Infinity Group

Tech Plan Supplemental Terms

infinity group

Client:	
Author:	
Date:	
Version No.	1.0

Tech Plan Contents

Tech Plan Terms – Introduction

1. This document constitutes the level to which Infinity Group will provide their support services, including the agreed supported hardware/software, services offered and maintenance windows (the "Tech Plan Terms").
2. These Tech Plan Terms detail how to raise support tickets and the SLA associated with each priority of ticket and how we classify these. The minimum support for hardware/software and third-party applications is also detailed.
3. These Tech Plan Terms are governed by and apply in addition to the Master Services Agreement set out here between the Client and the Supplier as may be varied by the Parties (the "MSA").
4. Except as defined in these Tech Plan Terms, capitalised terms shall have the meanings given to them in the MSA.
5. In the event of conflict with the terms of these Tech Plan Terms and the MSA, the provisions in these Tech Plan Terms insofar as it relates to the Tech Plan Services, shall take precedence and in the event of a conflict with the terms of these Tech Plan Terms and a Statement of Work, the provisions of the Statement of Work shall take precedence over these Tech Plan Terms.

How to use this document:

Please amend <CLIENT> to client's name (and remove yellow highlight)

Please amend <SERVICE NAME> to service name (and remove yellow highlight)

Please amend <DATE> to date (and remove yellow highlight)

Onboarding is commenced and the engineer completing onboarding fills in section 'Client Details', Contact Information and Device Identification and Preventative Checklist, this is passed back to the Sales Manager/Account Manager to agree to final support cost and is then signed by the Client and Account Manager

Quote is pushed to billing by onboarding engineer

Then please delete this page from the document

1. Client Details

Client Name:	
Address line 1:	
Address line 2:	
City:	
County:	
Postcode:	
Agreement Date:	

1.1 Locations

Location Name:	
Address line 1:	
Address line 2:	
City:	
County:	
Postcode:	

Location Name:	
Address line 1:	
Address line 2:	
City:	
County:	
Postcode:	

Equipment, Software and Services Covered

These Tech Plan Terms cover the equipment, software and services listed in the table below.

1.2   List of Managed Services

Managed Service List	Number
Physical - Hyper-V Host	
Physical – File and Print Servers	
Physical – Application Servers	
Physical – SQL Servers	
Physical – Exchange Servers	
Physical – Remote Desktop Servers	
Physical - Domain Controllers/Active Directory	
Virtual – File and Print Servers	
Virtual – Application Servers	
Virtual – SQL Servers	
Virtual – Exchange Servers	
Virtual – Remote Desktop Servers	
Virtual - Domain Controllers/Active Directory	
Cloud - Office 365 Tenant	
Cloud - Azure Active Directory	
Backup - Physical	
Backup - Cloud	
Anti-Virus Management	
Physical - Workstations	
Physical - Laptops	
Application	
Network - Firewall	
Network - Switch	
Network – Wireless Access	
Service – Internet	

Telephony – System	
Telephony – Handset	
Telephony – Hosted	

The following monitoring and management will take place:

Description	Hardware		Operating System		Application	
	Monitor	Manage	Monitor	Manage	Monitor	Manage
Physical - Hyper-V Host	Included	Included	Included	Included	Included	Included
Physical – File Servers	Included	Included	Included	Included	Included	Included
Physical – Application Servers	Included	Included	Included	Included	Included	Included
Physical – SQL Servers	Included	Included	Included	Included	Included	Included
Physical – Exchange Servers	Included	Included	Included	Included	Included	Included
Physical – Remote Desktop Servers	Included	Included	Included	Included	Included	Included
Physical - Domain Controllers/Active Directory	Included	Included	Included	Included	Included	Included
Virtual – File Servers	N/A	N/A	Included	Included	Included	Included
Virtual – Application Servers	N/A	N/A	Included	Included	Included	Included
Virtual – SQL Servers	N/A	N/A	Included	Included	Included	Included

Description	Hardware		Operating System		Application	
	Monitor	Manage	Monitor	Manage	Monitor	Manage
Virtual – Exchange Servers	N/A	N/A	Included	Included	Included	Included
Virtual – Remote Desktop Servers	N/A	N/A	Included	Included	Included	Included
Virtual - Domain Controllers/Active Directory	N/A	N/A	Included	Included	Included	Included
Cloud - Office 365 Tenant	N/A	N/A	N/A	N/A	Included	Included
Cloud - Azure Active Directory	N/A	N/A	N/A	N/A	Included	Included
Backup - Physical	N/A	N/A	N/A	N/A	Included	Included
Backup - Cloud	N/A	N/A	N/A	N/A	Included	Included
Anti-Virus Management	N/A	N/A	N/A	N/A	Excluded	Included
Physical - Workstations	Included	Included	Included	Included	N/A	N/A
Physical - Laptops	Included	Included	Included	Included	N/A	N/A
Application	N/A	N/A	N/A	N/A	Included	Included
Network - Firewall	Included	Included	Included	Included	Included	Included
Network - Switch	Included	Included	N/A	N/A	Included	Included

