

VERSION 1.1 – OCTOBER 2016

SERVICE DESCRIPTION

ARYAKA CLOUD DELIVERED WAN SERVICE MANAGEMENT

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1 Aryaka CDW Service Management overview

Aryaka CDW Service Management is a Service of Vicens IT Services for operational management of *Aryaka's SMART Cloud Delivered WAN (CDW)* provided to Vicens customers. *Aryaka CDW Service Management* comes on top of the regular *Vicens Support and Maintenance Service subscription*.

Incident management, Problem management and Service Desk (as defined by ITIL V2) are covered by the *Vicens Support and Maintenance Service* subscription provided by Vicens IT Services. *Aryaka CDW Service Management* includes Change management (Minor Changes), Release management and Configuration management for the Aryaka solution. Vicens IT Services will perform these tasks for, and on behalf of the Customer.

A Service Manager will be assigned to each Customer who has an *Aryaka CDW Service Management* contract. The Service Manager is the Customer's single point of contact (SPOC) for all operational aspects of the Aryaka CDW. The Service Manager is a certified Vicens operation & support engineer.

The Service Manager will:

- Manage the Aryaka CDW on the Customer's behalf. The Service Manager will pro-actively respond to network and application performance issues;
- Always keep the Aryaka CDW up to date and optimally tuned. The service manager is responsible for Configuration and will keep track of the Release Management;
- Liaise with the Service Desk for a quick resolution of possible incidents and problems. Incidents and problems will be handled by the Service Desk;
- Report periodically on the application and network performance, give recommendations to improve the performance and identify addressable action items;
- Perform Minor Changes to the Aryaka CDW free of charge.

2 Customer benefits

The Customer can rely on the Service Manager to pro-actively manage the Aryaka CDW on his behalf and for his organisation. The Service Manager of Vicens IT Services will always strive for optimal application and network performance, thus maximizing the Customer's return on investment.

3 Service levels

Aryaka CDW Service Management is available in two service levels: Gold for entry level configurations and Platinum for the most demanding customers. The service levels are differentiated as indicated in Table 1.

Service Level	Gold	Platinum
Release management	✓	✓
Configuration management	✓	✓
Change management (free minor changes)	✓	✓
Reporting frequency	Quarterly	Monthly
Service Management meetings	Quarterly	Monthly
Reports	Standardised	Customised
Hardware alerts	✓	✓
Performance alerts	✓	✓

Table 1: Service level differentiation

4 Deliverables

4.1 Periodical reporting

The Service Manager will present a monthly or quarterly (depending on service level) WAN performance report in which Videns IT Services will review the performance of the applications and the network, check if the required Quality of Service is achieved, Service Levels are met and identify addressable action items. The periodical WAN Performance Report includes:

- Critical applications usage and performance analysis (current and trends);
- Critical sites usage and performance analysis (current and trends);
- Application Service Level analysis.
- Technical issues identified during last reporting period (bandwidth, jitter, loss, round trip delay, server response times, etc.);
- Network performance, including bandwidth utilization and possible bottlenecks;
- Recommendations on Aryaka CDW optimal configuration and tuning;
- Incidents and problems of the Aryaka system that occurred during the reporting period;
- Addressable action items resulting from each of the subjects above.

4.2 Service Management meetings

The Service Manager will present and discuss the WAN performance reports during the monthly or quarterly (depending on service level) Service Management Meetings and will take minutes of the agreed actions.

Any planned changes or developments in the customer's network or application landscape will also be discussed during the Service Management meetings. This will allow the Service Manager to pro-actively manage the Aryaka CDW configuration on behalf of the Customer.

4.3 Release management

The Service Manager will announce scheduled software updates on the Aryaka CDW service. The scheduled updates will be announced in advance. Software updates will be performed outside office hours. When the updates are Completed the availability of the Aryaka CDW will be tested by a Videns-IT Service Manager.

4.4 Configuration management

The Service Manager will pro-actively manage the Aryaka system and keep the system configuration optimally tuned to the Customer's requirements. The Service Manager will respond to link performance degradations with Aryaka and address these issues with the customer.

