

## GENERAL OVERVIEW

This document represents an Operational Agreement (“OA”) between **Virtual Electronics Pte. Ltd.**, a company incorporated in Singapore at the address: 1 RAFFLES PLACE #20-61 ONE RAFFLES PLACE SINGAPORE (048616) (hereinafter referred to as the “Us”) and **You**, as a **Customer** and **Client** of our services to document the working relationships and response times. This agreement shall remain valid until revised or terminated.

This Agreement describes the rights and responsibilities related to the Infrastructure Operations, You purchase from Us and is concluded between You and Us. The Infrastructure Operations service is provided exclusively by Us and by using the Infrastructure Operations, You agree to the terms of this Agreement.

You confirm that You have authority to enter into this Agreement, or if You do not agree with its terms, you will not click ‘accept’ and will not use the Infrastructure Operations. You may terminate Your access to the Infrastructure Operations for a full refund provided You do so within thirty (30) days of Your purchase.

The purpose of this Operational Agreement (“OA” or “Agreement”) is to ensure that the proper elements and commitments are in place to provide consistent service support and delivery by the Service Provider(s).

The goal of this Agreement is to obtain mutual agreement for service provision between different hardware and software units.

## 1. SERVICE AND CHARGES

### 1.1. Scope

- a. Information and communications technology (ICT) infrastructure planning and design;
- b. Services installation and deployment;
- c. Infrastructure Monitoring and Incidents management;
- d. Issues quick analysis and resolution;
- e. Critical and scheduled maintenance;
- f. Performance tuning, usage optimization, and capacity management;
- g. Infrastructure audit, assessment, compliance analysis;
- h. Detailed reports for IT engineers, ICT specialist, infrastructure architects and top managers;
- i. Restore / Recovery Services;
- j. Patching and migration.

### 1.2. Charges

Charges are available at the website via URL: [virtualelectronics.sg](http://virtualelectronics.sg)

## 2. PARTIES RESPONSIBLE

The following Service Provider(s) are associated with the following Services:

Service name	Contact information
Information and communications technology (ICT) infrastructure planning and design;	ADD INFO
Services installation and deployment;	ADD INFO
Infrastructure Monitoring and Incidents management;	ADD INFO
Critical and scheduled maintenance;	ADD INFO
Performance tuning, usage optimization, and capacity management;	ADD INFO
Infrastructure audit, assessment, compliance analysis;	ADD INFO
Detailed reports for IT engineers, ICT specialist, infrastructure architects and top managers;	ADD INFO
Restore / Recovery Services;	ADD INFO
Patching and migration	ADD INFO

Availability is defined in Section 4, Hours of Coverage, Response Time & Escalations. Phone numbers are not to be used during off-working hours unless specified in this section.

## 3. SERVICE PROVIDER REQUIREMENTS (ROLES AND RESPONSIBILITIES)

### 3.1. Responsibilities and/or requirements for all service providers

Responsibilities and/or requirements for all service providers in support of this Agreement include:

- a. Meet response times associated with the priority assigned to incidents and service requests.
- b. Train required staff on appropriate service support tools (cite examples for this service).
- c. Use the Outage Notification Process to notify Customers for all scheduled maintenance via the Maintenance Calendar, Service Catalog web page and/or a communication to campus via the Communication Specialist.
- d. Participate in all service support activities including incident, problem, change, release and configuration management.
- e. Additional requirements identified during technical or functional requirements.

### 3.2. Service Providers agree to provide:

- a. Non-Network Server Hardware support and configuration, and act as a liaison to the Server Hardware Vendor(s) for problem reports and incident handling, EXCEPT for the Servers which are hosted in the Virtual Machine infrastructure.
- b. Non-Network Server Operating System support and configuration, and act as a liaison to the Server Operating System Vendor(s) for problem reports and incident handling.

