

# SERVICE OPERATIONS OVERVIEW

## Wintel Servers

APSU will monitor your Wintel environment and create a log for each incident according to rules stated in our jointly developed operational documentation. These will be developed during the implementation phase and transition of services.

This is a cost effective service to maintain systems in an operational state. Additional services such as upgrades and performance analysis is available through APSU Professional Services at pre-agreed rates.

Our Monitoring or Managed Services are provided either remotely, on premise or within our own provisioned cloud service.

### System Monitoring

Activity	Monitoring Only, OOH or 24/7	Managed OOH or 24/7	Technical Consultancy
APSU will monitor the following Operating System measurable counters: System Availability (Heartbeat) CPU, Memory, Disk and TCP/IP Interface Utilisation	✓	✓	
Monitor Event Logs (Error only)	Optional	✓	
Monitor Windows Service and Process Status for Agreed Applications (eg. Exchange)	Optional	Optional	
Monitor Virus Protection Software Logs for Detected Server Viruses and Virus Definition Update Failures	Optional	✓	
Capture CPU, Memory, Disk Space and Network Utilization Data for historical analysis	Optional	✓	

### System Operations

Activity	Monitoring Only, OOH or 24/7	Managed OOH or 24/7	Technical Consultancy
Carry out Systems Software Component Restart as Specified in the Agreed Operational Procedures		✓	
Perform Scheduled Server Shutdowns / Startups		✓	
Carry out Physical Operator Activities (e.g. Power Downs, Tape Library Management and Checking Local Communications).		✓ (Where located in APSU DC)	

## Systems Administration

Activity	Monitoring Only, OOH or 24/7	Managed OOH or 24/7	Technical Consultancy
Remotely Apply Agreed Critical and Security Patches on an as required or scheduled basis			
Set up and Utilise System Automation Tools and Techniques as APSU Determine Necessary to Efficiently Manage Incidents, Alerts, Events, Actions and Other System Problems as Documented in the Operational Documentation	✓	✓	
Clean and Detect Viruses on the Servers Within the Capability of the Virus Protection Software		✓	
Confirm virus protection software definition files are updated		✓	
Schedule Mutually Agreeable Maintenance Windows for Server Downtime Following the Process Specified in the Operational Documentation		✓	
Maintain the Operational Documentation		✓	

## System Software Upgrade Service

All system software upgrades are provided through APSU's Technical Consultancy practice.

Activity	Monitoring Only, OOH or 24/7	Managed OOH or 24/7	Technical Consultancy
Investigate that the Configuration meets Prerequisite Conditions Required for the Upgrade			✓
Order and Check Delivery of Systems Software Upgrades			✓
Provide License and Media Charges Associated with the Upgrades			✓
Test that Microsoft Exchange runs with the New Release of the Operating System Software Service Packs			✓
Provide Planning and Installation of up to two Service Packs for Systems Software per Contract Year			✓
Test Operating System Functionality Following the Upgrade			✓
Test Microsoft Exchange functionality Following the Upgrade			✓
Regress Operating System Software Upgrade if Functionality Testing Fails			✓
Verify Completion of the Upgrades			✓

## Performance Management

Activity	Monitoring Only, OOH or 24/7	Managed OOH or 24/7	Technical Consultancy
Set-up the Configuration to Collect Performance Data	✓	✓	
Provide Standard Performance Reports for the Servers	Optional	✓	

## Backup Management Service

APSU recommend the migration to its Virtual Cloud Backup (vCB) service for all managed service clients. In instances where a client preference is to use their existing backup software, then an audit will be required before it is included in a support service.

Activity	Monitoring Only, OOH or 24/7	Managed OOH or 24/7	Technical Consultancy
Configure and Track Server Back-up Schedules Including: Confirming that Backups have Worked Correctly and have Completed in the Specified Time Windows	No	Optional	
Perform Restores (e.g. Windows Files) on Configuration as Specified in the Operational Documentation	No	Optional	
Use APSU's Recovery Processes to Recover the Servers in Case of Server or Operating System Failure	No	Optional	Dependent on Contract Terms
Verify Server Configuration and Health after a Server Recovery (e.g. Due to Hardware Failure) to Enable Server to be Handed back for Production use	No	Optional	
Check the Availability of the Backup Management Application and any Peripheral Devices used for the Backup of the Configuration, as Required for the Backup Schedule	No	Optional	
Remove and Insert Tape Media	No	Optional <i>Onsite Service</i>	
Send Tape Media Off Site	No	Optional <i>Onsite Service</i>	

## Technical Support

Activity	Monitoring Only, OOH or 24/7	Managed OOH or 24/7	Technical Consultancy
Perform Problem Determination and Root Cause Analysis for Problems Affecting the Services Covered in this Schedule	No	✓	
Identify and Perform the Appropriate Remedial Action to the Configuration if Required to Rectify Events, Problems and Failures	No	✓	
Identify Patches in Order to Resolve System Software Problems Affecting the Services	No	✓	
Perform Problem Resolution or Circumvention Activities Coordinating with Third Party Service Providers as Appropriate	No	✓	
Perform Server Parameter Tuning on the Servers if Required to Rectify Events, Problems and Failures	No	Optional	



### For further information

Contact our sales team on 01285 862 100 or visit our website at [www.apsu.com](http://www.apsu.com)