

#### **SCHEDULE D: SERVICE DEFINITION FOR ENHANCED OPERATIONAL MANAGEMENT LEVEL – USER OS & APPLICATION MANAGED**

The User OS & Application Managed Enhanced Operational Management Level provides the operational management detailed in this Schedule D for virtual workstation environments on Hyper-V and VMware hypervisors, as well as physical workstation environments and user devices. This Enhanced Operational Management Level provides a fully maintained Operating System and application environment, based on systems listed on the Functional Capability section below, and configured by the Service Desk to the Customer's requirements plus user support for use thereof by covered users ("Users").

The User OS & Application Managed Enhanced Operational Management Level provides the following components:

- Installation of the OS and application managed environment based on Exponential-e's standard OS build specification, for the OS and application configurations listed in the Functional Capability section of this Schedule D.
- Decommissioning of the OS managed environment based on Exponential-e's standard ITIL compliant OS and application decommissioning process.
- Installation and configuration of the required software needed to support Exponential-e's service delivery of the OS and applications (including AV, backup, monitoring software, and the setup of VM tools where applicable).
- Configuration and management of the OS and application environment, including any OS and application options, features, or supported applications installed onto the OS.
- Provisioning of the OS and applications licenses, where purchased by the Customer through Exponential-e.
- Exponential-e's standard AV solution installed and configured for the OS and application workloads, and managed as set out in this Schedule D.
- Continuous (24x7x365) OS and application monitoring and alerting.
- Backup management of the OS and application environment, including configuring daily backups, monitoring the backups daily, picking up backup faults, and remediating them for OS and application issues to Exponential-e's standards detailed in this Schedule D.
- Carry out full system and file level restores from backup for the OS and application environment as requested by the Customer.
- Automated analysis and resolution of incidents raised for configured OS and application alarms and warnings.
- Manual analysis and resolution of incidents raised for OS and application alarms and warnings that cannot be automatically resolved.
- Manual changes raised for OS and application changes recommended by Exponential-e.
- Delivery of approved changes raised by Exponential-e and the Customer.
- Patch Management of OS and application patches in line with Exponential-e's standard, ITIL compliant patching process as detailed in this Service Document.
- Exponential-e administration and user account management.

The User OS & Application Managed Enhanced Operational Management Level does not provide the following components:

- Management of Google G Suite, Microsoft Office 365 or Microsoft 365 cloud components.

#### Functional Capability

Exponential-e manages and supports the User equipment OS to Exponential-e's standard build specification for

the vendor's products under Mainstream Support, as detailed in the following location and amended from time to time: <https://www.exponential-e.com/operating-systems-support>.

### Operation

The User OS & Application Managed Enhanced Operational Management Level components are as follows. Exponential-e's responsibilities with respect to the User OS & Application Managed Enhanced Operational Management Level are described within the following table. The Customer is responsible for all management activities not included within Exponential-e's responsibilities below.

Aspect	Exponential-e's Responsibilities
<b>Anti-virus ("AV") Agent</b>	<ul style="list-style-type: none"> <li>Set up and manage AV configuration settings including recommended vendor exclusions for the OS and applications.</li> <li>Identify new AV signature updates and approve these updates to be made to agents automatically on an hourly schedule.</li> <li>Monitor and manage AV signature downloads and AV application.</li> <li>Identify eligible AV product and agent software (including upgrades) that apply to compute resources (if any) that form part of the Supported Item.</li> <li>Notify the Customer of eligible AV product and agent upgrades via new change ticket, and the time when these upgrades will be carried out.</li> <li>Carry out product and agent upgrades at the time agreed by the Customer.</li> <li>Install and configure agent software on new compute resources (if any) that form part of the Supported Item.</li> <li>Monitor and notify the Customer of any detected virus infections.</li> <li>Remove virus infections from compute resources (if any) that form part of the Supported Item once detected and where possible.</li> <li>Produce and maintain a document in the CMDB detailing the Exponential-e AV process and the processes the Customer must follow to report new virus infections, request AV version updates, request AV product changes etc.</li> </ul>
<b>Application Management</b>	<ul style="list-style-type: none"> <li>Conduct routine maintenance and management of application environments against compute resources (if any) that form part of the Supported Item.</li> <li>Implement maintenance procedures.</li> <li>Investigate application outages.</li> <li>Investigate application performance issues.</li> <li>Work with the Customer or 3<sup>rd</sup> parties to resolve application problems or outages.</li> <li>Investigate and address root causes for outages and application performance issues.</li> <li>Provide the Customer with regular updates on resolution efforts.</li> <li>Ensure that proper systems or management changes are put into place based on recommendations from application vendors.</li> </ul>
<b>Asset Management</b>	<ul style="list-style-type: none"> <li>Management of OS and application licenses, including arranging Customer renewals and keeping up to date OS and application license records.</li> <li>Maintain a valid software library for OS and application software owned or leased by the Customer as provided by the Customer.</li> </ul>

