

ROUTINE SUPPORT VISITS

CONTRACTED SERVICE HOURS

08:45 – 17:30 GMT/BST on a Working Day

SERVICE PURPOSE

To conduct regular reviews of the relevant supported environment to identify and, where possible, rectify any potential IT Service impacting issues and/or any such issues that have been identified by the Event Management service.

SERVICE SPECIFICS

Supported Environment	The Supported Assets to be the subject of Routine Support Visits
Routine Support Visits	Number and frequency of the Routine Support Visits
Customer Location	Specific Customer locations to which the Routine Support Visits will be made

SERVICE DESCRIPTION

- Acora will allocate the Customer with an agreed number of Routine Support Visits for each year that the Services are provided, which will be provided at the agreed frequency and to agreed Customer Locations.
- Each Routine Support Visit will be scheduled in advance as agreed between the Customer and Acora and will be subject to relevant Acora resource availability.
- Routine Support Visits will comprise of an inspection of the relevant Supported Assets by Acora to identify issues with the relevant Supported Assets that may impact their continued operation or related IT Services and will follow the relevant elements of the Routine Support Visit Reports set out below as far as they relate to the Customer and Services.
- Where any issues are identified during the Routine Support Visit, Acora will attempt to resolve the issue and/or will escalate it as an Incident to the Service Desk or relevant resolver Group if necessary.
- Any Changes required during the Routine Support Visits will be raised, managed and implemented as RFCs in accordance with the Change Management procedure.
- Acora will provide at least ten (10) days’ prior notice of pre-planned Routine Support Visits but where exceptional emergency Routine Support Visits need to be carried out, Acora will obtain prior approval from the Customer.
- The Customer must give no less than five (5) days’ prior notice if it wishes to revise the scheduled date of a Routine Support Visit.

ROUTINE SUPPORT VISITS REPORTING

For each Routine Support Visit, a report will be provided to the Customer in relation to applicable elements from the following:

- Supported Asset status – identified as red, amber or green to easily identify areas that require attention
- Remedial recommendations – set out in order that remedial actions can be easily ranked in terms of their criticality
- Server list & roles/functions within the estate
- Virtual environment – details around guest functionality and host firmware levels
- Storage – details around current firmware and capacity levels
- Backups – details around previous months’ backup and highlighting any issues
- Infrastructure levels – details around current firmware/Patch levels
- Physical environment – details around UPS/Power, Air-Conditioning and Server Room Security
- Pro-Active work – any remedial actions undertaken during the Routine Support Visit
- Any other observations to note relating to the Supported Environment.