



MANAGED PATCH ADMINISTRATION - SERVICE GUIDE

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1 OVERVIEW

The managed server patch administration service keeps systems updated at specified regular increments. It is a solution to scan servers or workstations on a once or twice monthly basis, determining any Windows OS patches that need to be applied to a customer's servers (physical or virtual).

2 SERVICE SPECIFICATION

Periodic reports identifying the patches that need to be applied a follow up report detailing successful and unsuccessful patches that have been applied will be sent periodically. Patching will be performed during the identified patching cycle. Any exceptions found will be remediated during a specified window. You will be notified if remediation is necessary. The Hosted Cafe' team provides the software, client service portal and service desk to operate the service.

The Windows OS Server Patching Service is offered for Servers and Workstations. It is a standalone service and can be combined with other managed services. Patching Service is also included as part of the *Managed Help Desk Services* and *Managed Servers* service.

When not specified, patching is performed once per month.

2.1 SERVICE DETAILS

- Service minimum is 50 for the OS Patching Service
- Hosted Cafe' will work with you to identify patching window(s)
- All patching window(s) are scheduled for a minimum four-hour window and adjusted as required.
- You will receive a report prior to your scheduled patching window that details the patches to be applied to each of your virtual machines.
- Patches are downloaded a minimum of 4 days prior to scheduled patching Window. Any patches released after this download date will be included in the next patching window.
- Testing of patches is not performed prior to installation.
- Patches are applied automatically during your scheduled patching window unless otherwise agreed upon.
- You will be provided a patching status report after the conclusion of your patching window. This report will identify any failed patches requiring remediation.
- Clients work with the Hosted Cafe' team to request a maintenance window for patch remediation. To remediate certain patches, it may be necessary to install required preceding patches that may not be indicated on the provided patching report.
- As requested by the Client, a critical update released by Microsoft we can accommodate as an emergency patch cycle and apply the critical patch outside of the normally scheduled patch cycle.
- Devices are supported by the Patch Management Service when selected via an applicable Service Order. Any devices not allocated for in quantity purchased are not supported.
- Devices under support must be at supported operating system levels to be considered for the service.

2.1.1 OUT OF SCOPE ITEMS

- Testing of patches prior to applying them.
- Escalation of issues to Microsoft.
- Server monitoring and support (additional service that may be provided through the managed server service).
- Remediation of server/workstation issues.
- Custom reporting not available within the Patching system.
- The onboarding team is unable to "DISCOVER" devices without the patching agent.



2.2 ROLES AND RESPONSIBILITIES (MATRIX)

	Client	Hosted Cafe'	Extended Services
General			
Remote access to devices must be available for the functionality to be supported.	X		
Hosted Cafe' administrator account	X		
Agent install on all servers		X	
Hosted Cafe' will utilize a pre-agreed schedule to push out patches to customer Servers.		X	
Hosted Cafe' will configure and set up the patching management system.		X	
Hosted Cafe' will provide a list of available and planned patches a minimum of 48 hours prior to the patching window.		X	
Hosted Cafe' will download and review pending OS patches. InterVision will take reasonable efforts to identify patching problems via online research.		X	
Hosted Cafe' will apply patches during the designated patching window.		X	
Hosted Cafe' will provide a list of successful and unsuccessful patches within 24 hours following the patching window		X	
Hosted Cafe' will provide predefined reports.		X	



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	Client	Hosted Cafe'	Extended Services
General			
Hosted Cafe' will Provide agents for installation.		X	
Hosted Cafe' will safeguard Customer's proprietary information and take all necessary precautions to ensure secure management connection from InterVision's remote management center into the Customer's network.		X	
Hosted Cafe' will escalate to Customer for any further remediation efforts.		X	
Provide Hosted Cafe' a connection to customer equipment	X		
Supply Hosted Cafe' with all the necessary security information including: dial-in numbers, access ID's, passwords necessary for InterVision to perform the Services.	X		
Provide schedule to perform the service	X		
Provide notification contact and escalation lists for use by Hosted Cafe' during business and non-business hours.	X		
Provide all network and device information to enable Hosted Cafe' to discover the contracted devices and load site information into InterVision's systems per a correctly completed Order form.	X		
Provide resources to run Hosted Cafe' tools/drivers.	X		



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	Client	Hosted Cafe'	Extended Services
General			
Identifying patching window.	X		
Identifying patching order	X		
Approving a patching plan.	X		
Refer to the appropriate vendor site for details on specific patches.	X		
Providing an on-call resource during patching windows.	X		
Providing server support and remediation when necessary unless Managed Services are contracted.	X		
Provide the appropriate level of server access to apply patches (eg. domain access).	X		
Installation of agents on to servers.	X		
Notify Hosted Cafe' within 72 hours of any changes to the contracted devices.	X		

2.3 REPORTING

- Patches to be applied
- Patches applied
- Patch success
- Tickets

2.4 SERVICE ACTIVATION

Installation and Configuration

- Hosted Cafe' will configure and set up of the patching management system.