Aspect	Exponential-e's Responsibilities
	<ul style="list-style-type: none"> <li>• Maintain a valid software library for OS and application software provided by Exponential-e to the Customer.</li> <li>• Retain hardware information for compute resources (if any) that form part of the Supported Item in the CMDB regarding their specification, warranty and configuration.</li> <li>• Maintain a full and up to date asset management register for compute resources (if any) that form part of the Supported Item is available to the Customer in the CMDB.</li> </ul>
<b>Backup (if enabled for Workstations)</b>	<ul style="list-style-type: none"> <li>• Configuring daily backups of all compute resources (if any) that form part of Workstation Supported Items to include the ability to restore individual files as well as whole Operating System environments and the data it contains.</li> <li>• Monitoring backups daily.</li> <li>• Test application specific backups and restores during the On Boarding activity to prove the recoverability of backed up data.</li> <li>• Use reasonable endeavours to detect backup faults and remediate them for OS and application issues.</li> <li>• Carry out full system restores from backup as requested by the Customer. Each compute resources (if any) that form part of Workstation Supported Items includes one full system restore event per annum without additional charge. Additional full system restores can be completed at additional charge.</li> <li>• Carry out OS and application file level restores from backup as requested by the Customer. Each compute resources (if any) that form part of Workstation Supported Items includes sixty (60) file system restore events per annum without additional charge. Additional file level restores can be completed at additional charge.</li> <li>• Produce and maintain a document in the CMDB detailing the backup settings used to back up compute resources (if any) that form part of Workstation Supported Items, and the processes the Customer must follow to back up and restore Supported Item data.</li> </ul>
<b>Certificate Management</b>	<ul style="list-style-type: none"> <li>• Manage certificate renewals for OS and application functionality with Customer approved providers for compute resources (if any) that form part of the Supported Item on behalf of the Customer.</li> <li>• Keep up to date certificate records available in the CMDB.</li> <li>• Link OS and application level certificates to the OS for compute resources (if any) that form part of the Supported Item.</li> <li>• Manage bespoke certificate provider authorisation licenses on compute resources (if any) that form part of the Supported Item.</li> </ul>
<b>Disaster Recovery and Business Continuity</b>	<ul style="list-style-type: none"> <li>• Provide the Customer with a standard format Disaster Recovery and Business Continuity document for the compute resources (if any) that form part of the Supported Item.</li> </ul>

