

Scope of Works For Corporate Maintenance Management Package (CMMP)

Service Level Agreement

CMMP Corporate Maintenance Management Package

This service will be provided base on Extended Standard Coverage & Response Time (ESCRT) which is 4 by 8 response time with 6 days by 8 office hours.

Assumption

All call reported is within the scope of coverage.

Service Overview

This service provides corporate maintenance management services for customer who need more specific scope of service for their corporate network. This service covers any equipment that is connected to the servers, desktops, workstations or notebooks.

Key Consideration

- ❖ Unlimited service call provided for customer.
- ❖ One-day site survey will be used to familiarize with customer network environment.
- ❖ Standard and fix engineer are assigned and standby throughout the year of coverage.
- ❖ Extended Standard Coverage & Response Time covers 4 by 8 response time 6 days by 8 office hrs.
- ❖ Standard schedule health check service will be carried out quarterly.

Scope of Coverage

- Provide unlimited unscheduled service call.
 - Service is not restricted by number of call nor hour coverage.
 - Response base on Extended Standard Coverage & Response Time (ESCRT) with additional Business Uptime Services (BUS) included.
- Provide Basic Desktop OS Recovery Services (BDORS).
- Provide Extended Server OS Recovery Services (ESORS).
- Provide Extended Hardware Recovery Services (EHRS).
- Provide Extended Network Recovery Services (ENRS).
- Provide Extended Application Recovery Services (EARS).
- Provide Basic Server Health Check Services (BSHC) which cover only the server.
- Provide Extended Report Services (ERS).
- Provide Software License Audit Services (SLAS).

Service Not Covered

- Service logged after hour of coverage is not covered under this scope of services by default.
- Administrative management module is not covered under this scope of services.
- Asset management module is not covered under this scope of services.
- Health management module is not covered under this scope of services.
- Project management module is not covered under this scope of services.
- Procurement management module is not covered under this scope of services.
- Consultation management module is not covered under this scope of services.
- PABX system is not covered under this scope of services.
- Hardware is not cover under any of our service maintenance.

Customer Responsibilities

- It is the customer's responsibility to understand the full coverage and company requirement before acknowledge of agreement.
- It is the customer's responsibility to ensure that an internal staff is available to walk the engineer through during the one day site survey.
- Customers must ensure that engineer does not perform services outside the scope of work.

Service Completion

All services provided by Advanetwork Technology Pte Ltd come with a Customer Engineering Report (in short CER) and verification before requesting customer for service acknowledgement.

- ✓ * Verify to customer that problem reported is resolved.

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Section 1: ESCRT Extended Standard Coverage & Response Time for Maintenance

Assumption

All service call logged must be within the scope of coverage.

All service call logged after 3:00pm (from Monday to Friday) or 11:00am (for Saturday) will respond on next business day.

Coverage & Response Time Overview

This service provides coverage and response time base on standard 4 hour (for server) and 8 hour (for workstation) response from Monday to Friday between 9:00am to 5:00pm and Saturday between 9:00am to 1:00pm (local SGP time) excluding Sunday and Public Holidays. In short, it is described as 4 by 8 response time 6 days by 8 office hours or 4 by 8, 6 by 8.

Scope of Coverage

- Dispatch engineer to response to service call logged within the standard hours of coverage.
 - Engineer will response base on 4 hour for server call reported and 8 hour for workstation call reported.
 - All responses are subjected to helpdesk dispatch schedule from Monday to Friday between 9:00am to 5:00pm and Saturday between 9:00am to 1:00pm (local SGP time).

Scope Not Covered

- This coverage does not include Sunday and Public Holidays.
- This coverage does not include off office hours from Monday to Friday between 5:01pm to 8:59am (local SGP time) and Saturday between 1:01pm to 8:59am (local SGP time)

Customer Responsibilities

- Prior to the delivery of this service, the customer must perform basic backup to all related equipment systems to safeguard against any accidental loss of data or information.
- It is the customer's responsibility to ensure that all service call must be logged before 3:00pm (from Monday to Friday) or 11:00am (for Saturday) to ensure call can be dispatched on the same day possible base on best practice.
- It is the customer's responsibility to ensure that the problem reported is resolved before any service report acknowledgement is signed.
- Customers must ensure that engineer does not perform services outside the scope of work.

