

**SCHEDULE J: SERVICE DEFINITION FOR ENHANCED OPERATIONAL MANAGEMENT LEVEL – STORAGE GATEWAY (SG) MANAGED**

The Storage Gateway (SG) Managed enhanced operational support level provides the services detailed in this Schedule J for CTERA Storage Gateway environments. This enhanced operational support level provides a maintained environment for CTERA Storage Gateway components, based on the Functional Capability and Operation sections below, and configured by the Service Desk to the Customer’s requirements.

Functional Capability

Exponential-e manages and supports the following Storage Gateway environments:

- CTERA Edge Filers with optional Antivirus Integration for Portal and Gateway Appliances

The Customer qualifies for the delivery of each service detailed in the Operation section below for the each Storage Gateway environment where Exponential-e has been selected to carry out the optional service.

Management of custom code is excluded from the Storage Gateway (SG) Managed service, except where listed specifically under Operation.

Management of other parts of the Storage Gateway Supported Items are excluded from this service.

Operation

The Storage Gateway (SG) Managed Enhanced Operational Management Level components are as follows. Exponential-e’s responsibilities with respect to the Storage Gateway (SG) 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>Management for CTERA Edge Filers with optional Antivirus Integration for Portal and Gateway Appliances</b>	
<b>Anti-virus (“AV”)</b>	<ul style="list-style-type: none"> <li>• Set up and manage AV configuration settings.</li> <li>• Identify new AV signature updates and approve these updates to be made to Storage Gateway 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 all Supported Items.</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 AV agent software on new Supported Items.</li> <li>• Monitor and notify the Customer of any detected virus infections.</li> <li>• Remove virus infections from Supported Items 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>Monitoring</b>	<ul style="list-style-type: none"> <li>• Continuous (24x7x365) Supported Item service monitoring and alerting.</li> </ul>

Aspect	Exponential-e's Responsibilities
	<ul style="list-style-type: none"> <li>• All Supported Items will be configured for monitoring that will be used to proactively monitor the health and availability of the Supported Items.</li> <li>• Document all monitoring settings for all 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 all Supported Items at regular intervals (as agreed during On Boarding) to collect Supported Item metrics.</li> <li>• Logging issues uncovered by Supported Item monitoring within the management platform.</li> <li>• Process issues uncovered by Supported Item monitoring to remediation (where possible).</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>• Ensure that the CMDB includes the day-to-day operational procedures for the Storage Gateway (SG) Managed Enhanced Operational Management Level.</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>• Once CTERA has notified Exponential-e of any Supported Items becoming end of life, Exponential-e will advise the Customer of this information. End of Life typically results in the relevant vendor no longer providing support or software updates for the applicable item.</li> <li>• For Customer managed infrastructure, if the Customer is not able to upgrade the Supported Item infrastructure or applications that interacts with Supported Items by the End of Life date, Exponential-e will use reasonable endeavours to continue to deliver the Storage Gateway Managed enhanced operational support level in accordance with this Schedule J however the Flex Manage service level agreement shall not apply to any Supported Items that have reached their End of Life date.</li> <li>• Exponential-e will provide the services detailed within this Schedule J for Supported Items as per their vendor lifecycle. For end-of-life Microsoft products the Customer will be expected to contact Exponential-e for Professional Services to upgrade/replace their end-of-life existing products at the Customer's expense, or the Customer will be expected to perform the upgrade or replace their end-of-life products. Exponential-e will only be able to offer the Customer extended support if Microsoft also provides extended support for the product.</li> </ul>
<b>Standard Operational Activities</b>	<ul style="list-style-type: none"> <li>• Be the focal point for communications, coordination, and overall adherence to the Supported Item knowledge management program.</li> <li>• Accurately document all work performed through the ticketing system, including details and outcomes.</li> <li>• Escalate product bugs or unresolvable cases to Supported Item vendors.</li> <li>• Identification of high risk Supported Item issues.</li> <li>• Monitoring and delivering monthly Customer reports on the Flex Manage service level agreement.</li> </ul>

Aspect	Exponential-e's Responsibilities
	<ul style="list-style-type: none"> <li>• Automated analysis and resolution of incidents raised for Supported Item application alarms and warnings.</li> <li>• Manual analysis and resolution of incidents raised for Supported Item application alarms and warnings that cannot be automatically resolved.</li> <li>• Delivery of approved changes to Supported Items raised by Exponential-e and the Customer.</li> <li>• Exponential-e administration and user account management.</li> <li>• Conduct research on complex cases, validate cases for escalation to Microsoft support or Premier Support, and contribute to internal knowledge management initiatives.</li> </ul>

#### Customer Pre-requisite Requirements

To start management of Storage Gateway Managed, Exponential-e requires the following pre-requisites to be fulfilled by the Customer during the On Boarding period.

- Provision of an AV license for 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 Storage Gateway 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.
- The Customer shall be responsible for documenting and maintaining any differing configuration and build requirements pertaining to the existing Microsoft 365 environment that is peculiar, special, or has had particular modifications applied.
- 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 work with Exponential-e to replace all End of Life Supported Items before the arrival of the End of Life date.
- The Customer shall review the compatibility and suitability of the selected 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 Storage Gateway Managed Enhanced Operational Management Level on Supported Items. When

Exponential-e is configured as the Customer’s Microsoft CSP these rights are automatically set by Microsoft.

- The Customer shall be responsible for all Supported Items being protected by AV software. Supported Items not deployed with AV software are not covered by the Storage Gateway Managed Enhanced Operational Management Level for virus infections free of charge.
- The Customer shall be responsible for all Supported Items being protected by backup software.

**Service Education**

Exponential-e will provide education to Customer staff about the details of the support provided, and how to make use of the provided Storage Gateway 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 Supported Item resources	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 Storage Gateway 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. When the Customer submits a Service Request for a Supported Item, Exponential-e will review the request and if it is required Exponential-e will work with Microsoft to attempt to resolve the request.

All Service Requests will be reviewed, verified and are subject to approval by Exponential-e, and Exponential-e will confirm if additional charges apply. Additional charges will only apply to the extent that such Service Request do not fall within the scope of this Enhanced Operational Management Level as set out herein.

Service Requests will be carried out by Exponential-e during Normal Working Hours. Should the Customer request that they be carried out outside of Normal Working Hours, additional charges in accordance with Exponential-e’s then-current Professional Services rates may apply.