

| PROBLEM MANAGEMENT | |
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| CONTRACTED SERVICE HOURS | |
| 08:45 – 17:30 GMT/BST on a Working Day | |
| SERVICE PURPOSE | |
| To identify the root cause of significant and reoccurring Incidents with the primary objective being to reduce the risk of similar future Incidents occurring and/or to minimize the impact of such Incidents that cannot be prevented. | |
| SERVICE SPECIFICS | |
| Supported Environment | Specific IT Services/Supported Assets subject to Incident Management |
| Customer Locations | Locations of Supported Assets |
| SERVICE DESCRIPTION | |
| <ul style="list-style-type: none"> ➤ The Service Desk will provide information on closed significant and/or repeat Incidents, generally in relation to P1 or P2 Incidents, that appear to have a common cause or require similar restore activity and refer these to Acora’s Problem Management team. ➤ Acora’s Problem Management team will review and analyse the relevant information about the restore and closure activities of these Incidents to try and identify any root causes and/or any common causes of the Incidents. ➤ The Problem analysis will include historic Incident data, industry and vendor information and previous Problem analysis to identify potential Problems that may occur within the Supported Environment. ➤ Following analysis of the root cause and/or common causes of Incidents, the details will be documented and provided to the Customer in a Problem Report, together with advice on rectification of those causes and/or the actions needed to provide a permanent solution. ➤ Where the resolution of a Problem requires replacement or additional Supported Assets, Acora will make that recommendation to the Customer, who will decide on whether to follow Acora’s recommendations. Any accepted recommendations in relation to replacement/additional Supported assets will require a separate purchase by the Customer at the relevant charge and involving the relevant Professional Services. ➤ Acora will maintain and make available to the Service Desk information about Problems, including known issues, the appropriate workarounds and resolutions to help reduce the number and impact of similar Incidents. | |
| PROBLEM MANAGEMENT REPORTS | |
| <p>For each month, a Problem Management report will be provided to the Customer detailing:</p> <ul style="list-style-type: none"> ➤ Problems raised ➤ Problems closed ➤ Problems carried forward ➤ Problem analysis <p>For each Problem actioned under Problem Management, a Problem Report will be provided to the Customer detailing:</p> <ul style="list-style-type: none"> ➤ Current investigation & diagnosis ➤ Any known error records ➤ Proposed Problem resolution ➤ Known error record/workaround/root cause | |
| PROBLEM MANAGEMENT SLAS | |
| Service Element | SLA Measure |
| Provision of a Problem Management Report | Within 10 Working Days of the end of the relevant calendar month |
| Provision of root cause analysis documentation | 5 Working Days from identification of the root cause, where available. |