

## DESCRIPTION OF SUPPORT SERVICES

RGC support services to be delivered under a typical Care Package agreement are as follows:

### **Application Support** (*Client may require RGC to support a business critical application*):

RGC and Associates will perform the following types of activities on behalf of the End-User (on a time and material basis at the rates specified under the terms of this agreement):

- Provide minor program changes as specified via documentation to be provided through email or through written specifications.
- Provide bug fixes to existing application code.

### **UNIX Systems Support** (*This stanza of the contract would apply if the client has UNIX systems the RGC will be maintaining*):

UNIX/LINUX systems support, problem analysis and coordination of solutions for hardware and software problems identified through monthly performance monitoring and system tuning.

All of the following activities are covered under the basic terms of this agreement and are included in the basic rate selected (Basic or Total Care). RGC and Associates will perform the following types of activities on behalf of End-User:

- Implement and monitor the server systems using UNIX tools
- Perform system problem determination procedures including running diagnostics, analyzing error logs, the syslogd daemon, and carrying out dumps on the system
- Review recovery procedures for various types of boot and disk failures
- Examine disk management components (like LVM and Object Data Manager (ODM))
- Configure UNIX auditing and examine other security elements in the various operating systems per client requirements
- Review backup logs, recommend optimum backup schedules
- Provide monthly reporting on performance

NOTE: Hardware/software problem remediation for the UNIX server(s) is not covered under this agreement. Remediation activities and hardware will be invoiced on a time and material basis at the rate specified under the terms of this agreement.

### **Microsoft Systems Support** (*Based on client installed equipment*):

All of the following activities are covered under the basic terms of this agreement and are included in the basic rate quoted for the client and the level of support selected (Basic or Total Care). RGC and Associates will perform Windows server(s) and personal computer systems support, problem analysis and coordination of solutions for hardware and software problems on behalf of End-User. These activities include:

- Performance overview (distinguish between system and application performance)
- Review the performance implication of each subsystem:
  - Tuning Central Processing Unit (CPU) usage
  - Virtual memory performance
  - Input/Output (I/O) performance; physical and logical storage
  - I/O performance; file systems
  - Network performance
- Identify and eliminate (or minimize) various software and hardware performance constraints using Microsoft Windows standard and advanced tools. Where hardware constraints are identified RGC will make recommendations to End-User for remediation.
- Provide information and support for capacity planning, system assurance, and performance tuning
- Provide basic performance and workload management suggestions for corrective actions
- Provide a categorization of events based on severity and potential business impact
- Provide performance problem determination summarization
- Analyze basic performance to identify system bottlenecks and suggest corrective action
- Monitor the personal computer and server systems using Microsoft Windows tools
- Perform system problem determination procedures including running diagnostics, analyzing error logs, and carrying out dumps on the system (Does not include remediation – see NOTE below)
- Review recovery procedures for various types of boot and disk failures and recommend corrective actions
- Examine disk management components
- Configure Windows auditing and examine other security elements in the various operating systems per client requirements
- Renew and configure the Symantec Corporate/Enterprise Edition software for the site <sup>2</sup> (up to XX user licenses)
- Review backup logs, recommend optimum backup schedules

**NOTE:** Hardware/software problem remediation activities are not covered under this agreement. Remediation activities and the cost of hardware will be invoiced on a time and material basis at the rate specified under the terms of this agreement.

<sup>2</sup> Available under the Total Care option only

### **Total Care Support Deliverables:**

If the client selects the Total Care option, RGC agrees to deliver all service level tasks specified above as well as:

1. Perform in-depth diagnostic activities and remediate desktop issues on a time and material reduced service rate specified in the rate schedule (with the exception of replacement or addition of hardware). The client is responsible for all hardware and software components required to effect repair. All services required to diagnose and effect repairs will be delivered under the terms of this portion of the agreement.
2. Renew site antivirus software per the number of licenses specified in the rate schedule/signature page.

**NOTE:** Addition of new hardware to the enterprise is not covered under the basic agreement. Support services on additional equipment will be billed on a time and material basis at the rates specified.