**Statements of Work**

**Microsoft Azure Monitoring and Support**

**Prepared for**:

**Date:** 8th April 2016

**Prepared by:** Praveen S

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**Document Version:** V2.0

**Contributor:** Saket Banargee

**proposal detail**

**Statements of works**

**System Center Operation Manager 2012**

***deployment and configuration***

Revision and Signoff Sheet

Change Record

|  |  |  |  |
| --- | --- | --- | --- |
| Date | Author | Version | Change reference |
| 8.04.2024 | Parveen S | 1.0 | Initial draft for review/discussion |
| 8.04.2024 | Saket B | 2.0 | Final Draft after Architect Review |
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Reviewers

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| --- | --- | --- | --- |
| Name | Version approved | Position | Date |
| Kiran Kumar | 2.0 | DGM- Training & Services | 08-04-2024 |
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1. Executive Summary

This Agreement represents a Monitoring & Support Agreement between the ABC Consulting Services and XYZ, for Microsoft Azure deployed at XYZ.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders. Changes are recorded in the Amendments section of this Agreement and are effective upon mutual endorsement by the primary stakeholders

This Agreement outlines the parameters of Microsoft Azure services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

1. Objective

The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent Azure Backup service support to the XYZ by the ABC Consulting.

The objectives of this Agreement are to:

* + Provide clear reference to service ownership, accountability, roles and/or responsibilities.
  + Present a clear, concise and measurable description of service provision to the customer.
  + Match perceptions of expected service provision with actual service support & delivery.

1. Stakeholders

The following stakeholders are responsible for the deployment and ongoing support of this agreement:

|  |  |  |
| --- | --- | --- |
| Stakeholder | Title / Role | Contact Information |
|  |  |  |
|  |  |  |

XYZ

**ABC Consulting**

|  |  |  |
| --- | --- | --- |
| Stakeholder | Title / Role | Contact Information |
|  |  |  |
|  |  |  |

1. Service Environment

The following information provides detail on the product version, Specification, Process and/or other components supported by this SLA:

|  |  |  |
| --- | --- | --- |
| Product | Specification | Process |
| Microsoft Azure Backup Service | Single Azure Tenants | Remote |
| Microsoft Azure Backup Agent | The Backup Protected Instances | Remote |
| Azure Monitory commitments Analysis | The Commitment Value Analysis | Reports |

1. Periodic Review

This Agreement is valid from the Date of Agreement and is valid till one year. This Agreement should be reviewed at a minimum twice per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The Account Manager (“Document Owner”) is 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. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

**Sales Account Manager:**

**Review Period:** Half Yearly

**Previous Review Date:**

**Next Review Date:**

1. Scope of Support

ABC would provide Azure Backup support services deployed and installed by ABC Consulting. The support services would include Monitoring, Managing and Extended remote support.

* Periodic monitoring of Azure Backup services health.
* Periodic monitoring of Azure Backup services used storage.
* Ensure Backup as per schedule of protected instance.
* Restore of Backup as required.
* Monitor overage of monitory commitments.
* Share Monthly Azure Services Availability Reports
* Event analysis and remediation plan which Backup.
* Ensure that addition of Protected system and removal is happening
* Provide standard support SLA.

**Optional:**

**Remote Break-fix services (Incident Based)** ABC engineer will diagnose the reported issues over a call and will provide the appropriate resolutions, if required or not meeting the SLA timelines, will open/log the support ticket with Microsoft Support team. The per incident charge will applicable as INR 6500/- Per Instance with Applicable Service Tax.

1. Engagement Exclusion
   * Please note that the objective of proposed support and manage contract is to run and manage Microsoft Azure Backup services and its protected instance and minimize the downtime of solution hence RCA of logged issues are not part of the support agreement (Only available with Break fix contract).
   * Addition of any others services on azure will be out of scope of this engagement.
   * Break-fix support otherwise agreed as a part of the contract with additional cost.
   * Provide access to product update release related Documentation and knowledge articles.
   * While TechPlege ensure the addition and removal of protected instance, the protected instance should be in azure supportability lists.
   * Downtime caused because of Force Majeure clauses such as Fire, Earthquake, Floods, Govt. problems, Riots and civil disturbance, service provider strikes, acts of God shall not be included under engagement.
   * Support for any Hardware related issues and issues with network between customer and azure data center.
2. Escalation and contacts

Escalation management involves taking preventive measures and intervening actively to ensure that users do not lose patience if there are problems or delays while performing activities.

1. Escalation in case there is a conflict in the assigned priority level or complexity level
2. Escalation in case the problem after analysis is not within scope
3. Escalation in case of the assigned Engineer not deliver the activities as scheduled.

|  |  |
| --- | --- |
| **Escalation level** | **Contact Person** |
| 1st level | Helpdesk/ Engineer |
| 2nd level | Project / Support Manager |
| 3rd level | Kiran Subramanayam , DGM-Training and Services |
| 4th level | Sinha.BK, Business Head -Services |

1. Project Commercial

XYZ Will pay ABC fees and expenses for the deliverables and services described in this Statement of Work in accordance with the terms and conditions specified in the Proposal. All invoices must contain the applicable XYZ Task Order contract number in order to be considered valid for payment purposes.

|  |  |
| --- | --- |
| Cost Activities | Cost |
| 12 Months of Manage and Support of Azure Backup Services | INR 60,000 + 15% Service Tax |

**Terms and Condition**

* In Favor of “ABC Consulting Services”
* Payment is payable in advance
* The agreement will be valid for 1 year (365 days) from the date of commencement.
* Every Break fix incident will cost Rs. 6,000 (Six thousands) only for the same year.
* Termination of Manage Support Contract can be done with one month from the date of intimation to ABC. Review of the services will happen at the end of the two quarter.
* The contract shall be automatically renewed for a period of one year with 15% increase each after the expiry of this contract, until a written communication from either party is received, providing one-month prior notice to the other.

The undersigned acknowledge that this AGREEMENT including, the TERMS & CONDITIONS and Supplements have been read, understood, and shall be binding upon parties. This agreement is on annual basis and valid from the date of Purchase order

**ABC Consulting Services**  XYZ

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_