"Fully Managed" Support Description

Secomo

Effective from November 1st, 2016

Fabasoft
Where business works

1 Fully Managed

With the "Fully managed" option, Fabasoft Support also assists the customer in the operation of Secomo via a remote connection.

Information on the availability of Fabasoft Support is provided under 'Software support'.

1.1 Service Description

Fabasoft delivers the following services for Secomo on working days (Monday to Friday) between 8 a.m. and 6 p.m. (hours of operation). Monitoring is performed automatically with the monitoring software installed in Secomo; deviations are escalated to Fabasoft Support as e-mail support requests.

Availability management

- Monitoring the availability of the Secomo service
- Monitoring the availability of individual components
- Coordination and initiation of measures in the case of deviations

Capacity management

- Monitoring the utilization of infrastructure components
- Monitoring response time behavior
- Coordination and initiation of measures where threshold values have been exceeded
- Forecasts and analyses

Change, release, and deployment management

- Installing hotfixes and patches at times agreed with the customer
- Performing quarterly Secomo upgrades. These upgrades are started on Fridays (on working days) from 3 p.m. Should these upgrades take more than three hours, the hours of operation are extended accordingly.
- Performing further changes relevant to operation, for example, implementation of measures from availability management or capacity management at times agreed with the customer

Incident and service request management, problem management

- Processing incidents based on events from monitoring or support requests from the support contacts appointed by the customer
- Providing information to the support contacts appointed by the customer

Service reporting

- Providing the customer with a monthly report on particular incidents and current usage of the service package in terms of storage volumes and number of persons

These services relate solely to the two Secomo nodes. Components outside Secomo, for example, network or client workstations, are not included. Hence, no particular system

availability or system performance can be guaranteed for the users. Service provision at other times or tasks that fall outside the scope described here are to be commissioned separately.

1.2 Remote Connection

The services are delivered via a remote connection solely in Fabasoft's locations. The facilities for this remote connection to the customer's systems are to be provided by the customer free of charge, free of defective title, in an operational state, and with the features defined by Fabasoft, and are to be kept available for the duration of the contract.

For the purpose of this remote connection, Fabasoft requires access to a management client that allows SSH and Web browser connections (HTTPS) to be established on Secomo. The management client, including corresponding tools, is to be provided by the customer.

All required security measures for this remote connection are the customer's responsibility. Security measures for the safekeeping of the physical authentication device necessary for the remote connection (for example, token) are taken by Fabasoft.

If the remote connection (or the necessary external technologies, for example, Internet) fails or malfunctions, the service obligation of Fabasoft for the duration of the failure/malfunction shall be derived from this contract. Fabasoft shall make up for services lost during the time of its service obligation, insofar as Fabasoft can be reasonably expected to do so and will not be required to perform considerable extra work.