Description	Hardware		Operating System		Application	
Network – Wireless Access	Included	Included	N/A	N/A	Included	Included
	Monitor	Manage	Monitor	Manage	Monitor	Manage
Service – Internet	Excluded	Excluded	N/A	N/A	Included	Included
Telephony – System	Included	Included	Included	Included	Included	Included
Telephony – Handset	Included	Included	N/A	N/A	Included	Included
Telephony – Hosted	Included	Included	N/A	N/A	Included	Included

As part of maintaining an available and up to date infrastructure, there are a set of tasks which are defined on a per technology basis. These tasks are broken out into:

• **Pro-active Activities** where we perform actions to prevent service interruptions or issues,

• **Problem Diagnosis and Resolution** where we react to events that may be causing an issue or service interruption,

• **Configuration Activities** where we perform amendments to the Services covered.

These sections define the level of configuration that is included as part of the Services.

Physical – Hyper-V Host

Component	Task	Activity	Contracted
Monitoring	Basic Checks – Hardware	Hardware Condition Monitors	Included
Proactive Tasks	Hardware Replacement	Replacing failed or failing server components	T & M
Proactive Tasks	Service Reporting	Incident and Problem Statistics	Included

Proactive Tasks	Maintain Configuration Documentation	Asset Management	Included
Proactive Tasks	General System Maintenance	Solution Analysis and Recommendations	Included
Incident Management	Incident Raised	Initial Support & Investigation	Included
Incident Management	Problem Resolution	Apply Problem Fix	Included
Incident Management	Root Cause Analysis	P1 Issues	Included
Incident Management	Onsite Assistance and Troubleshooting		T & M
Change Management	Solution Design, Redesign and Planning		T & M
Change Management	Service Pack and Version Upgrade		T & M
Change Management	Disaster Recovery Provision		T & M
Change Management	VM Provision	Provisioning of a new VM	T & M
Change Management	VM Amendments	Amending the properties of a VM	T & M

Physical – File & Print Servers

Component	Task	Activity	Contracted

Monitoring	Basic Checks – Hardware	Hardware Condition Monitors	Included
Proactive Tasks	Hardware Replacement	Replacing failed or failing server components	T & M
Proactive Tasks	Service Reporting	Incident and Problem Statistics	Included
Proactive Tasks	Maintain Configuration Documentation	Asset Management	Included
Proactive Tasks	General System Maintenance	Solution Analysis and Recommendations	Included
Incident Management	Incident Raised	Initial Support & Investigation	Included
Incident Management	Problem Resolution	Apply Problem Fix	Included
Incident Management	Report & Co-ordinate Third Party Incidents	Incident Management & Escalation	Included
Incident Management	Root Cause Analysis	P1 Issues	Included
Incident Management	Onsite Assistance and Troubleshooting		T & M
Change Management	Solution Design, Redesign and Planning		T & M
Change Management	Service Pack and Version Upgrade		T & M
Change Management	Disaster Recovery Provision		T & M

Change Management	New Printer Installation & Deployment		T & M
Change Management	New File Share and Deployment		Included

Physical – Application Servers

Component	Task	Activity	Contracted
Monitoring	Basic Checks – Hardware	Hardware Condition Monitors	Included
Proactive Tasks	Hardware Replacement	Replacing failed or failing server components	T & M
Proactive Tasks	Service Reporting	Incident and Problem Statistics	Included
Proactive Tasks	Maintain Configuration Documentation	Asset Management	Included
Proactive Tasks	General System Maintenance	Solution Analysis and Recommendations	Included
Incident Management	Incident Raised	Initial Support & Investigation	Included
Incident Management	Problem Resolution	Apply Problem Fix	Included
Incident Management	Report & Co-ordinate Third Party Incidents	Incident Management & Escalation	Included
Incident Management	Root Cause Analysis	P1 Issues	Included

Component	Task	Activity	Contracted
Incident Management	Onsite Assistance and Troubleshooting		T & M
Change Management	Solution Design, Redesign and Planning		T & M
Change Management	Service Pack and Version Upgrade		T & M
Change Management	Disaster Recovery Provision		T & M

Physical – SQL Servers

Component	Task	Activity	Contracted
Monitoring	Basic Checks – Hardware	Hardware Condition Monitors	Included
Proactive Tasks	Hardware Replacement	Replacing failed or failing server components	T & M
Proactive Tasks	Service Reporting	Incident and Problem Statistics	Included
Proactive Tasks	Maintain Configuration Documentation	Asset Management	Included
Proactive Tasks	General System Maintenance	Solution Analysis and Recommendations	Included
Incident Management	Incident Raised	Initial Support & Investigation	Included
Incident Management	Problem Resolution	Apply Problem Fix	Included

