

ACORA MANAGED SERVICE DESCRIPTIONS

MANAGED SERVICES DESCRIPTIONS GLOSSARY

The following key words and phrases are used throughout the Managed Services Descriptions and whenever they are used they will have the meanings set out below unless stated otherwise in the relevant Service Description. Other defined terms used within these definitions will carry the meaning set out in the Agreement.

DEFINED TERM	MEANING
Additional Cases	Cases over and above the Case Limit.
Asset Management System	Acora's management system deployed in relation to the Supported Assets and used for the provision of Asset Management.
CAB	Change advisory board for the purposes of Change Management.
Case Limit	Overall number of Cases agreed between Acora and the Customer within an agreed period and which are to be the subject of the relevant Services.
Cases	Incidents, Service Requests and, where applicable, Events.
Change	Alteration to a relevant IT Service and which will be actioned under Change Management.
Contracted Service Hours	Hours during which the relevant Services are to be provided, as described in the specific Service description and identified in the Agreement.
Critical IT Services	IT Services identified as such in the Agreement.
Customer Location	Premises of the Customer to which the Services are to be provided.
Customer Resolver Group	Relevant function within the Customer designated to receive escalation of relevant Incidents as part of Incident Management.
DR Event	P1 Incident of a level of complexity and impact on the Supported Environment that its technical restore and/or the time to be taken in providing such a restore is such that it requires the implementation in whole or in part of the ITSC Plan.
Event	Occurrence that results in a change of state of the relevant Monitored Elements that has significance for the management of such Monitored Elements and continued availability of a related IT Service.
Images	Container files used to deploy new operating systems and approved applications onto new or existing desktop and/or laptop devices that comprise the Supported Environment.
Incident	Unplanned interruption to an IT Service or reduction in the quality of the IT Service to the Users.
IT Service	IT and computer services accessed by the Customer on the Supported Environment.
ITSC Plan	Customer's IT Service Continuity Plan.
ITSC Plan Test	Agreed form of test of the ITSC Plan carried out as part of IT Service Continuity Management.
ITSM System	Acora IT Service Management system used by its Service Desk to record and manage relevant aspects of the Services.
Major Incident	P1 Incident.
Major Incident Report	The report provided to the Customer following a Major Incident setting out details of the relevant Major Incident and the actions taken by Acora to deal with it.
Managed Suppliers	Suppliers set out in the Agreement that are subject to Supplier Management.
Monitored Elements	Items of the Supported Environment that are agreed as being subject to Event Management.
Monitoring Platform	Acora's system deployed in relation to the Monitored Elements and used for the provision of Event Management.

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Non-workaround	Situation where a Workaround is not available for any Incidents affecting IT services that are not Critical IT Service.
On-Site Resolver Group	Acora field support team providing an escalation point for relevant Incidents at the agreed Customer Locations.
Patch	Packaged collection of updated binary files provided by the manufacturer and/or vendor of the software or hardware component.
Problem	Unknown root cause of one or more existing or potential Incidents.
Problem Report	Report provided to the Customer by Acora following completion of Acora's activities in relation to a Problem reviewed under Problem Management.
Professional Services	Specific activities, task or projects provided by Acora by way of Professional Service Days and agreed with the Customer in writing.
Professional Service Days	Agreed number of Working Days provided to the Customer by Acora for the performance of agreed Professional Services.
Resolver Group	Customer Resolver Group, On-site Resolver Group and/or Supplier Resolver Group.
RFC	Formal written request by Acora or the Customer for a Change.
RPO	Recovery Point Objectives defined in an ITSC Plan.
RTO	Recovery Time Objectives defined in an ITSC Plan.
Security Incident	Incident that relates to security based issue with an IT Service.
Security Management Platform	Acora's management system used for the provision of Security Management
Service Desk	Acora's primary remote access point of contact between Acora, the Customer and the Users, which is responsible for providing relevant Services and for communication with the Users in relation to those Services.
Service Request	Requests from the Customer for Information or advice about the operation of Supported Assets or an IT Service, for a minor and simple alteration to the configuration of an IT Service for a single or small group of Users and/or the to add, change or revoke User, Supplier and any other third party access rights to Supported Assets or IT Services.
Service Specific	Elements of each Service that vary by Customer and which are agreed with Acora and set out in the Agreement.
Software	Software programs proprietary to Suppliers either used by Acora under the Agreement and/or which are licensed to the Customer and are subject to the Services.
Software Licensor	Supplier who provides a software licence to Acora or the Customer in relation to Software.
SPLA Applications	Third Party Software provided by way of SPLA Licenses detailed in the Agreement.
SPLA Licence	"Service Provider Licensing Agreement" licence granted by Acora to the Customer under the Agreement in relation to the specified SPLA Applications.
Standard Requests	Service Requests that are pre-agreed between Acora and the Customer as being regular requirements of the Customer and which will have a standardised approach.
Supplier	Third party supplier outside of the direct control of Acora with whom the Customer has a purchase and/or support contract, whether direct with the Customer or arranged by or through Acora or otherwise.
Supplier Agreement	Support, purchase, license or other agreement between the Customer and a Supplier.
Supplier Resolver Group	Agreed Suppliers to which Acora will escalate relevant Incidents under Incident Management.
Supported Assets	Items of Customer Assets set out in the Agreement as being the subject of the Services.

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Supported Environment	Supported Assets and IT Services, as set out in the Agreement.
Third Party Services	Services provided by Managed Suppliers or Supplier Resolver Groups.
User	Permanent or temporary employee or contractor of the Customer whose access to the Supported Environment had been authorised by the Customer and advised to Acora by the Customer from time to time.
Workaround	Either a temporary or permanent fix or technique for an Incident in relation to an It Service that is not a Critical IT Service that removes the Customer's or User's reliance on a Supported Asset that is known to cause the relevant failure.
Working Day	Calendar day that is not a Saturday, Sunday or public holiday in England.