Scope of Work for Corporate Management Maintenance

Fix Assignment of Engineer

Extended Standard Coverage & Response Time (ESCRT) 4 by 8 - 6 by 8

Service Components	Business Uptime Services (BUS)
	Extended Hardware Recovery Services (EHRS)
	Basic Desktop OS Recovery Services (BDORS)
	Extended Server OS Recovery Services (ESORS)
	Extended Network Recovery Services (ENRS)
	Extended Application Recovery Services (EARS)
	Extended Report Services (ERS)
Basic Server Health Check (BSHC)	

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Section 2: BUS Business Uptime Services for Maintenance

This service is an extension coverage on what is being provided during the hours of 9:00am to 5:00pm (local SGP time) Monday through Friday, excluding Saturday, Sunday and Public Holidays.

Assumption

All call reported is within the scope of the maintenance coverage.

Engineer assign on site require out-of-office hour or more than the standard hour of coverage to complete a specific scope of work.

Service Overview

This service provides business uptime services in addition to the standard hour of coverage. The business uptime service in this context is a service by Ant to provide best of effort to resolve any unresolved issue out of standard hour of coverage.

Scope of Coverage

- Provide engineer to continue an uncompleted task outside normal hour of coverage.
 - Ensure business recovery as soon as possible – improve business uptime
 - To reduce operation downtime affected by the malfunction
 - Engineer will proceed with their diagnostic and troubleshooting beyond their standard hour of coverage
- Provide solution to recover problem diagnosed as soon as possible.

Service Not Covered

- Service logged after hour of coverage will be dispatched base on the standard response time covered
- Image backup of server, workstation or notebook is not provided.
- Hardware is not cover under any of our service maintenance.

Customer Responsibilities

- Prior to the delivery of this service, the customer must perform basic backup to all related equipment systems to safeguard against any accidental loss of data or information.
- It is the customer's responsibility to provide the necessary accessibility for the engineer on the job.
- It is the customer's responsibility to provide an internal staff as coordinator beyond standard hour of coverage.
- It is the customer's responsibility to ensure that the problem reported is resolved before any service report acknowledgement is signed.
- Customers must ensure that engineer does not perform services outside the scope of work.

Scope of Work for Corporate Management Maintenance

	Fix Assignment of Engineer
	Extended Standard Coverage & Response Time (ESCRT) 4 by 8 - 6 by 8
Service Components	Business Uptime Services (BUS)
	Extended Hardware Recovery Services (EHRS)
	Basic Desktop OS Recovery Services (BDORS)
	Extended Server OS Recovery Services (ESORS)
	Extended Network Recovery Services (ENRS)
	Extended Application Recovery Services (EARS)
	Extended Report Services (ERS)
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Section 3: **BDORS** Basic Desktop OS Recovery Services

This service will be provided during the hours of 9:00am to 5:00pm (local SGP time) Monday through Friday, excluding Saturday, Sunday and Public Holidays.

Assumption

All information and data in the hard-disk will be gone once OS recovery service is performed. All operating system to be installed must be licensed under the law of copyright.

Service Overview

This service provides basic desktop operating system recovery for customer. Basic desktop OS recovery service covers any desktop OS recovery due to hard-disk replacement or system crashed. This service will ensure that all standard internal devices be configured and working properly under the device manager.

Scope of Coverage

- Configure partition as requested.
- Install Operating system.
- Ensure activation key is entered correctly.
- Install and configure device driver for the standard internal devices.
 - Keyboard
 - Mouse
 - Video card
 - Network card
 - Internal modem
 - Sound card
 - Internal CD-ROM drive
- Restart system to Ctrl-Alt-Del startup pages

Service Not Covered

- Neither installation nor configuration of any external equipments or devices is provided in this scope of work.
- Neither installation nor configuration of application software in this scope of work.
- This service is solely cover for workstation, desktop, notebook and tablets PC only.