Incident Management	Report & Co-ordinate Third Party Incidents	Incident Management & Escalation	Included
Incident Management	Root Cause Analysis	P1 Issues	Included
Incident Management	Onsite Assistance and Troubleshooting		T & M
Incident Management	SQL Maintenance		T & M
Change Management	Solution Design, Redesign and Planning		T & M
Change Management	Service Pack and Version Upgrade		T & M
Change Management	Disaster Recovery Provision		T & M

Physical – Exchange Servers

Component	Task	Activity	Contracted
Monitoring	Basic Checks – Hardware	Hardware Condition Monitors	Included
Proactive Tasks	Hardware Replacement	Replacing failed or failing server components	T & M
Proactive Tasks	Service Reporting	Incident and Problem Statistics	Included
Proactive Tasks	Maintain Configuration Documentation	Asset Management	Included
	General System Maintenance		Included

Proactive Tasks		Solution Analysis and Recommendations	
Incident Management	Incident Raised	Initial Support & Investigation	Included
Incident Management	Problem Resolution	Apply Problem Fix	Included
Incident Management	Report & Co-ordinate Third Party Incidents	Incident Management & Escalation	Included
Incident Management	Root Cause Analysis	P1 Issues	Included
Incident Management	Onsite Assistance and Troubleshooting		T & M
Change Management	Solution Design, Redesign and Planning		T & M
Change Management	Service Pack and Version Upgrade		T & M
Change Management	Disaster Recovery Provision		T & M
Change Management	Configuration Changes	Creation of Mailbox, Distribution Group, Shared Calendar	Included

Physical – Remote Desktop Servers

Component	Task	Activity	Contracted
Monitoring	Basic Checks – Hardware	Hardware Condition Monitors	Included

Proactive Tasks	Hardware Replacement	Replacing failed or failing server components	T & M
Proactive Tasks	Service Reporting	Incident and Problem Statistics	Included
Proactive Tasks	Maintain Configuration Documentation	Asset Management	Included
Proactive Tasks	General System Maintenance	Solution Analysis and Recommendations	Included
Incident Management	Incident Raised	Initial Support & Investigation	Included
Incident Management	Problem Resolution	Apply Problem Fix	Included
Incident Management	Report & Co-ordinate Third Party Incidents	Incident Management & Escalation	Included
Incident Management	Root Cause Analysis	P1 Issues	Included
Incident Management	Onsite Assistance and Troubleshooting		T & M
Change Management	Solution Design, Redesign and Planning		T & M
Change Management	Service Pack and Version Upgrade		T & M
Change Management	Disaster Recovery Provision		T & M

Physical – Domain Controller/Active Directory

Component	Task	Activity	Contracted
Monitoring	Basic Checks – Hardware	Hardware Condition Monitors	Included
Proactive Tasks	Hardware Replacement	Replacing failed or failing server components	T & M
Proactive Tasks	Service Reporting	Incident and Problem Statistics	Included
Proactive Tasks	Maintain Configuration Documentation	Asset Management	Included
Proactive Tasks	General System Maintenance	Solution Analysis and Recommendations	Included
Incident Management	Incident Raised	Initial Support & Investigation	Included
Incident Management	Problem Resolution	Apply Problem Fix	Included
Incident Management	Report & Co-ordinate Third Party Incidents	Incident Management & Escalation	Included
Incident Management	Root Cause Analysis	P1 Issues	Included
Incident Management	Onsite Assistance and Troubleshooting		T & M
Change Management	Solution Design, Redesign and Planning		T & M
Change Management	Service Pack and Version Upgrade		T & M

Component	Task	Activity	Contracted
Change Management	Disaster Recovery Provision		T & M
Change Management	Configuration Changes	New Users, Moving Users/Computers to new OU, Change Security Group Membership (Approval Required), Amending User Descriptions, Resetting Passwords (Approval Required), Processing Leavers	Included

Virtual – File & Print Servers

Component	Task	Activity	Contracted
Monitoring	Basic Checks – VM	Disk Space, Status Monitors	Included
Proactive Tasks	Service Reporting	Incident and Problem Statistics	Included
Proactive Tasks	Maintain Configuration Documentation	Asset Management	Included
Proactive Tasks	General System Maintenance	Solution Analysis and Recommendations	Included
Incident Management	Incident Raised	Initial Support & Investigation	Included
Incident Management	Problem Resolution	Apply Problem Fix	Included
Incident Management	Report & Co-ordinate Third Party Incidents	Incident Management & Escalation	Included
Incident Management	Root Cause Analysis	P1 Issues	Included