Aspect	Exponential-e's Responsibilities
	<ul style="list-style-type: none"> <li>Request sign off from the Customer stakeholders for the standard format Disaster Recovery and Business Continuity document for the compute resources (if any) that form part of the Supported Item.</li> <li>Participate in isolated DR exercises for the Supported Items once a year (to support DR failover exercises delivered remotely on a sample and isolated environment as detailed in the Disaster Recovery and Business Continuity document, unless agreed otherwise in writing by the Parties).</li> <li>Participate in chargeable Disaster Recovery simulations with the Customer on compute resources (if any) that form part of the Supported Item if requested by the Customer. This is subject to a minimum of five (5) Working Days' notice provided to the Service Desk by the Customer.</li> <li>Coordinate with the Customer's representatives to execute DR processes in line with the Customer's IT Disaster Recovery and Business Continuity Plan, at the Customer's request. Exponential-e is responsible for carrying out all activities agreed for completion by Exponential-e in the Customer's IT Disaster Recovery and Business Continuity Plan.</li> <li>Participate with the Customer on an annual basis to review and improve the Disaster Recovery and Business Continuity document.</li> </ul>
<b>Documentation</b>	<ul style="list-style-type: none"> <li>Maintain solution design documentation for Supported Items in the CMDB.</li> <li>Maintain solution configuration documentation for Supported Items in the CMDB.</li> <li>Maintain solution testing documentation for Supported Items in the CMDB.</li> <li>Ensure that the CMDB includes the day-to-day operational procedures for the User OS &amp; Application Managed Enhanced Operational Support Level.</li> <li>Produce and maintain a document detailing the configuration of the standard OS images available from Exponential-e's VDC and private cloud environments.</li> <li>Implement and maintain version control for all above documentation.</li> </ul>
<b>End of Life Management</b>	<ul style="list-style-type: none"> <li>Advise the Customer at least three (3) months in advance of upcoming End of Life dates of any compute resources (if any) that form part of the Supported Item.</li> <li>If the Customer is not able to upgrade the OS or applications by the End of Life date, Exponential-e will use reasonable endeavours to continue to deliver the User OS &amp; Application Managed Enhanced Operational Management Level in accordance with this Schedule D however the Flex Manage service level agreement shall not apply to any compute resources (if any) that form part of the Supported Item Operating System, applications, or hardware that have reached their End of Life date.</li> </ul>
<b>Installations, Moves, Additions, Changes, &amp; Deletions "IMACD"</b>	<ul style="list-style-type: none"> <li>Carry out installations, moves, additions, changes, deletions for all User equipment and workstations in line with the Change Management Process.</li> <li>Ensure all devices requiring disposal are securely wiped prior to disposal.</li> <li>Ensure disposal complies with reasonable Customer and WEEE policies.</li> </ul>

Aspect	Exponential-e's Responsibilities
	<ul style="list-style-type: none"> <li>Update IMACD documentation accordingly to incorporate IMACD operations and changes to ensure all specifications are current and version controlled.</li> </ul>
<b>Licensing</b>	<ul style="list-style-type: none"> <li>Exponential-e is responsible for licensing management under the Contract to cover: <ul style="list-style-type: none"> <li>Application agents for AV as applicable for the compute resources (if any) that form part of the Supported Item.</li> <li>Application agents for backup as applicable for the compute resources (if any) that form part of the Supported Item.</li> <li>License management to ensure the compute resources (if any) that form part of the Supported Item have OS and application licenses and utilisation CALs/SALs.</li> <li>RMM monitoring agents as applicable for the compute resources (if any) that form part of the Supported Item.</li> </ul> </li> </ul> <p>For the avoidance of doubt, this covers management of licences, not the provision of those licences.</p>
<b>Monitoring</b>	<ul style="list-style-type: none"> <li>All compute resources (if any) that form part of Workstation Supported Item will be configured with a RMM method that will be used to proactively monitor the health and availability of the Workstation Supported Items.</li> <li>Configuring and maintaining standard, automated OS and application monitors for compute resources (if any) that form part of Workstation Supported Items to notify Exponential-e of OS and application issues and outages.</li> <li>Document all monitoring settings for all compute resources (if any) that form part of Workstation Supported Items during the On Boarding activity and make this information visible to the Customer in the CMDB. Update the documentation when monitoring changes are made.</li> <li>Proactive monitoring of CPU, RAM, disk space, and network utilisation of Workstation Supported Items if access to this information is provided by the Supported Item, and storing this information for thirty (30) days.</li> <li>Proactive monitoring of all compute resources (if any) that form part of Workstation Supported Items at regular intervals (as agreed during On Boarding) to collect standard OS and application metrics.</li> <li>Carrying out Exponential-e standard automated health check and performance monitoring for compute resources (if any) that form part of Workstation Supported Item Operating Systems and applications.</li> <li>The Customer may choose up to five (5) additional OS monitors from Exponential-e's list of available additional OS and application monitors that Exponential-e will monitor for compute resources (if any) that form part of Workstation Supported Items.</li> <li>Logging issues uncovered by OS and application monitoring within the management platform.</li> <li>Process issues uncovered by OS and application monitoring to remediation (where possible).</li> </ul>