4.5 Change management

Minor changes of the system configuration, due to changes in the Customer's organisation or IT landscape, will be performed by the Service Manager free of charge.

Minor Changes are activities which are relatively small and which have limited impact. All other changes will be categorized as Major Changes. The following criteria will apply to activities to qualify as Minor Changes:

- They are limited in scope and potential impact;
- They can be executed remotely;
- They do not require a change of hardware or software licences.

Examples of Minor Changes are:

- Change of IP address;
- Bandwidth change that does not require a hardware upgrade;

5 Prerequisites

The following prerequisites apply to the *Aryaka CDW Service Management*:

- Videns IT Services must have a secure remote access connection to the Aryaka ANAP, in particular to the network domain where the Aryaka ANAP is present.

6 Additional services

6.1 On-demand consulting services

Addressable action items will generally require further actions (by the Customer or by Videns IT Services) which are outside the scope of regular *Aryaka CDW Service Management*, but can be provided by Videns IT Services at extra cost.

6.2 Major Changes

Major Changes of the Aryaka system configuration, due to significant changes in the Customer's organisation, network upgrades, roll-out of new applications, etc. can be provided by Videns IT Services at extra cost. The Customer can make use of Videns IT Services' *Design Service*, *On-site Installation Service* or use the *On Demand Consultancy Service*.

Examples of Major Changes are:

- New Aryaka CDW site deployment;
- Move of a site

7 Customer responsibilities

The Customer will keep the Service Manager informed of all material developments or proposals in relation to Customer's business or operations that may have an effect on the *Aryaka CDW Service Management*, e.g. the introduction of new applications, a new or a change of location, changes in bandwidth, etc.

The Customer will provide Videns IT Services with accurate and up to date information about network design and topology.

The Customer will promptly report all incidents and problems occurring to the Aryaka CDW to the Videns Service Desk.

The Customer will provide Videns IT Services service windows for regular software updates and changes.

8 Processes

8.1 Incidents and problems

All incidents and problems occurring to the Aryaka CDW should be reported to the Service Desk (see the Service Description of the *Videns Support and Maintenance Service*).

8.2 Alerts

The Aryaka platform generates alerts which can be set in accordance with the Customer's requirements. Alerts will generate automated email messages to the Support Desk, to the Service Manager and/or to the Customer.

Hardware alerts (Aryaka hardware fault or ANAP not reachable) will be acted on by the Support Desk.

The Service Manager will respond to network performance alerts and address these issues with the customer.

8.3 Change Management

Requests for Minor changes should be addressed to the Service Desk. The Service Manager will then perform or co-ordinate the execution of Minor Changes for the Customer.

Requests for Major changes can be addressed to Videns Sales department, or to the Service Manager, who will then relay the change request to Sales.

8.4 Release Management

The Service Manager will announce scheduled software updates on the Aryaka CDW service in advance. Software updates will be performed outside office hours. When the updates are completed the availability of the Aryaka CDW will be tested by a Videns Service Manager.

8.5 Service Desk availability

Availability of the Videns Service Desk, as well as instructions on how to contact the Service Desk can be found in the Service Description of the *Videns Support and Maintenance Service*.

8.6 Service Manager availability

Incidents, Problems and Minor Changes should be registered at the Service Desk, as indicated above. For all other operational and support questions, the Customer can contact the Service Manager directly.

The Service Manager (or his replacement):

- Can be contacted by telephone or email;
- Is available during business days on business hours, except on Dutch public holidays;
- Speaks Dutch and English;
- Will respond to emails, phone calls and messages within 2 business hours.

8.7 Addressable action items

During the monthly service meetings, addressable actions will be assigned to either the Customer and/or to Videns IT Services. The Service Manager will take minutes of the agreed actions. The Service Manager will carry out or co-ordinate the actions assigned to Videns IT Services, after the Customer has approved the minutes.

8.8 Invoicing

Unless agreed otherwise, *Aryaka CDW Service Management* will be invoiced to the Customer in Euros, monthly in advance.