Customer Responsibilities

- Prior to the delivery of this service, the customer must perform basic backup to all related equipment systems to safeguard against any accidental loss of data or information.
- Prior to the delivery of this service, the customer must provide the media of the Operating System and its licensing information for the installation to be complete.
- It is the customer's responsibility to provide all the necessary internal device driver media for the installation of the devices.
- It is the customer's responsibility to provide all necessary security information prior to the installation.
- It is the customer's responsibility to ensure all the hardware in the equipment is complete and there is power to the equipment.
- Customers must ensure that engineer does not perform services outside the scope of work.

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	Fix Assignment of Engineer
	Extended Standard Coverage & Response Time (ESCRT) 4 by 8 - 6 by 8
Service Components	Business Uptime Services (BUS)
	Extended Hardware Recovery Services (EHR)
	Basic Desktop OS Recovery Services (BDORS)
	Extended Server OS Recovery Services (ESORS)
	Extended Network Recovery Services (ENRS)
	Extended Application Recovery Services (EARS)
	Extended Report Services (ERS)
	Basic Server Health Check (BSHC)

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Section 4: ESORS Extended Server OS Recovery Services

This service will be provided during the hours of 9:00am to 5:00pm (local SGP time) Monday through Friday, excluding Saturday, Sunday and Public Holidays.

Assumption

All information and data in the hard-disk will be gone once OS recovery service is performed. All operating system to be installed must be licensed under the law of copyright.

Service Overview

This service provides extended server operating system recovery for customer. Extended server OS recovery service covers any server OS recovery due to hard-disk replacement or system crashed. This service will ensure that all standard devices be configured and working properly under the device manager as in Basic Server OS Recovery Services with additional configuration of DNS, DHCP, WINS, Print Server or other server components.

Scope of Coverage

Basic Server OS Recovery Services

- Configure RAID system if required.
- Configure partition as requested.
- Install and configure the operating system.
- Ensure activation key is entered correctly.
- Install and configure device driver for the standard internal devices.
 - Mouse, Keyboard, Serial/Parallel Port
 - Floppy, CDROM, Hard-disk devices
 - Network and modem device
 - Video and sound controller
 - Tape backup drive
- Install and configure device driver for standard external devices.
- Configure server to connect to domain or network
 - Configure IP and gateway address for the server
 - Configure DNS client address for the server

Additional service added to this scope of work.

- Install and configure DNS, DHCP, WINS, Print Server and other server components.

Service Not Covered

- Neither installation nor configuration of any external equipment not connected directly is provided in this scope of work.
- Administration of User, AD, and Print manager is not provided under this scope of work.
- Neither installation nor configuration of application software in this scope of work.

Customer Responsibilities

- Prior to the delivery of this service, the customer must perform basic backup to all related equipment systems to safeguard against any accidental loss of data or information.
- Prior to the delivery of this service, the customer must provide the media of the Operating System and its licensing information for the installation to be complete.
- It is the customer's responsibility to provide all the necessary internal and external device driver media for the installation of the devices.
- It is the customer's responsibility to provide all necessary security information prior to the installation.
- It is the customer's responsibility to ensure all hardware in the equipment is complete and there is power to the equipment.
- Customers must ensure that engineer does not perform services outside the scope of work.

Advanetwork Technology Pte Ltd Corporate Management Maintenance Services

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Scope of Work for Corporate Management Maintenance

Fix Assignment of Engineer

Extended Standard Coverage & Response Time (ESCRT) 4 by 8 - 6 by 8

Service Components

Business Uptime Services (BUS)

Extended Hardware Recovery Services (EHRS)

Basic Desktop OS Recovery Services (BDORS)

Extended Server OS Recovery Services (ESORS)

Extended Network Recovery Services (ENRS)

Extended Application Recovery Services (EARS)

Extended Report Services (ERS)

Basic Server Health Check (BSHC)

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Section 5: EHRS Extended Hardware Recovery Services for Maintenance

This service will be provided during the hours of 9:00am to 5:00pm (local SGP time) Monday through Friday, excluding Saturday, Sunday and Public Holidays.

Assumption

All hardware to be maintained are functioning and working before any hardware malfunction occurs.