Aspect	Exponential-e's Responsibilities
<b>Operating System and Application Minor Upgrades</b>	<ul style="list-style-type: none"> <li>• Management and maintenance of the monitoring agent software.</li> <li>• Minor upgrades include all updates to the OS of compute resources (if any) that form part of the Supported Item that can be performed on the existing system. These upgrades do not require the existing supported OS environment or the applications running on it to be rebuilt to perform the upgrades. The following upgrades are included alongside the OS-level minor upgrades: <ul style="list-style-type: none"> <li>○ Hardware firmware upgrades</li> <li>○ All OS RMM agent upgrades</li> <li>○ All backup software agent upgrades</li> <li>○ All anti-virus software agent upgrades</li> </ul> Minor Upgrades are included within the User OS &amp; Application Managed Enhanced Operational Management Level. </li> <li>• Major Upgrades (including all updates to the OS, applications, or other parts of the compute resources (if any) that form part of the Supported Item that require a new physical or virtual OS to be built) are not included with the User OS &amp; Application Managed Enhanced Operational Management Level and if required, will be undertaken by Exponential-e subject to additional Charges.</li> <li>• All upgrades to compute resources (if any) that form part of the Supported Item will be subject to the change management process, and the Customer will be required to approve all upgrade changes before the Service Desk will carry them out.</li> </ul>
<b>Patch Management</b>	<ul style="list-style-type: none"> <li>• Provide a list of critical, security, and non-critical OS and application updates (as identified by Exponential-e's third party patching solution) to the Customer on a monthly basis, at least five (5) days prior to the scheduled installation date. The Customer must confirm to Exponential-e in writing which of the identified critical and security updates are to be installed during the next patching event onto compute resources (if any) that form part of the Supported Item.</li> <li>• Install Customer approved critical and security OS and application updates onto compute resources (if any) that form part of the Supported Item on a monthly schedule.</li> <li>• Install Customer approved non-critical OS and application updates onto compute resources (if any) that form part of the Supported Item on a monthly schedule, or less frequently (as agreed by the Parties during the Supported Item On Boarding process).</li> <li>• Provide a list of critical and performance updates for compute resources (if any) that form part of the Supported Item to the Customer on a quarterly basis, at least five (5) days prior to the scheduled installation date. The Customer must confirm to Exponential-e in writing which of the identified critical and performance updates are to be installed during the next patching event to compute resources (if any) that form part of the Supported Item.</li> </ul>

Aspect	Exponential-e's Responsibilities
	<ul style="list-style-type: none"> <li>• Install Customer approved critical and performance updates onto compute resources (if any) that form part of the Supported Item hardware on a quarterly schedule.</li> <li>• Provide a list of non-critical and firmware updates for compute resources (if any) that form part of the Supported Item to the Customer on a semi-annual basis, at least five (5) days prior to the scheduled installation date. The Customer must confirm to Exponential-e in writing which of the identified non-critical and firmware updates are to be installed during the next patching event to compute resources (if any) that form part of the Supported Item.</li> <li>• Install Customer approved non-critical and firmware updates onto compute resources (if any) that form part of the Supported Item hardware on a semi-annual schedule.</li> <li>• Install critical and performance updates onto compute resources (if any) that form part of the Supported Item on a quarterly schedule.</li> <li>• Install non-critical and firmware updates onto compute resources (if any) that form part of the Supported Item on a semi-annual schedule.</li> <li>• Notify the Customer of proposed OS, application, and hardware updates to the compute resources (if any) that form part of the Supported Item at least three (3) Working Days prior to the scheduled update.</li> <li>• Configure all compute resources (if any) that form part of the Supported Item for automated update installation by the Service Desk. Compute resources (if any) that form part of the Supported Item that are not compatible with the Exponential-e automated update process will be updated manually.</li> <li>• Invoke the Emergency Patch Procedure when updates are identified by the vendor, Customer or Exponential-e as urgent. This procedure is a variation of the Standard Patch Procedure and aims to expedite the installation of the OS and application update for the compute resources (if any) that form part of the Supported Item. This procedure is documented in the CMDB.</li> <li>• Create the Standard Patch Procedure and the Emergency Patch Procedure jointly with the Customer and document these procedures in the CMDB and schedule Patching in line with the Procedures.</li> <li>• Patch management excludes any item that would in Exponential-e's reasonable opinion cause significant impact to the existing compute resources (if any) that form part of the Supported Item. For example, a patch that may require a full rebuild of the compute resources (if any) that form part of the Supported Item. This will be a chargeable Professional Services engagement.</li> <li>• Patch Management excludes security hardening of the compute resources (if any) that form part of the Supported Item required by regulatory or compliance purposes. This will be a chargeable Professional Services engagement.</li> </ul>
<b>Performance Testing</b>	<ul style="list-style-type: none"> <li>• Perform OS, application, and service testing on compute resources (if any) that form part of the Supported Item on request from the Customer as required in response to a perceived performance issue.</li> </ul>