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- Deployment of Agents - The client is responsible for the deployment of any agents required for the services to be performed.
- Access - Hosted Cafe' will require access to the devices being patched including administrator level accounts on each Windows systems.
- Patching software license and subscriptions are included with the Patch Management Service. All devices and service applications provided by Hosted Cafe' to provide the service will be appropriately licensed by Hosted Cafe'.

2.5 SERVICE LEVELS

This section only applies to devices that are monitored or managed.

Service	Standard
Phone Support 7AM-7PM, MON-FRI*	Included, with SLA
Phone Support Off-Hours	Included, with SLA
Onsite Support 7AM-7PM MON-FRI**	Not Included, No SLA.
Onsite Support Off-Hours**	Not Included, No SLA
Phone Support – Devices Not Covered by NetTend	Not Included
Onsite Support – Devices Not Covered by NetTend	Not Included

All coverage times are based on the local time zone of the supported device.

**Applies to devices covered under Managed Infrastructure Services in the continental US. International onsite coverage may be added via a custom scope of work.

- In the event that an outage or network problem occurs which is determined to be a site related issue Hosted Cafe' will document the Incident within its ticketing system. Examples of site related Incidents are: Loss of power to site, damage to premise cabling, accidental disconnection of site cabling or Equipment.
- In the event that an outage or network problem occurs which is determined to be a Broadband Carrier circuit failure, Hosted Cafe' will, via a Letter of Agency from Customer, contact the relevant Carrier or ISP and report the Incident for resolution. Hosted Cafe' will then continue to manage the problem and follow up with the Carrier or ISP to ensure service is restored as quickly as possible.
- In the event that an outage or network problem occurs which is determined to be a failure of CPE, Hosted Cafe' will diagnose and attempt to resolve the issue remotely. If the outage cannot be resolved remotely, Hosted Cafe' will escalate to the Customer and/or technician dispatch when needed. Determination of the necessity of on-site services is at the sole discretion of Hosted Cafe'. If dispatch is requested and cancelled within 48 hours of requested dispatch time, a \$250 cancellation fee will be applied.



2.6 SERVICE DELIVERY

This section only applies to devices that are monitored and managed.

The Managed Infrastructure and Monitoring service employs a sophisticated algorithm called the Ticket Enrichment Engine that utilizes the severity of the incident, and the business criticality of the device to determine the appropriate priority levels. Devices such as routers and firewalls are defaulted to classification as critical devices, and are automatically prioritized higher than other devices. Customers are able to designate other devices as critical, to decrease/increase their prioritization based upon their business impact

Severity 1	No Ticket	
Severity 2	No Ticket	
Severity 3	No Ticket	
Severity 4	Notification Ticket Closed State	
Severity 5	Notification Ticket Closed State	Upgrade Eligible
Severity 6	P3 Ticket	
Severity 7	P3 Ticket	Upgrade Eligible
Severity 8	P2 Ticket	
Severity 9	P2 Ticket	Upgrade Eligible
Severity 10	P1 Ticket	

Emergency (P1 or P2) services require a phone call to create an incident.

3 DEFINITIONS

Monitor only- Hosted Cafe' will place the Customer premise equipment ("CPE"), Cloud Servers, and Software under support and monitoring only service. The Service covers the specific IT infrastructure devices as detailed in an applicable Service Order . There is no phone support or onsite support with this service.

Standard- Hosted Cafe' will place the Customer premise equipment ("CPE"), Cloud Servers, and Software under support and monitoring service. The Service covers the specific IT infrastructure devices as detailed in an applicable Service Order and includes unlimited phone support.

Enhanced- Hosted Cafe' will place the Customer premise equipment ("CPE"), Cloud Servers, and Software under support and monitoring service. With this version of the Service the customer receives both unlimited phone support and onsite support as detailed in an applicable Service Order.



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Patch Administration Only - this service when delivered standalone and not in combination with managed infrastructure services provides patching only and does not provide device monitoring and management.

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