Service Overview

This service provides extended hardware recovery services for customer cover under this scope. Extended hardware recovery services cover basic hardware recovery services with additional coverage for server and WAN related equipment.

Scope of Coverage

- Provide diagnostic and troubleshooting of malfunction server/workstation/desktop/notebook issue.
 - Diagnose malfunction of server/workstation/desktop/notebook.
 - Verify and confirm malfunction before calling the respective manufacturer (for warranty product)
 - Verify and confirm malfunction before providing a hardware quotation (out of warranty product)
 - Replace defective parts (by manufacturer or Ant)
 - Rebuild RAID hard disk replaced for server.
 - Ensure system is tested and working fine.
- Provide diagnostic and troubleshooting of malfunction printer issue.
 - Ensure that malfunction is not cause by consumable such as toner or ink cartridge or paper jam.
 - Verify and confirm malfunction before calling the respective manufacturer (for warranty product)
 - Verify and confirm malfunction before providing a spare-part quotation (out of warranty product)
 - Replace defective parts (by manufacturer or Ant)
 - Ensure printer is tested by performing a self-test.
- Provide diagnostic and troubleshooting of malfunction switches/modem/scanner/ups/router issue
 - Verify and confirm malfunction before calling the respective manufacturer (for warranty product)
 - Verify and confirm malfunction before providing a replacement quotation (out of warranty product)
 - Replace defective items (by manufacturer or Ant)
 - Ensure malfunction device is tested and working fine.

Service Not Covered

- Neither installation nor configuration is covered under this service.
- Neither loan nor disaster recovery service is covered under this services.
- Hardware is not cover under any of our service maintenance.

Customer Responsibilities

- Prior to the delivery of this service, the customer must perform basic backup to all related equipment systems to safeguard against any accidental loss of data or information.
- Prior to the delivery of this service, the customer must ensure that all necessary AC power to the hardware devices or equipment is ON and running.
- It is the customer's responsibility to arrange for loan unit if it is needed.
- It is the customer's responsibility to provide any security information to access the device.
- It is the customer's responsibility to ensure that the problem reported is resolved before any service report acknowledgement is signed.
- Customers must ensure that engineer does not perform services outside the scope of work.

Scope of Work for Corporate Management Maintenance

Fix Assignment of Engineer

Extended Standard Coverage & Response Time (ESCRT) 4 by 8 - 6 by 8

Service Components

Business Uptime Services (BUS)

Extended Hardware Recovery Services (EHRS)

Basic Desktop OS Recovery Services (BDORS)

Extended Server OS Recovery Services (ESORS)

Extended Network Recovery Services (ENRS)

Extended Application Recovery Services (EARS)

Extended Report Services (ERS)

Basic Server Health Check (BSHC)

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Section 6: ENRS Extended Network Recovery Services for Maintenance

This service will be provided during the hours of 9:00am to 5:00pm (local SGP time) Monday through Friday, excluding Saturday, Sunday and Public Holidays.

Assumption

All networks to be maintained are functioning and working before the network malfunction occurs.

Service Overview

This service provides all basic network recovery services with an additional coverage of wide area network devices diagnostic and maintenance under this scope.

Scope of Coverage

- Provide diagnostic and troubleshooting of network printing issue.
 - Ping/Telnet printer to ensure it is physically alright
 - Check IP address and subnet to ensure that it is static and correctly configured
 - Restart the network printer and print spooler if necessary
 - Ensure no print job is hang in the queue
- Provide diagnostic and troubleshooting of network file sharing issue.
 - Ping the server to ensure the connectivity between the two machines is alright
 - Check NIC and IP address and subnet to ensure that it is correctly configured.
 - Ensure workstation is authenticated with the correct domain or workgroup.
 - Basic check on the security right or trustee of the shared folder or items.
- Provide diagnostic and troubleshooting of connectivity between server & workstation.
 - Verify that the physical layer between the two devices is alright
 - Ping the server to ensure the connectivity between the two machines is alright.
 - Check NIC and IP address and subnet to ensure that it is correctly configured.
- Provide diagnostic and troubleshooting of cabling and network switch issue.
 - Verify that the physical layer between the two devices is alright.
- Provide diagnostic and troubleshooting of network slow and collusion issue.
 - Physical check on the switch indication for sign of heavy network collusion.
 - Monitor network traffic from server monitoring software or third party software if necessary.
- Provide diagnostic and troubleshooting of Wide Area Network issue.
 - Verify that physical ping to router is alright
 - Verify that route path is configured correctly.
 - Reset router if necessary
- Provide solution to recover problem diagnosed as above.