Aspect	Exponential-e's Responsibilities
	<ul style="list-style-type: none"> <li>• Confirm OS &amp; application testing prior to entry into Early Life Support.</li> <li>• Prepare and execute load simulations against managed application environments in response to a perceived performance issue.</li> <li>• Provide the Customer with reports from these load simulations.</li> <li>• Analyse application behaviour during load simulations to help isolate performance bottlenecks.</li> <li>• Recommend configuration changes to reduce bottlenecks as required in response to a perceived performance issue against the OS or applications.</li> </ul>
<b>Reporting</b>	<ul style="list-style-type: none"> <li>• Delivering the following performance and management reports for servers covering a thirty (30) day period:               <ul style="list-style-type: none"> <li>○ Performance Review</li> <li>○ Computer Audit</li> <li>○ Patch Compliance</li> <li>○ Anti-virus Health</li> <li>○ Software List</li> </ul> </li> </ul>
<b>Service Desk</b>	<ul style="list-style-type: none"> <li>• Provide a Service Desk service to Users and Users' equipment.</li> <li>• Categorise request priority according to the priority levels set out in the main body of this Service Document.</li> <li>• Respond to requests from the Customer based on the priority of the request according to the priority levels set out in the main body of this Service Document.</li> <li>• Escalate requests from the Customer by one priority level when requested by the Customer to do so.</li> <li>• Measure performance of the Service Desk in real time.</li> <li>• Act as the single point of contact for all incidents and service requests.</li> <li>• Manage all engagements with other vendor service desks and third party suppliers.</li> <li>• Maintain knowledgebase for incident/problem fixes.</li> <li>• Maintain a consolidated Forward Schedule of Change.</li> </ul>
<b>Standard Installation Activities</b>	<ul style="list-style-type: none"> <li>• Installation of Exponential-e RMM agents on compute resources (if any) that form part of Workstation Supported Items.</li> <li>• Configuration of Exponential-e standard monitoring on compute resources (if any) that form part of Workstation Supported Item.</li> </ul>
<b>Standard Operational Activities</b>	<ul style="list-style-type: none"> <li>• Configuration of remote access to the OS and applications. SSH is configured for Linux, and ScreenConnect is configured for Windows systems.</li> <li>• Configuration of management accounts for Exponential-e engineering staff.</li> <li>• Server reboots when required to keep OS and application functionality working, and when required by the Customer.</li> <li>• Service restarts for OS and application services.</li> <li>• Clearing temporary files and logs to release available OS and application space.</li> <li>• Identification of high risk OS and application issues.</li> </ul>



