

Service certificate

ServiceID	SRV00082
Service area	Managed Services
Service name	Monitoring
Summary	Monitoring of the entire IT infrastructure for recording the operating status and operationally relevant events
Service level in accordance with SLA documentation	<ul style="list-style-type: none"> • Bronze (10x5xNBD) • Silver (13x6xNBD) • Gold (24x7x4)
Annual availability (at least)	99.0%
Scope of services	<ul style="list-style-type: none"> • Status monitoring: Describes monitoring of unique conditions, such as Windows / Linux services, memory utilisation, or hardware conditions • Event monitoring: Describes monitoring and evaluation of signals and individual events, such as log files, anomalies in utilisation, etc. • Availability report across the defined period with percentage and absolute evaluation
Service parameters	<ul style="list-style-type: none"> • Graduation by credits determined by the number of monitored services • Monitoring of the VM and operating system core functions as possible
Power distinction	Troubleshooting in reaction to a monitoring event must be ordered separately and is not part of this service.
Optional services	<ul style="list-style-type: none"> • Possibly deeper monitoring of customer-specific applications • Notification, e.g., of currently occurring exceeding of the threshold or alarms
Customer's contribution obligations	Provision of the required information for monitoring planning (e.g., access information based on technical demand, etc.)
Delivery time	Best effort / max. 3 working days