Service Not Covered

- Neither installation nor configuration of any server, workstation, firewall, router, switch, hub or any other network related devices are provided.
- Hardware is not cover under any of our service maintenance.

Customer Responsibilities

- Prior to the delivery of this service, the customer must perform basic backup to all related equipment systems to safeguard against any accidental loss of data or information.
- Prior to the delivery of this service, the customer must ensure that all necessary AC power to the network devices or equipment is ON and running.
- It is the customer's responsibility to verify that the physical AC power circuit is not trip.
- It is the customer's responsibility to provide the necessary cable to access the network device.
- It is the customer's responsibility to provide all necessary security code to access the network device.
- It is the customer's responsibility to ensure that the problem reported is resolved before any service report acknowledgement is signed.

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Fix Assignment of Engineer

Extended Standard Coverage & Response Time (ESCRT) 4 by 8 - 6 by 8

Service Components

Business Uptime Services (BUS)

Extended Hardware Recovery Services (EHRS)

Basic Desktop OS Recovery Services (BDORS)

Extended Server OS Recovery Services (ESORS)

Extended Network Recovery Services (ENRS)

Extended Application Recovery Services (EARS)

Extended Report Services (ERS)

Basic Server Health Check (BSHC)

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Section 7: EARS Extended Application Recovery Services for Maintenance

This service will be provided during the hours of 9:00am to 5:00pm (local SGP time) Monday through Friday, excluding Saturday, Sunday and Public Holidays.

Assumption

All applications to be maintained are functioning and working before malfunction occurs such as corrupted.

Service Overview

This service provides extended application recovery services for customer cover under this scope. Extended application recovery services cover all basic application recovery services with additional coverage for CDRW or DVD-RW application software, PC Anywhere applications, fax solution applications, Adobe Acrobat Professional, and Lotus Notes client application.

Scope of Coverage

- Provide diagnostic and troubleshooting of application issue.
 - Check problem encountered by user.
 - Ensure that it is not administrative problem such as customized templates, user right or missing files.
 - Ensure that it is not how-to issue such as how to create a form, label, folder, and so on.
 - Close and restart the application. Verify whether problem is resolved.
 - Clear temp folder and restart the system. Verify whether problem is resolved.
 - Check for Service Pack updates. Verify whether problem is resolved.
 - Uninstall & Reinstall application if above solution does not work.
 - Feedback to Microsoft if all above solution does not work.
- Provide solution to recover problem diagnosed as above.

Service Not Covered

- Neither installation nor configuration of new purchase application is provided.
- Neither diagnostic nor troubleshooting of application bring customized or modified is provided.
- Neither training nor how-to issue is covered under its scope of services.
- Hardware is not cover under any of our service maintenance.

Customer Responsibilities

- Prior to the delivery of this service, the customer must perform basic backup to all related equipment systems to safeguard against any accidental loss of data or information.
- Prior to the delivery of this service, the customer must ensure that all necessary AC power to the network devices or equipment is ON and running.
- It is the customer's responsibility to demonstrate and explain the problem encountered to the engineer on site.
- It is the customer's responsibility to provide all necessary security information to access the network device.
- It is the customer's responsibility to ensure that the problem reported is resolved before any service report acknowledgement is signed.
- Customers must ensure that engineer does not perform services outside the scope of work.

Scope of Work for Corporate Management Maintenance

	Fix Assignment of Engineer
	Extended Standard Coverage & Response Time (ESCRT) 4 by 8 - 6 by 8
Service Components	Business Uptime Services (BUS)
	Extended Hardware Recovery Services (EHRS)
	Basic Desktop OS Recovery Services (BDORS)
	Extended Server OS Recovery Services (ESORS)
	Extended Network Recovery Services (ENRS)
	Extended Application Recovery Services (EARS)
	Extended Report Services (ERS)
	Basic Server Health Check (BSHC)

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Section 8: BSHC Basic Server Health Check for Server

This service will be provided during the hours of 9:00am to 5:00pm (local SGP time) Monday through Friday, excluding Saturday, Sunday and Public Holidays.