Incident Management	Onsite Assistance and Troubleshooting		T & M
Change Management	Solution Design, Redesign and Planning		T & M
Change Management	Service Pack and Version Upgrade		T & M
Change Management	Disaster Recovery Provision		T & M

Virtual – Application Servers

Component	Task	Activity	Contracted
Monitoring	Basic Checks - VM	Disk Space, Status Monitors	Included
Proactive Tasks	Service Reporting	Incident and Problem Statistics	Included
Proactive Tasks	Maintain Configuration Documentation	Asset Management	Included
Proactive Tasks	General System Maintenance	Solution Analysis and Recommendations	Included
Incident Management	Incident Raised	Initial Support & Investigation	Included
Incident Management	Problem Resolution	Apply Problem Fix	Included
Incident Management	Report & Co-ordinate Third Party Incidents	Incident Management & Escalation	Included

Incident Management	Root Cause Analysis	P1 Issues	Included
Incident Management	Onsite Assistance and Troubleshooting		T & M
Change Management	Solution Design, Redesign and Planning		T & M
Change Management	Service Pack and Version Upgrade		T & M
Change Management	Disaster Recovery Provision		T & M

Virtual – SQL Servers

Component	Task	Activity	Contracted
Monitoring	Basic Checks - VM	Disk Space, Status Monitors	Included
Proactive Tasks	Service Reporting	Incident and Problem Statistics	Included
Proactive Tasks	Maintain Configuration Documentation	Asset Management	Included
Proactive Tasks	General System Maintenance	Solution Analysis and Recommendations	Included
Incident Management	Incident Raised	Initial Support & Investigation	Included
Incident Management	Problem Resolution	Apply Problem Fix	Included
			Included

Component	Task	Activity	Contracted
Incident Management	Report & Co-ordinate Third Party Incidents	Incident Management & Escalation	
Incident Management	Root Cause Analysis	P1 Issues	Included
Incident Management	Onsite Assistance and Troubleshooting		T & M
Incident Management	SQL Maintenance		T & M
Change Management	Solution Design, Redesign and Planning		T & M
Change Management	Service Pack and Version Upgrade		T & M
Change Management	Disaster Recovery Provision		T & M

Virtual – Exchange Servers

Component	Task	Activity	Contracted
Monitoring	Basic Checks - VM	Disk Space, Status Monitors	Included
Proactive Tasks	Service Reporting	Incident and Problem Statistics	Included
Proactive Tasks	Maintain Configuration Documentation	Asset Management	Included
Proactive Tasks	General System Maintenance	Solution Analysis and Recommendations	Included
	Incident Raised	Initial Support & Investigation	Included

Incident Management			
Incident Management	Problem Resolution	Apply Problem Fix	Included
Incident Management	Report & Co-ordinate Third Party Incidents	Incident Management & Escalation	Included
Incident Management	Root Cause Analysis	P1 Issues	Included
Incident Management	Onsite Assistance and Troubleshooting		T & M
Change Management	Solution Design, Redesign and Planning		T & M
Change Management	Service Pack and Version Upgrade		T & M
Change Management	Disaster Recovery Provision		T & M
Change Management	Configuration Changes	Creation of Mailbox, Distribution Group, Shared Calendar	Included

Virtual – Remote Desktop Servers

Component	Task	Activity	Contracted
Monitoring	Basic Checks - VM	Disk Space, Status Monitors	Included
Proactive Tasks	Service Reporting	Incident and Problem Statistics	Included

Proactive Tasks	Maintain Configuration Documentation	Asset Management	Included
Proactive Tasks	General System Maintenance	Solution Analysis and Recommendations	Included
Incident Management	Incident Raised	Initial Support & Investigation	Included
Incident Management	Problem Resolution	Apply Problem Fix	Included
Incident Management	Report & Co-ordinate Third Party Incidents	Incident Management & Escalation	Included
Incident Management	Root Cause Analysis	P1 Issues	Included
Incident Management	Onsite Assistance and Troubleshooting		T & M
Change Management	Solution Design, Redesign and Planning		T & M
Change Management	Service Pack and Version Upgrade		T & M
Change Management	Disaster Recovery Provision		T & M

Virtual – Domain Controller/Active Directory

Component	Task	Activity	Contracted
Monitoring	Basic Checks - VM	Disk Space, Status Monitors	Included
	Service Reporting	Incident and Problem Statistics	Included

