

# *Server Monitoring*

## **P1 ALERT VALIDATION & TRIAGE**

P1 (Priority 1) Alerts include server/site/system volume disk space outages

- **Client Site Offline**
  - Ping the firewall from an external network
  - Open a ticket with the Customers ISP and provide information into the PSA/ticketing system
- **Server Offline**
  - Access the server/workstation (if approved by MSP for access) of the same network and diagnose (Ping)
  - Access the server via IDRAC/ILO/KVM if physical server VCenter/ESXi/Hyper-V if virtual
  - Attempt to Restart the server if machine is in hung state.
- **Disk Space Alarm Handling**
  - Handling of alerts with less than 5 GB space left on the System Volume or C: drive
  - Attempt to clear Temporary files/directories to create additional space (if approved by MSP)
  - Document all details and escalate the issue to client for further intervention.
- **For all Alert, ProVal Tech team will:**
  - Confirm that client is a supported 24 x 7 client using the documentation provided by client
  - Confirm that alert is actionable and not false positive or self-remediated
  - Assess alert and assign appropriate priority
  - Create a ticket on the client's PSA/ticketing system.
  - If remote remediation is not possible with the tools and documentation provided to ProVal Tech, we will escalate via phone to client based on the agreed-upon escalation matrix.

## SERVER MONITORING - SERVICE LEVEL AGREEMENT

ProVal Tech Client Consulting/Account Management Team is available **Monday through Friday, 8 AM - 5 PM, U.S Eastern Standard Time (EST), except for US Holidays**. Our Afterhours support team is available via support tickets 24x7.

Priority	Criteria	Initial Response Goal
1	Entire Organization Impacted	30 minutes
2	Single/Multiple User(s) Impacted	2 hours
3	Support Request	1 business day

For all emergency requests, client should use one of the following methods to contact the ProVal Team:

- Email ProVal at support@provaltech.com with “**emergency**” or “**urgent**” in the subject line
- Call our 24 x 7 support line at 407-588-0101, Option 2 for Support

All support and SLA adherence provided by ProVal Technologies, Inc is considered "**best-effort support**". We will exhaust all available resources to provide you with exceptional service. We may be limited due to availability of documentation, dependency on software vendor or, staffing

## ISSUE ESCALATION

If remote remediation is not possible with the tools and documentation provided to ProVal Tech, we will escalate ticket to MSP based on the agreed-upon escalation matrix.

### MSP Responsibilities

- Client will provision access to end client domain environments with Admin privileges, and single generic named license for all client tools.
- Client will provision an email address for the ProVal team on the client’s domain, which will be used for all tool access and vendor support purposes. This mailbox is not monitored by the ProVal team and should never be used to open support requests.
- Client will keep ProVal informed on transitions/exceptions for any clients and keep the documentation updated on client documentation space.

- Client will inform ProVal when new end-clients are being on-boarded, along with information on how they need to be on-boarded for maintenance and monitoring
- Client will be responsible for the procurement and maintenance of all device licenses from the vendor, as well as the maintenance of the hardware and the operating system on which these applications run
- Client will provide a list of servers and services to be monitored, along with other critical information for the server.
- Client will provide ProVal with the requisite privileges on their RMM tool for remote access and configuration of alarms as per business needs
- Client will work with ProVal to setup a dedicated service board for P1 alerting within MSP PSA, and necessary workflow for when tickets are escalated back to MSP
- Client is responsible for providing the following information at the beginning of the engagement:
  - Default maintenance procedure guidelines and MSP policies
  - Default client maintenance windows and exceptions
  - Client team contact information and issue escalation procedure
  - Client will inform the ProVal team on changes of end-client systems, procedures, access protocols and any other important updates related to services which ProVal is providing.

## OTHER TERMS & CONDITIONS

- ProVal will not support product-related issues which are product defects/bugs. Customer is required to work with their Account Manager or RMM/PSA Support on these matters.
- Patch testing and manual patch remediation of end-client machines is not something that is performed as part of this service.
- ProVal Tech will not provide support for the software / operating system that is not supported by the software vendor.
- All projects are performed at the ProVal team's discretion and may require a separate scope of work and fee based on complexity.
- ProVal's service team members are full-time company employees located in the US and India. Support requests are handled by the global team based on availability, skillsets, and business requirements. Any client-specific compliance requirements should be communicated with our services teams at commencement of engagement.