Aspect	Exponential-e's Responsibilities
	<ul style="list-style-type: none"> <li>Monitoring and delivering monthly Customer reports on the Flex Manage service level agreement.</li> </ul>
<b>User</b>	<ul style="list-style-type: none"> <li>Support requests and incident management, escalation and resolution.</li> <li>Full lifecycle management of Users, including IMACD.</li> <li>Reset User account passwords upon approved requests.</li> <li>Configure approved Access Management for User accounts to information and applications.</li> <li>Assist Users to log on to their Workstations.</li> <li>Assist Users to connect to printers.</li> <li>Assist Users to remotely connect to the compute resources (if any) that form part of Workstation Supported Items.</li> <li>Assist Users with access of their Office 365 accounts.</li> <li>Assist Users with user utilisation activities of Office 365 components.</li> <li>Carry out annual Continual Service Improvement to identify Customer improvements needed to manage Users, and improve the effectiveness of User service delivery.</li> </ul>
<b>VIP List</b>	<ul style="list-style-type: none"> <li>Maintain a VIP list for the Customer's Users for whom service and support should be prioritised, above those of other Users.</li> <li>Prioritise service and support for Users on the VIP list above those of other Users.</li> </ul>
<b>Workstation</b>	<ul style="list-style-type: none"> <li>Support Workstation requests and incident management, escalation and resolution.</li> <li>Full lifecycle management of supported desktop and laptop devices (not including purchase or disposal, building, and IMACD), and making recommendations for its replacement throughout the Contract term.</li> <li>Carry out semi-annual maintenance on Windows 10 Workstation images, including applications.</li> <li>Carry out minor application upgrades on compute resources (if any) that form part of Workstation Supported Item.</li> <li>Managing User access to compute resources (if any) that form part of the Workstation Supported Item.</li> <li>Protecting removable hardware from loss using BitLocker encryption.</li> <li>Carry out annual Continual Service Improvement to identify Customer improvements needed to manage Workstations and improve the effectiveness of Workstation service delivery.</li> </ul>

#### Support Ticket Allocation

With effect from when the first tranche of Users enter the BAU phase the User OS & Application Managed Enhanced Operational Management Level includes a total number of support tickets opened per calendar month, as set out on the Order Form. If this threshold is exceeded for three (3) consecutive months or three (3) months in any rolling period of 6 months ("the Peak Threshold Period"), then Exponential e will produce a report analysing the drivers of the calls in the Peak Threshold Period and agree a Remediation Plan which will be executed by Exponential-e over a two (2) month period (for example further training on portal, capacity review,



new project roll out, outage issues or similar). For the avoidance of doubt, no credits or refunds will be provided should this number not be required in any month.

#### Customer Pre-requisite Requirements

To start User Enhanced Operational Management of a Supported Item, Exponential-e requires the following pre-requisites to be fulfilled by the Customer during the On Boarding period:

- Provision of an OS license for the compute resources (if any) that form part of the Supported Item if this is not provided by Exponential-e.
- Provision of an Application license for the compute resources (if any) that form part of the Supported Item if this is not provided by Exponential-e.
- Provision of an AV license for the compute resources (if any) that form part of the Supported Item if this is not provided by Exponential-e.
- Provision of a Backup license for the compute resources (if any) that form part of the Supported Item if this is not provided by Exponential-e.
- Conducting the On Boarding activities (as identified by Exponential-e during the On Boarding process) including provision of information needed by Exponential-e to correctly manage and support the Supported Items.
- Provision of design documentation for currently running Supported Items, where this exists.
- Provision of Configuration documents or CMDB information for currently running Supported Items where it exists.

#### Customer Dependencies

For Exponential-e to deliver the User OS & Application Managed Enhanced Operational Management Level, the following Customer dependencies exist. Failure of the Customer to meet these Customer Dependencies may affect the service Exponential-e is able to deliver to the Customer, and Exponential-e's obligations under the Flex Manage service level agreement.

- The Customer shall provide documented naming conventions for all Supported Items.
- The Customer shall provide documented active Customer IT policies for all Supported Items at the time of starting the On Boarding process.
- The Customer shall provide Exponential-e with advice in advance of any peculiar, special, or particular modifications made to the Supported Item. This includes advice on the Exponential-e OS base level configuration as well as Exponential-e's standard User OS & Application Managed practices.
- The Customer shall be responsible for documenting and maintaining any differing configuration and build requirements pertaining to the existing OS and application environment that is peculiar, special, or has had particular modifications applied.
- The Customer shall provide, in accordance with the timelines defined during the On Boarding activity, approval for patching events, the approved list of updates to be installed, and approved list of firmware to be installed on physical Supported Items.
- The Customer shall undertake application and pre-deployment compatibility testing before authorising Exponential-e to deploy recommended patches to Supported Items.
- The Customer shall review the compatibility of all custom and non-standard applications or line of business applications with the OS and service packs to be used.
- The Customer shall ensure that the Customer endpoints and management environments are secured, patched, and maintained in accordance with Good Industry Practice.
- The Customer shall ensure that the Customer applications layered on top of the OS are secured, patched, and maintained in accordance with Good Industry Practice for Supported Items that exists prior to the On Boarding activity.