Proactive Tasks			
Proactive Tasks	Maintain Configuration Documentation	Asset Management	Included
Proactive Tasks	General System Maintenance	Solution Analysis and Recommendations	Included
Incident Management	Incident Raised	Initial Support & Investigation	Included
Incident Management	Problem Resolution	Apply Problem Fix	Included
Incident Management	Report & Co-ordinate Third Party Incidents	Incident Management & Escalation	Included
Incident Management	Root Cause Analysis	P1 Issues	Included
Incident Management	Onsite Assistance and Troubleshooting		T & M
Change Management	Solution Design, Redesign and Planning		T & M
Change Management	Service Pack and Version Upgrade		T & M
Change Management	Disaster Recovery Provision		T & M
Change Management	Configuration Changes	New Users, Moving Users/Computers to new OU, Change Security Group Membership (Approval Required), Amending User Descriptions, Resetting	Included

		Passwords (Approval Required), Processing Leavers	

Cloud – Office 365 Tenant

Component	Task	Activity	Contracted
Monitoring	Basic Checks – Service	Health of the O365 Reporting	Included
Monitoring	Basic Checks – Service	Alerts Relating to O365 Service	Included
Proactive Tasks	Service Reporting	Incident and Problem Statistics	Included
Proactive Tasks	Maintain Configuration Documentation	Solution Asset Management	Included
Proactive Tasks	General System Maintenance	Solution Analysis and Recommendations	Included
Incident Management	Incident Raised	Initial Support & Investigation	Included
Incident Management	Problem Resolution	Apply Problem Fix	Included
Incident Management	Report & Co-ordinate Third Party Incidents	Incident Management & Escalation	Included
Incident Management	Service Provision	Service Request Activity	T & M
Incident Management	Root Cause Analysis	P1 Issues	Included
Incident Management	Onsite Assistance and Troubleshooting		T & M

Component	Task	Activity	Contracted
Change Management	Solution Design, Redesign and Planning		T & M
Change Management	Configuration Changes		Included

Cloud – Azure Active Directory

Component	Task	Activity	Contracted
Monitoring	Basic Checks – Service	Health of Azure Reporting	Included
Monitoring	Basic Checks – Service	Alerts Relating to Azure Service	Included
Proactive Tasks	Service Reporting	Incident and Problem Statistics	Included
Proactive Tasks	Maintain Configuration Documentation	Solution Asset Management	Included
Proactive Tasks	General System Maintenance	Solution Analysis and Recommendations	Included
Incident Management	Incident Raised	Initial Support & Investigation	Included
Incident Management	Problem Resolution	Apply Problem Fix	Included
Incident Management	Report & Co-ordinate Third Party Incidents	Incident Management & Escalation	Included
Incident Management	Service Provision	Service Request Activity	T & M

Component	Task	Activity	Contracted
Incident Management	Root Cause Analysis	P1 Issues	Included
Incident Management	Onsite Assistance and Troubleshooting		T & M
Change Management	Solution Design, Redesign and Planning		T & M
Change Management	Configuration Changes		Included

Backup – Physical/Cloud

Component	Task	Activity	Contracted
Monitoring	Basic Checks – Service	Health of Backup	Included
Proactive Tasks	Service Reporting	Incident and Problem Statistics	Included
Proactive Tasks	Maintain Configuration Documentation	Solution Asset Management	Included
Proactive Tasks	General System Maintenance	Solution Analysis and Recommendations	Included
Incident Management	Incident Raised	Initial Support & Investigation	Included
Incident Management	Problem Resolution	Apply Problem Fix	Included
Incident Management	Report & Co-ordinate Third Party Incidents	Incident Management & Escalation	Included
	Service Provision	Service Request Activity	T & M

Incident Management			
Incident Management	Disaster Recovery	Restoration of Services following Disaster	T & M
Incident Management	Root Cause Analysis	P1 Issues	Included
Incident Management	Onsite Assistance and Troubleshooting		T & M
Change Management	Solution Design, Redesign and Planning		T & M
Change Management	Configuration Changes		Included

Anti-Virus Management

Component	Task	Activity	Contracted
Proactive Tasks	Service Reporting	Incident and Problem Statistics	Included
Proactive Tasks	General System Maintenance	Solution Analysis and Recommendations	Included
Incident Management	Incident Raised	Initial Support & Investigation	Included
Incident Management	Problem Resolution	Apply Problem Fix	Included
Incident Management	Report & Co-ordinate Third Party Incidents	Incident Management & Escalation	Included

Incident Management	Service Provision	Service Request Activity	T & M
Incident Management	Root Cause Analysis	P1 Issues	Included
Incident Management	Onsite Assistance and Troubleshooting		T & M
Change Management	Solution Design, Redesign and Planning		T & M
Change Management	Configuration Changes		Included

Physical – Workstation/Laptops

Component	Task	Activity	Contracted
Proactive Tasks	General System Maintenance	Solution Analysis and Recommendations	Included
Incident Management	Incident Raised	Initial Support & Investigation	Included
Incident Management	Problem Resolution	Apply Problem Fix	Included
Incident Management	Root Cause Analysis	P1 Issues	Included
Incident Management	Onsite Assistance and Troubleshooting		T & M

