

EVENT MANAGEMENT																							
CONTRACTED SERVICE HOURS																							
MONITORING HOURS	EVENT MANAGEMENT AND RESPONSE HOURS																						
24 hours x7 days per week x 365 days per year	As per Incident Management Contracted Service Hours																						
SERVICE PURPOSE																							
To monitor the performance of specific elements of the Supported Environment and assist with Incident prevention by creating warning alerts against agreed performance metrics of those elements of the Supported Environment.																							
SERVICE SPECIFICS																							
Monitored Elements	Supported Assets/IT Services monitored by Acora and subject to Event Management																						
Case Limits	Overall number of Cases per period against which the Events are counted																						
SERVICE DESCRIPTION																							
<ul style="list-style-type: none"> ➤ Acora will deploy its Monitoring Platform within the Supported Environment, which will be conducted as part of a separate and distinct project activity, in order to monitor the agreed Monitored Elements. ➤ The Monitored Elements will be agreed with the Customer from the following: 																							
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="3" style="background-color: #e0e0e0;">MONITORED ELEMENT LIST</th> </tr> <tr> <th style="width: 33%;">Application Monitoring</th> <th style="width: 33%;">Virtualisation Monitoring</th> <th style="width: 33%;">Cloud Monitoring</th> </tr> </thead> <tbody> <tr> <td>SAP Microsoft Exchange Apache Tomcat Microsoft IIS SharePoint Microsoft Active Directory</td> <td>VMware Microsoft Hyper-V Citrix XenServer</td> <td>Amazon Azure vCloud Citrix Cloud Platform</td> </tr> <tr> <th style="background-color: #e0e0e0;">Server Monitoring</th> <th style="background-color: #e0e0e0;">Network Monitoring</th> <th style="background-color: #e0e0e0;">Database Monitoring</th> </tr> <tr> <td>Microsoft Windows Server Linux/UNIX – Solaris, AIX, HP-UX, Linux, Tru64 Cisco Unified Computing (UCS) IBM Power Systems</td> <td>Routers and switching Network response time Cisco QoS Flow Analysis</td> <td>Oracle DV Microsoft SQL Server IBM DB2 MySQL Sybase</td> </tr> <tr> <th style="background-color: #e0e0e0;">Storage Monitoring</th> <td></td> <td></td> </tr> <tr> <td>EMC NetApp Dell EqualLogic</td> <td></td> <td></td> </tr> </tbody> </table>			MONITORED ELEMENT LIST			Application Monitoring	Virtualisation Monitoring	Cloud Monitoring	SAP Microsoft Exchange Apache Tomcat Microsoft IIS SharePoint Microsoft Active Directory	VMware Microsoft Hyper-V Citrix XenServer	Amazon Azure vCloud Citrix Cloud Platform	Server Monitoring	Network Monitoring	Database Monitoring	Microsoft Windows Server Linux/UNIX – Solaris, AIX, HP-UX, Linux, Tru64 Cisco Unified Computing (UCS) IBM Power Systems	Routers and switching Network response time Cisco QoS Flow Analysis	Oracle DV Microsoft SQL Server IBM DB2 MySQL Sybase	Storage Monitoring			EMC NetApp Dell EqualLogic		
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<ul style="list-style-type: none"> ➤ The agreed Monitored Elements are added to the Monitoring Platform, configured against Acora’s standard monitoring matrix and Event Management is then provided to the Customer. ➤ Upon completion of the installation and configuration of the Monitoring Platform, Acora will monitor the Monitored Elements during the Monitoring Hours against the defined thresholds and parameters that are established during that implementation and configuration. ➤ The Monitoring Platform will provide Acora with automated alerts of Events, which will be reviewed by the Service Desk and, where applicable, converted to Incidents and actioned in accordance with the relevant Incident Management Service during the relevant Incident Management Contracted Hours. 																							
EVENT MANAGEMENT REPORTING																							
Every three months, a review of the Event Management Monitoring matrix will be undertaken and a report will be provided to the Customer detailing:																							
<ul style="list-style-type: none"> ➤ Monitored Elements ➤ Deployed Monitoring Platform robots ➤ Monitoring Platform probes deployment and their thresholds 																							