- The Customer shall assess in advance the application suitability for virtualisation of their applications, and for use with the hypervisor used for VMs.
- The Customer shall work with Exponential-e to replace all End of Life compute resources (if any) that form part of the Supported Item before the arrival of the End of Life date.
- The Customer shall review the compatibility and suitability of the selected compute resources (if any) that form part of the Supported Item configuration for its intended application usage.
- The Customer shall provide Exponential-e with administrative rights on the Supported Items in order to provide the User OS & Application Managed Enhanced Operational Management Level on Supported Items.
- The Customer shall be responsible for all compute resources (if any) that form part of the Supported Item being protected by AV software. Compute resources (if any) that form part of the Supported Item not deployed with AV software are not covered by the User OS & Application Managed Enhanced Operational Management Level for virus infections free of charge.
- The Customer shall be responsible for all compute resources (if any) that form part of the Supported Item being protected by backup software. Compute resources (if any) that form part of the Supported Item not deployed with backup software are not covered by the User Operational Management Level for rebuild by Exponential-e free of charge.

#### Service Education

Exponential-e will provide education to Customer staff about the details of the service provided, and how to make use of the User OS & Application Managed Enhanced Operational Management Level. Exponential-e will provide the following service education.

Education	Timeline	Method
Raising incidents for faults/issues	On Boarding	Face-to-face CMDB document
Raising changes for system changes	On Boarding	Face-to-face CMDB document
Reporting	On Boarding	Face-to-face CMDB document
Requesting the creation of new Supported Items	On Boarding	Face-to-face CMDB document
Requesting the addition of compute resources (if any) that form part of the Supported Item	On Boarding	Face-to-face CMDB document
Disaster Recovery and Business Continuity design and process	On Boarding	Face-to-face CMDB document
Solution design documentation for Supported Items	First 3 months of BAU	CMDB document
Solution configuration documentation for Supported Items	First 3 months of BAU	CMDB document
Solution testing documentation for Supported Items	First 3 months of BAU	CMDB document

## Accountabilities and Responsibilities

### RACI

A responsibility assignment (RACI) matrix showing whether Exponential-e, the Customer or any relevant third parties are Responsible, Accountable, Consulted or Informed in respect of a particular aspect will be drawn up to ensure a joint understanding. The RACI is bespoke to the Customer, is formalised during the On Boarding phase, and is documented in the CMDB.

The following table details who is responsible for high level ITIL-level RACI activities for the User OS & Application Managed Enhanced Operational Management Level. Some activities are shared between Exponential-e and the Customer; where the Customer will be responsible for activities such as raising or approving change requests. Specific details are documented within the CMDB.

ITIL Process	Exponential-e	Customer
Asset Management	RA	CI
Change Management	RA	RACI
Configuration Management	RA	CI
Event Management	RA	CI
Incident Management	RA	CI
Patch Management	RA	CI
Release Management	RA	CI
Request Management	RA	RACI

The Customer is responsible for all RACI activities for areas that Exponential-e is not responsible for. During the On Boarding activity the Customer shall identify key internal and 3<sup>rd</sup> line primary and back-up contacts to the Service Desk and promptly inform the Service Desk of any changes during the term of the Contract.

### Service Requests

Service Requests are requested changes to a Supported Item or a request for an operational task made by the Customer.

Types of Service Requests may include those set out in the table on the following pages.

Where a Quantity and Frequency are specified in the table on the following pages, this is a maximum allowance included free of additional Charges over the corresponding timeframe. Service Requests in excess of this allowance will be accepted by Exponential-e but shall be invoiceable in arrears in accordance with Exponential-e's then-current Professional Services rates. For the avoidance of doubt, allowances apply on a "use it or lose it" basis and unused portions of any allowance cannot be rolled-over or the subject of any credit. Where the Quantity is designated as N/A, there is no maximum allowance and no additional charges shall apply.

All Service Requests that are designated in the table on the following pages as PR and any other Service Requests of a type not listed in the table are not included within the Charges for the Flex Manage Service and will be invoiceable in arrears in accordance with Exponential-e's then-current Professional Services rates plus any additional charges that apply as agreed in writing at the time of Service Request acceptance.