Application

Component	Task	Activity	Contracted

Proactive Tasks	Service Reporting	Incident and Problem Statistics	Included
Proactive Tasks	General System Maintenance	Solution Analysis and Recommendations	Included
Incident Management	Incident Raised	Initial Support & Investigation	Included
Incident Management	Problem Resolution	Apply Problem Fix	Included
Incident Management	Report & Co-ordinate Third Party Incidents	Incident Management & Escalation	Included
Incident Management	Root Cause Analysis	P1 Issues	Included
Incident Management	Onsite Assistance and Troubleshooting		T & M
Change Management	Solution Design, Redesign and Planning		T & M
Change Management	Service Pack and Version Upgrade		T & M
Change Management	Disaster Recovery Provision		T & M
Change Management	Configuration Changes	Escalation to Third Party	Included

Network – Firewall/Switch/Wireless

Component	Task	Activity	Contracted

Monitoring			
Monitoring			
Proactive Tasks	Service Reporting	Incident and Problem Statistics	Included
Proactive Tasks	Maintain Configuration Documentation	Solution Asset Management	Included
Proactive Tasks	General System Maintenance	Solution Analysis and Recommendations	Included
Incident Management	Incident Raised	Initial Support & Investigation	Included
Incident Management	Problem Resolution	Apply Problem Fix	Included
Incident Management	Report & Co-ordinate Third Party Incidents	Incident Management & Escalation	Included
Incident Management	Service Provision	Service Request Activity	T & M
Incident Management	Root Cause Analysis	P1 Issues	Included
Incident Management	Onsite Assistance and Troubleshooting		T & M
Change Management	Solution Design, Redesign and Planning		T & M
Change Management	Configuration Changes	VLAN and Access Control Amendments	Included

Service – Internet

Component	Task	Activity	Contracted
Monitoring			
Monitoring			
Proactive Tasks	Service Reporting	Incident and Problem Statistics	Included
Proactive Tasks	Maintain Configuration Documentation	Solution Asset Management	Included
Proactive Tasks	General System Maintenance	Solution Analysis and Recommendations	Included
Incident Management	Incident Raised	Initial Support & Investigation	Included
Incident Management	Problem Resolution	Apply Problem Fix	Included
Incident Management	Report & Co-ordinate Third Party Incidents	Incident Management & Escalation	Included
Incident Management	Service Provision	Service Request Activity	T & M
Incident Management	Root Cause Analysis	P1 Issues	Included
Incident Management	Onsite Assistance and Troubleshooting		T & M

Change Management	Solution Design, Redesign and Planning		T & M

Telephony – System/Handsets

Component	Task	Activity	Contracted
Monitoring	Basic Checks – Hardware	Hardware Condition Monitors	Included
Proactive Tasks	Hardware Replacement	Replacing failed or failing components	T & M
Proactive Tasks	Service Reporting	Incident and Problem Statistics	Included
Proactive Tasks	Maintain Configuration Documentation	Asset Management	Included
Proactive Tasks	General System Maintenance	Solution Analysis and Recommendations	Included
Incident Management	Incident Raised	Initial Support & Investigation	Included
Incident Management	Problem Resolution	Apply Problem Fix	Included
Incident Management	Report & Co-ordinate Third Party Incidents	Incident Management & Escalation	Included
Incident Management	Root Cause Analysis	P1 Issues	Included
Incident Management	Onsite Assistance and Troubleshooting		T & M
	Solution Design, Redesign and Planning		T & M

Change Management			
Change Management	Service Pack and Version Upgrade		T & M
Change Management	Disaster Recovery Provision		T & M
Change Management	Configuration Changes	Name Changes, DDI Assignments	Included

Telephony – Hosted

Component	Task	Activity	Contracted
Proactive Tasks	Service Reporting	Incident and Problem Statistics	Included
Proactive Tasks	Maintain Configuration Documentation	Asset Management	Included
Proactive Tasks	General System Maintenance	Solution Analysis and Recommendations	Included
Incident Management	Incident Raised	Initial Support & Investigation	Included
Incident Management	Problem Resolution	Apply Problem Fix	Included
Incident Management	Report & Co-ordinate Third Party Incidents	Incident Management & Escalation	Included
Incident Management	Root Cause Analysis	P1 Issues	Included

Incident Management	Onsite Assistance and Troubleshooting		T & M
Change Management	Solution Design, Redesign and Planning		T & M
Change Management	Configuration Changes	Name Changes, DDI Assignments	Included

1.3 Infinity Group Service Desk Services

The Supplier's Service Desk provides a point of escalation for the Client when an issue or question is raised. The Supplier's staff are available during Normal Business Hours to log issues and support the Client's team. The Client can contact the IT Service Desk via email or phone using the details at clause 1.5 below. The Supplier commits to responding to the Client's question promptly (response times guaranteed, based on severity as detailed more fully in clause 1.9 below). If the Client is contacting the Supplier to escalate a service outage, the Supplier will route the call to the Supplier's technical centre for prompt attention.

