

Scope of Works For Standard Comprehensive Maintenance Package (SCMP)

Service Level Agreement

SCMP Standard Comprehensive Maintenance Package

This service will be provided base on Standard Coverage & Response Time (SCRT) which is 4 by 8 response time with 5 days by 8 office hours.

Assumption

All call reported is within the scope of coverage.

Service Overview

This service provides standard comprehensive maintenance package for customer who needs more specific scope of service for their company network. This service covers any equipment that is connected to the servers, desktops, workstations or notebooks.

Key Consideration

- ❖ Unlimited service call provided for customer.
- ❖ No fix engineer are assigned and standby throughout the year of coverage.
- ❖ Standard Coverage & Response Time covers 4 by 8 response time 5 days by 8 office hrs.

Scope of Coverage

- Provide unlimited unscheduled service call.
 - Service is not restricted by number of call nor hour coverage.
 - Response base on Standard Coverage & Response Time (SCRT)
- 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 Health Check Services (BHCS) which cover only the server quarterly.
- Provide Basic Report Services (BRS).
- 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: **SCRT** 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 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 (local SGP time) excluding Saturday, Sunday and Public Holidays. In short, it is described as 4 by 8 response time 5 days by 8 office hours or 4 by 8, 5 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 between 9:00am to 5:00pm.

Scope Not Covered

- This coverage does not include Saturday, Sunday and Public Holidays.
- This coverage does not include off office hours between 5:01pm 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 to ensure call is 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 Standard Comprehensive Maintenance

	Standard Coverage & Response Time (SCRT) 4 by 8 - 5 by 8
Service Components	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)
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Section 2: **BDORS** Basic Desktop OS Recovery Services

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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	Standard Coverage & Response Time (SCRT) 4 by 8 - 5 by 8
Service Components	Extended Hardware Recovery Services (EHRS)
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Section 3: 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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	Standard Coverage & Response Time (SCRT) 4 by 8 - 5 by 8
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	Basic Desktop OS Recovery Services (BDORS)
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Section 4: 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 Standard Comprehensive Maintenance

	Standard Coverage & Response Time (SCRT) 4 by 8 - 5 by 8
Service Components	Extended Hardware Recovery Services (EHRS)
	Basic Desktop OS Recovery Services (BDORS)
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	Extended Network Recovery Services (ENRS)
	Extended Application Recovery Services (EARS)
	Basic Report Services (BRS)
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Section 5: 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 collision issue.
 - Physical check on the switch indication for sign of heavy network collision.
 - 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.
- Customers must ensure that engineer does not perform services outside the scope of work.

Scope of Work for Standard Comprehensive Maintenance

	Standard Coverage & Response Time (SCRT) 4 by 8 - 5 by 8
Service Components	Extended Hardware Recovery Services (EHRS)
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Section 6: 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.

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Standard Coverage & Response Time (SCRT) 4 by 8 - 5 by 8	
Service Components	Extended Hardware Recovery Services (EHRS)
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Section 7: 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 Standard Comprehensive Maintenance

	Standard Coverage & Response Time (SCRT) 4 by 8 - 5 by 8
Service Components	Extended Hardware Recovery Services (EHRS)
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Section 8: **BRS** Basic 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 basic report services for customer cover under this scope. Basic report services cover a summarized report submitted by engineer service completed on site.

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

Service Not Covered

- Neither health-check nor asset management information is reported under this scope of services.
- Project information is not reported under this scope of services.
- Web base reporting is not provided 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.

Service Completion

A review session will be scheduled to meet with the customer on discussion of the summary report. In addition, the account manager will gather feedback from customer about the service level provided, improvement needed, engineer standard, and possible problem encounter in the near future.

Further finding from the customer will be discussed based on future planning, upgrade needs, and replacement requirement.

- ✓ * Ensure review is fruitful to customer.
- * Ensure customer has a better overview of their company IT issue for the year.

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