All Service Requests will be reviewed, verified and subject to approval by Exponential-e and Exponential-e will confirm if additional charges apply.

Service Requests will be subject to the applicable Target Time to Complete (if any) set out in the table on the following pages. Exponential-e shall use reasonable endeavours to complete the Service Request within this timeframe. The Customer may request the delivery time for all Service Requests to be scheduled for a future date/time in which event, the Target Time to Complete will commence at the relevant date/time.

Service Requests will be carried out by Exponential-e during the Hours stated in the table on the following pages. Should the Customer request that they be carried out outside of the applicable Hours, additional charges in accordance with Exponential-e's then-current Professional Services rates will apply.

ID	Request Description	Availability		Type*	Hours	Time to Complete	Quantity	Frequency
		Email	Phone					
SRUAM 01	Shut down OS	Yes	Yes	OSR	24 x 7 x 365	1 hour	10	Per month
SRUAM 02	Reboot OS	Yes	Yes	OSR	24 x 7 x 365	1 hour	10	Per month
SRUAM 03	Request new physical workstation	Yes	Yes	PR	Normal Business Hours	7 Working Days following hardware delivery	N/A	As required
SRUAM 04	Change IP address	Yes	Yes	OSR	24 x 7 x 365	1 Working Day	1	Per quarter
SRUAM 05	Change hostname	Yes	Yes	OSR	24 x 7 x 365	1 Working Day	1	Per quarter
SRUAM 06	Complete emergency patching	Yes	Yes	OSR	24 x 7 x 365	1 Working Day	1	Per quarter
SRUAM 07	Complete emergency AV scanning	Yes	Yes	OSR	24 x 7 x 365	1 Working Day	1	Per quarter
SRUAM 08	Adjust the physical resources allocated to the workstation upon Customer request	Yes	Yes	PR	Normal Business Hours	2 Working Days following hardware delivery	N/A	As required
SRUAM 09	Create and format physical disk volumes	Yes	Yes	PR	Normal Business Hours	2 Working Days following hardware delivery	N/A	As required
SRUAM 10	Complete one-time performance trend analysis of workstation environments (CPU, RAM, disk space, network utilisation)	Yes	Yes	OSR	24 x 7 x 365	2 Working Days	1	Semi annually
SRUAM 11	Review DR and BC plan	Yes	Yes	OSR	Normal Business Hours	5 Working Days	1	Per annum
SRUAM 12	OS and application patch installation	Yes	Yes	OSR	24 x 7 x 365	8 hours	1	Per month

ID	Request Description	Availability		Type*	Hours	Time to Complete	Quantity	Frequency
		Email	Phone					
SRUAM 13	Hardware firmware installation	Yes	Yes	OSR	24 x 7 x 365	2 hours	1	Semi annually
SRUAM 14	Reset workstation management account password	Yes	Yes	OSR	24 x 7 x 365	1 hour	1	Per quarter
SRUAM 15	Review OS and application audit logs	Yes	Yes	OSR	24 x 7 x 365	2 Working Days	1	Per annum
SRUAM 16	Fail over the virtual workstation to another location	Yes	Yes	OSR	24 x 7 x 365	1 hour	1	Per month
SRUAM 17	Request new virtual workstation	Yes	Yes	PR	Normal Business Hours	1 Working Day	N/A	As required
SRUAM 18	Complete additional backups of the workstation	Yes	Yes	OSR	24 x 7 x 365	1 Working Day	5	Per quarter
SRUAM 19	Restore the full physical workstation from backup	Yes	Yes	OSR	24 x 7 x 365	1 Working Day	1	Per annum
SRUAM 20	Restore the full virtual workstation from backup	Yes	Yes	OSR	24 x 7 x 365	1 Working Day	1	Per annum
SRUAM 21	Restore individual files from backup	Yes	Yes	OSR	24 x 7 x 365	2 hours	60	Per annum
SRUAM 22	Test restore files from backup to test backup validity	Yes	Yes	PR	Normal Business Hours	2 Working Days	N/A	As required
SRUAM 23	Adjust the virtual resources allocated to the workstation upon Customer request	Yes	Yes	OSR	24 x 7 x 365	1 Working Day	1	Per month

\* PR = Project Requirement, OSR = Operational Support Request