- c. Non-Network Server Application Software support and configuration, and act as a liaison to the Server Application Software Vendor(s) for problem reports and incident handling.
- d. Provide expertise to handle user support cases that the Support Center needs to escalate to Productivity Tools.
- e. Act as liaison to Purchasing to set up support contacts for hardware and software.
- f. Verification of client eligibility.
- g. Diagnosis and investigation of problems, incidents and requests for information regarding the Cruz Mail included using and configuring filters (rules), spam scanning, client software and the webmail client.
- h. Writing end-user documentation, technical descriptions, work-arounds, and support documentation for its technicians.
- i. Client software testing and recommendations.
- j. Account provisioning and testing.
- k. Coordinates major incident handling.
- l. Maintain and enforce secure physical access to Data Center facilities.
- m. Monitoring of hardware, software, services and environments.
- n. Escalate detected problems/events (via monitoring or physical inspection) to the appropriate parties per procedures established within ITS and/or procedures established with stakeholders.
- o. Serve as initiation/coordination point for major incidents.
- p. Perform and manage system backups.
- q. Perform and manage manual processing or operational tasks for stakeholders.
- r. Design and develop robust IT services to meet client requirements.
- s. Review, analyze and make recommendations on improvement opportunities in each lifecycle phase.
- t. Develop and maintain the service catalog.
- u. Monitor service performance and providing regular reports.
- v. Retire services.

#### **4. INCIDENT AND SERVICE REQUEST PROCESSING**

##### **4.1. Service Requests**

Service requests shall be sent via contact form available via [virtualelectronics.sg](http://virtualelectronics.sg) or by email [info@virtualelectronics.sg](mailto:info@virtualelectronics.sg)

Service requests may include requests for application upgrades, OS patches, architecture changes, consultation about use of the service, setting up mail lists, etc.

##### **4.2. Service Change Request**

Service Change Requests can be sent via [virtualelectronics.sg](http://virtualelectronics.sg) or by email [info@virtualelectronics.sg](mailto:info@virtualelectronics.sg). The service team will review the request to understand the need and shepherd it through the appropriate channel.

##### **4.3. Incident Management**

Service Providers supporting this service will prioritize incoming service incidents as low, medium or high priority unless the service incident fits one or more of the criteria listed below.

Service Providers supporting this service will prioritize incoming incident requests as an urgent incident if it meets any one of the following criteria:

- a. Significant number of people affected.
- b. Organizational structure is a multiplier for number of people affected.

- c. Significant impact on principal officer's ability to conduct university business
- d. Percentage of total tasks that can no longer be performed by individuals.
- e. Significant impact on the delivery of instruction.
- f. Significant or lasting impact on student academic performance.
- g. Significant risk to law, rule, or policy compliance.

4.4. Ticket opening timeframes.

When an Service Request ticket is opened for a customer, The Support Center will respond to the customer and process all new Service Request tickets within 8 business hours.

For low priority incidents, Service Providers agree to status the Support Center by updating the technote in the ticket every 48 hours until resolved.

For medium priority incidents, Service Providers agree to status the Support Center by updating the technote in the ticket every 24 hours until resolved.

For high priority incidents, Service Providers agree to status the Support Center by updating the technote in the ticket every 8 hours until resolved.

For urgent priority incidents, Service Providers agree to status the Support Center by updating the technote in the ticket every 2 hours until resolved.

4.5. Service Providers Hours of Operation

Service providers are working and available from 10:00 till 18:00.

Major Incident Handling

Additional information regarding the roles, responsibilities, and process flows of the Major Incident Handling process is located [virtualelectronics.sg](http://virtualelectronics.sg)

4.6. Service Maintenance/Change Management

All services and/or related components require regularly scheduled maintenance ("Maintenance Window") in order to meet established service levels. These activities will render systems and/or applications unavailable for normal user interaction for the following locations and timeframes:

Time	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<b>Begin</b>	4:00 CET	4:00 CET	4:00 CET	4:00 CET	4:00 CET	4:00 CET	4:00 CET
<b>End</b>	4:30 CET	4:30 CET	4:30 CET	4:30 CET	4:30 CET	4:30 CET	4:30 CET

**5. REPORTING**

The Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

We are responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. We will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

This Agreement will be posted to the following location and will be made accessible to the public