - 1-2 business hrs P2 - 2-3 business hrs P3 - 3-4 business hrs P4 - 3-4 business hrs
Change management	Change Management, Maintenance Emergency maintenance, etc	8x5 notification alerts	8x5 notification alerts

# Service Level Agreement

# SLA

NOTE: Managed Services are an optional extra and are billable by product

MIT MANAGED SERVICES		
Managed Services are an optional extra and are billable by product		
CATEGORY	DESCRIPTION	DELIVERABLE
Event Management	Manage and co-ordinate backup alerts – keep the customer up to date and advise on course of action. Actions including rerunning backups, emailing customer if problem is on the customer side.	24x7 Backup status alerting 8 x 5 Remediation (Backup system only) After hours billable Email notifications
Resolution and Recovery	Restores a service to functional after an incident and or problem	<b>Vox Hosted Virtual Servers</b> Instant restore RTO – 1 Hour Full restore – approximately 100GB per hour On Premise or Co-Located Servers RTO – dependent on data size, connectivity and whether travel is necessary Approximately 1 hour per 100GB for local restore
Advanced Reporting	Performing integrity testing for compliance and audits. Documenting and reporting on the Veeam Backup and Replication infrastructure, VMware vSphere, vCloud Director and Microsoft Hyper-V environments.	Quarterly <ul style="list-style-type: none"> <li>• Successful vs Failed Backups</li> <li>• Failure trend analysis</li> </ul> Bi-annual test restore Detailed report on test findings
Capacity Management	Performance monitoring againsts configured capacity of backup storage. Notifications at 80%	Monthly
Asset and Configuration Management	Management and traceability of every backup machine Management and traceability of every configuration	Daily emails of servers backed up <ul style="list-style-type: none"> <li>• Quarterly review of backup settings</li> </ul>
Release and Deployment Management	Testing of new backup software versions Planned software upgrades to new versions Agent updates done via Veeam Availability Console	Included
Audits and Assessments	Detailed reports for documentation, analysis, decision-making, chargeback, change tracking, capacity planning and optimization of resource utilization	Quarterly

## Service Level Agreement

### Definitions

- 1.1. "8x5" Service availability is 8h30 to 16h30 during Business Days.
- 1.2. "Incident" is used interchangeably with "Fault".
- 1.3. "Mean Time to Respond" The time taken to contact the customer.
- 1.4. "Mean Time to Repair" (MTTR) The time taken to restore the service to normal operation.
- 1.5. "Mean Time to Site" (MTTS): The time taken for an Engineer to get to the customer's premises. Based on a 50km radius from Vox Main offices (Johannesburg, Pretoria, Cape Town, Durban, Port Elizabeth, East London, Bloemfontein and Kimberley). \*Subject to change based on Product and Client SLAs.
- 1.6. "P1": Priority 1 – Major system outage with all users affected. Customer cannot continue with normal operations
- 1.7. "P2": Priority 2 – Major system failure with many users affected. Business can continue but is impaired.
- 1.8. "P3": Priority 3 – Minor fault or operational problem, causing user problems but not affecting day to day operation.
- 1.9. "RTO": Recovery Time Objective – The amount of time it takes to restore the service to functionality

### Terms and Conditions

- 2.1. Vox shall not be obliged to provide any of the following as part of the services, unless contracted for separately:
  - i. Any services in respect of the maintenance and operation of the information technology systems on which a Veeam Backup service is installed and operated.
  - ii. Any services relating to the information technology systems, communications, hardware or any other software or firmware of any kind not covered in these Product Terms and Conditions.
- 2.2. Vox cannot guarantee their 'managed services' without N-Able software being installed on the Customer's virtual machines, workstations and/or servers.
- 2.3. Customer acknowledge that it has been made aware that backups will be performed any time that a virtual machine, workstation and/or server is connected to the internet, regardless of the network or access medium to which that virtual machine, workstation and/or server is connected. Accordingly, Vox is not responsible for any data charges incurred or degradation of the network speed as a result of backups being performed.
- 2.4 Vox's target availability for access to backup files is 99.99%. For purposes of this clause, the following shall not be regarded as downtime:
  - Customer's inability to reach the Veeam Backup service due to downtime of customer's access circuits or connectivity services.
  - Insufficient storage based on Customer's storage lease.
  - Unavailability as a consequence of exceeded storage quotas.
  - Failed backups during scheduled or emergency maintenance windows. As soon as the maintenance window is complete, the backup will complete successfully.
- 2.5 Supplier response times will be within the time stated on the selected service level agreement.

#### **Vox Backup Support Process and Checklist**

Vox Hosted Backup is hosted on Vox Infrastructure and therefore the responsibility of Vox is to keep the infrastructure up and running. If the fault is lying with the Vox core infrastructure, then Vox takes responsibility for fixing these issues within the given SLA timelines. As the products are self-managed products, client will be responsible for all other issues. This process will assist our support engineer to understand if the issue is the responsibility of Vox or the Client.

Clients will have the opportunity to utilize Vox's second line engineers at a billable rate.

#### **For Physical Agent**

- Does the PC/server have network connection and is there access to the repository
- Is the PC/Server up to date with latest Windows updates
- Has the PC/Server been rebooted after fault occurred

### For Vox VMs

- Does the backup server have network connection and is there access to the repository?
- Are the VM's powered on?
- Is the backup server and all hosts up to date with the latest Windows updates?
- Have the backup server and hosts been rebooted after fault occurred?
- Are all the Veeam Services running?