Incident – Triage

The Supplier's Service Desk will record and prioritise incidents as per a log and pass service however as part of the initial call the Service Desk will perform at least 15 minutes initial troubleshooting with the end user in order to resolve the incident.

Calls not resolved in the initial 15 minutes of troubleshooting will be passed to the relevant Client resolver group for resolution, the user is advised their call has been assigned and call is escalated.

Incident – Diagnose and Resolve

The Service Desk will record, prioritise and troubleshoot the incident as a log and pass the 2nd line will pick up incidents assigned to them as a resolver group from the 1st Line and continue troubleshooting.

As part of this Service, the Service Desk maintains ownership of all incidents through to closure.

The status of outstanding incidents are continuously monitored, so that countermeasures may be introduced as soon as possible if Service Levels are likely to be breached.

The Service Desk will escalate any unresolved issues to pre-defined Third-Party Suppliers providing support to progress unresolved incidents.

The Service Desk will keep the end user informed of incident progression.

The Service Desk will maintain a knowledgebase of findings from processing of incidents; these are updated into the knowledgebase so that future incidents can be more efficiently processed.

Change Request

All Change Requests to be submitted to Service Desk via an email or via an Interactive Portal as detailed at 1.5 below.

The Service Desk will record as a minimum, the following information requirements in order to best track the history of a Change Request from registration through to completion.

- Unique Change ID

- Initiator of the Change request

- Date of submission

- Description of the Change being applied for

- Reason for the Change

- Change Action / Implementation Plan

- Change Test Plan

- Change Fallback Plan

- Risk Assessment Level

- Predicted time schedule for the implementation

Change Request Approval

The Service Desk will follow a pre-defined process in order to ensure each change is approved by an authorised approver

1.4 Emergency Support Issues

The Supplier's Technology Solution Program enables access to emergency support services when the need arises. Should the Client's team detect an issue with a service or device outside Normal Business Hours, the Client can contact the Emergency Support team to report the issue. The Supplier's team (security or network, as appropriate) will investigate the issue and act appropriately.

1.5 How to Contact the Service Desk

Via the Client Portal: https://infinitygrp.myportallogin.co.uk/

Via email: ServiceTeam@infinitygroup.co.uk

Via Telephone: 0345 450 4600 select option 1

1.6 Things to Do Before Contacting Support

Before calling or sending a message, please ensure that the following information is detailed and complete:

- The user's name and location, including where and how to contact the user in case of a problem
- A description of the problem and its severity
- Any error messages and what was processing at the time the problem occurred
- The applications and versions being worked with
- Any changes made recently
- In case of a request or question, a description of request or question and relevant details

1.7 Support Standards

Infinity Group will provide support based upon the following criteria being met:

Desktop PCs and Notebooks/Laptops

- All Desktop PCs and Notebooks/Laptops with Microsoft Operating Systems running:
- Windows 8 Pro or later
- All Desktop PCs and Notebooks/Laptops with Microsoft Operating Systems have all the latest Microsoft Service packs and Critical Updates installed
- All Non-Microsoft PCs and Notebooks/Laptops must meet similar OS-Specific requirements such as the latest version of the OS as supplied.
- All Desktop PC and Notebook/Laptop Software must be Genuine, Licensed and Vendor-Supported
- All Desktops PCs and Notebooks have a minimum of 4GB Ram and 120GB SSD's (recommended)*

Servers

- All Servers with Microsoft Operating Systems running Windows Server 2012 or later
- All Servers with Microsoft Operating Systems have all of the latest Microsoft Service Packs and Critical Updates installed
- All Server Software must be Genuine, Licensed and Vendor-Supported
- All Servers have at a minimum 25% free space on all drives that are currently installed and partitioned.

Environmental Conditions (Unless Being Supplied as Part of Technology Solution Contract)

- The environment must have a currently licensed, up-to-date and Vendor-Supported Server-based Antivirus/Spyware Solution protecting all Servers, Desktops, Notebooks/Laptops, and Email
- The environment must have a currently licensed, up-to-date and Vendor-Supported Anti-Spam Solution
- The environment must have a currently licensed, Vendor-Supported Server or Network-based Backup Solution
- The environment must have a currently licensed, Vendor-Supported Physical Firewall between the Internal Network and the Internet
- All Wireless data traffic in the environment must be securely encrypted- Traffic should be segmented for public vs. private
- Remote Access must be authenticated using multi-factor processes (No 'Open RDP')
- The environment must have some form of High-Speed Internet Access (Leased Line or Fibre Connection)

Third Party Applications

- All Third-Party Applications must be running on the latest versions and have a valid support agreement in place.