Assumption

All servers must be functioning and working before any health check is to be carried out.

Service Overview

This service provides basic server health check services for customer. A preventive scheduled visit will be arranged to check on the server with the scope of coverage as below.

Scope of Coverage

- Mouse functionality check.
- Keyboard functionality check.
- CPU utilization check.
- Floppy disk functionality check.
- CDROM drive functionality check.
- Memory usage check.
- Hard disk drive check.
 - Check free space left.
 - Perform check disk
 - Check spool and temp folder for files to delete.
- Monitor/LCD display.
- Event viewer record.
 - Check system log for error.
 - Check application log for error.
- Anti-virus check.
 - To check is the virus definition the latest.
 - To check when is the latest virus detected.
- Check internal tape backup drive.
 - Check for backup functionality.
 - Check for restore functionality.
 - Check event log for error.
 - Check schedule functionality.
- Generate Emergency Repair Disk



Service Not Covered

- Neither installation nor configuration of any equipments or devices is provided in this scope of work.
- Neither installation nor configuration of any application software is covered in this scope of work.
- This service does not cover any external devices such as tape library drive, external storage cage, ups, and so on.

Customer Responsibilities

- Prior to the delivery of this service, the customer must perform basic backup to all related equipment systems to safeguard against any accidental loss of data or information.
- It is the customer's responsibility to provide all necessary security information to access the server and anti-virus software.
- Customers must ensure that engineer does not perform services outside the scope of work.

Scope of Work for Corporate Management Maintenance

Fix Assignment of Engineer

Extended Standard Coverage & Response Time (ESCRT) 4 by 8 - 6 by 8



- Business Uptime Services (BUS)
- Extended Hardware Recovery Services (EHRS)
- Basic Desktop OS Recovery Services (BDORS)
- Extended Server OS Recovery Services (ESORS)
- Extended Network Recovery Services (ENRS)
- Extended Application Recovery Services (EARS)
- Extended Report Services (ERS)

Basic Server Health Check (BSHC)

Scope of Works
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Section 9: ERS Extended Report Services for Maintenance

This service will be provided during the hours of 9:00am to 5:00pm (local SGP time) Monday through Friday, excluding Saturday, Sunday and Public Holidays.

Assumption

Summary Customer Engineering Report (in short CER) for annual review.

Service Overview

This service provides extended report services for customer cover under this scope. Extended report services cover a summarized report submitted by engineer service completed on site as well as health-check management information.

Scope of Coverage

- Provide summarized report for customer review. Here is the detail of the report.
 - Date & Time Reported
 - Customer Engineering Report (CER) Number
 - System Description & Serial Number
 - Problem Description with Rectification
 - Repair Status
 - Date & Time Respond
 - Date & Time Completed
 - Call Logged By (from customer)
 - Account Manager (from ANT)
 - Man hours
- Provide health-check management report for customer review. Here is the detail of the report.
 - Hardware Free Space with statistic
 - Memory Utilization
 - Processor Utilization
 - Tape backup functional check
 - UPS functional check
 - Raid functional check (optional)
 - NOS functional check (shutdown/restart)
- A web base reporting is provided for the above summary.

Service Not Covered

- Asset management information is not reported under this scope of services.
- Project information is not reported under this scope of services.
- Hardware is not cover under any of our service maintenance.

Customer Responsibilities

- It is the customer's responsibility to ensure that all information reported is accurate.
- It is the customer's responsibility to ensure that any change in company related information to be reported before the report is generated.
- It is the customer's responsibility to provide an email address or personal to receive the report annually.

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	Extended Server OS Recovery Services (ESORS)
	Extended Network Recovery Services (ENRS)
	Extended Application Recovery Services (EARS)
	Extended Report Services (ERS)
	Basic Server Health Check (BSHC)