Cloud Services

- Multi Factor Authentication must be enabled on all cloud services.

Deviations from these criteria may create delays or Infinity Group being unable to provide support on certain systems.

1.8 Service Desk Severity and Response Times (Normal Business Hours)

Problem Severity	Initial Response Time
Major Business Impact/Urgency (P1)	10 minutes
Medium Business Impact/Urgency (P2)	60 minutes

Low Business Impact/Urgency (P3)	1 business hour
Request (P4)	8 business hours

Within Normal Business Hours

Priority	Definition	Response
1	An incident is defined as a P1 if the incident has been reported by the Client via telephone contact and the impact and urgency of the incident on the affected organisation's services provided by Infinity Group is high.	1st response within 10 minutes.
2	An incident is defined as a P2 if the incident has been reported by the Client via telephone contact and the impact and/or urgency of the incident on the affected organisation's services provided by Infinity Group is moderate.	1st response within 60 minutes
3	An incident is defined as a P3 if the incident has been reported by the Client via telephone or portal contact and the impact and/or urgency of the incident on the affected organisation's services provided by Infinity Group is low.	1st response within 4 business hours
Request	A request from a user or a user's authorised representative that initiates a service action which has been agreed as a normal part of service delivery. Requests must be raised by the portal or via email.	1st response within 8 business hours.

1.9 Service/Incident Escalations

As not every support case can be resolved at the point of report, it is important to outline the process by which cases are and can be escalated:

Hierarchical Escalations

If the Client has questions or concerns about the operation of the service desk, wishes to compliment the team, or simply require more information about an incident; please contact the Client account representative to gain more insight, or contact the following Service Desk Managers:

Escalation Response Time	Escalation Representative	Contact Details
Case out of SLA	Service Team Leader	Rachel.Malham@infinitygroup.co.uk
No response from the above after 1 hour	Head of Managed Services	Nathan.Sheppard@infinitygroup.co.uk
No response from the above after 30 minutes	Account Manager	As above

These Terms allow for the following Maintenance Windows:

Site Name	Task	Day	Time
Main Office	Workstation Patching	Everyday	As Released
Main Office	Server Patching	Saturday	11 PM – 4 AM
Main Office	Workstation Reboots	Everyday	3 AM – 6 AM
Main Office	Server Reboots	Saturday	11 PM – 4 AM

Service Schedules

Description	Daily	Weekly	Monthly	Quarterly
Preventative Maintenance	n	n	n	n

Real Time System Monitoring	n		n	n
Backup Monitoring	n			
Virus Definition Updates	n			
Real Time Virus Scanning	n			
Deep Virus Scanning		n		
Workstation Security Patches	n			
Server Security Patches		n		
Event Log Monitoring	n			
Temporary File Removal	n			
Disk Error Checking	n			
Disk Space Checking	n			
Executive Reporting			n	
Review and Planning Meeting				n

1.10 Asset Register

A link to our asset register will be given to the technical contact in 2.2.

2. Contact Information

2.1 Account Manager Details

The Client's account representative / primary contact is <INSERT NAME HERE>. Please contact <him/her> if you wish to make any changes to or ask questions about these Tech Plan Terms or the MSA. Account representatives can be contacted in the following ways:

Telephone: 0345 450 4600

Mobile: <INSERT NUMBER>

Email: <INSERT EMAIL>

2.2 Client Information

The Client's billing contact is <INSERT NAME>

Job Title:	
Location:	
Phone:	
Email:	

The Client's technical contact is **<INSERT NAME>**

Job Title:	
Location:	
Phone:	
Email:	

The Client's commercial contact is <**INSERT NAME**>

Job Title:	
Location:	
Phone:	
Email:	

PLEASE NOTE: Changes to this agreement may only be requested by the persons named above. It is the responsibility of the Client to notify the Supplier of change requests to the relevant contact person.

3. Onboarding Identifications

RAG (Red/Amber/Green)

During onboarding the Supplier identifies flags which are recommended for remediation. These are indicated via a colour coding structure of Red, Amber and Green. The definitions of each are as such:

Red – Business Critical impact if not resolved immediately

Amber – Has the ability of creating business critical impact in the future

Green – Not critical but recommended to make a smoother running of business

Amber and Green recommendations are then put on to a roadmap for technological transformation that the relevant account manager will manage.

Below is a list of such flags identified

RED

Service/Device	Description	Recommended Remediation

AMBER

Service/Device	Description	Recommended Remediation

GREEN

Service/Device	Description	Recommended Remediation