



# MONITORING SERVICE AGREEMENT



## 1. INTRODUCTION

The agreement sets out the detail of the monitoring service for IT infrastructure that we provide.

This agreement, together with our **Terms of Service** available at [www.icdsa.co.za/trust-centre](http://www.icdsa.co.za/trust-centre) make up the customer agreement and are incorporated into this agreement by reference.



## 2. DEFINITIONS

In this agreement:

**alert-based** means the capability of a monitoring system to detect and then notify the operators about a meaningful change of state of a specifically defined parameter.

**essential maintenance tasks** mean the function of checking the status of configured backup tasks, software and hardware items and the application of relevant enhancements and the installation of updates provided by product vendors from time to time.

**monitoring** means the use of a system that notifies operators if critical events occur or specific thresholds are reached.

**monitoring target** means an application or device that the monitoring system connects to in order to collect data used for alerting.

**real-time metrics** mean data packets received by the monitoring system from a monitoring target on a frequent and ongoing basis.

**remediation** means steps taken to return a malfunctioning parameter to its correct state.

**patch management** means the installation of backup application and Windows operating system updates that are released by the product vendors. This may include the installation of updates for other essential software applications if so specified in this agreement.

**template** means the collection of conditions, rules and thresholds for alerting that is specific to the metric that is being monitored.

## 3. DURATION



### 3.1 Commencement

This agreement only comes into effect after we accept it and continue until terminated.

### 3.2 Automatic renewal

This agreement will continue automatically from the end of the initial term or subsequent automatic renewal period for an automatic renewal period equivalent to the initial term.

### 3.3 Renewal termination

Either party may terminate by giving the other party at least 30 calendar days prior written notice.

## 4. OBLIGATIONS



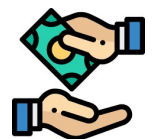
### 4.1 Your general obligations

- You must provide the assistance and input as we may reasonably require to enable us to provide the monitoring service;
- If a monitoring target involves a third-party supplier, you have the primary responsibility for enforcing service levels and turnaround times from the third party;
- When you or a third-party supplier affect any changes to the configuration of a monitoring target, you must report such changes to us immediately in writing.

### 4.2 Our general obligations

We will be responsible for the management and supervision of the performance of the monitoring service by our personnel under this agreement.

## 5. FEES



### 5.1 Invoice date

We will invoice you monthly in advance on or before the first calendar day of each month for any recurring fees agreed to in this agreement.

### 5.2 Outside of scope

Any additional hours resulting from remediation tasks that originated as part of delivering the monitoring service will be invoiced monthly in arrears before the last day of the month as per our service fee schedule.

### 5.3 Review of fees

Monthly service fees applicable under this agreement shall be reviewed annually during the month of March and any increase shall be linked to the Consumer Price Index. We will provide prior written notice of any changes to the service fees.

#### 5.4 Tax

All fees exclude any tax, unless indicated otherwise, and you will be liable to pay applicable taxes in addition to fees.



## 6. YOUR FAILURE

If you fail to comply with your obligations under this agreement for a period more than five calendar days after receiving a written request from us for you to do so, the failure will constitute a material breach of this agreement. In addition to any remedies, we may have arising out of the breach, if you fail to comply with your obligations within the notice period of five calendar days, we will be excused from meeting the service levels for as long as you fail to comply with your obligations.



## 7. SERVICE ACTIVATION

Monitoring services are activated and provided in accordance with the schedule of services that are charged for on the monthly monitoring service invoice.

The activation of monitoring templates are dependent on compatibility of the feature with each monitoring target, and may or may not be included as part of the monitoring service provided.

It remains the responsibility of the client to ensure that monitoring services are activated or deactivated based on their needs.



## 8. SERVICE DEFINITION

The monitoring service for IT infrastructure provides alert-based monitoring of a wide range of real-time metrics combined with remediation and the execution of essential maintenance tasks to help prevent downtime, improve performance and protect data.

The service is customised based on the customer's specific environment to provide monitoring and maintenance of both physical and virtualised Windows-based servers, Software applications, Network attached storage, Firewalls, Internet and VPN connections, as well as other peripherals such as UPS systems, Network video recorders, Wireless network controllers and Network switches.

A combination of alert-based monitoring, remote operator inspections and task execution, and patch management is used to deliver the service.

## 9. MONITORING TEMPLATES



This section describes the various monitoring templates that are available to be applied to monitoring targets.

A monitoring template consists of a selection of monitoring metrics and operator tasks and may be adjusted from time to time.

The selection and inclusion of metrics, conditions, rules and thresholds are based on what is deemed by us to be good practice principles. No monitoring system can guarantee 100% detection of all potential conditions or failures and we do not provide any guarantees regarding the suitability or accuracy of the service.

### 9.1 OPERATING SYSTEM PACKAGE

#### Metrics:

- CPU, RAM and Disk space utilisation
- Network utilisation
- Windows firewall status
- Windows update availability
- Windows event log data where applicable
- Endpoint Protection status
- UPS status

#### Operator tasks:

- TWICE PER MONTH installation of critical Windows updates, if available
- Reboot of server as required following update installation

### 9.2 BACKUP APPLICATION PACKAGE

#### Supported applications and related processes:

- Windows Backup
- Acronis
- MSP360
- FreeFileSync
- Google Drive (process)
- Dropbox (process)

#### Metrics:

- Backup job status
- Process status
- Application update availability

#### Operator tasks:

- MONTHLY installation of backup application updates, if available

### 9.3 CLOUD AND WORKGROUP SERVER MONITORING

Monitoring and maintenance for Windows-based servers.

#### **Basic Service Option**

Metrics:

- Operating System Package
- Backup Application Package
- Application data export to file (Zip, Rar etc.)

Operator tasks:

- WEEKLY general awareness inspection
- MONTHLY data export file integrity verification
- MONTHLY file-level restore test for Windows Backup, Acronis and MSP360 backup jobs

Advanced Service Option

Metrics:

- Operating System Package
- Backup Application Package
- Application data export to file (Zip, Rar etc.)
- SQL database export to file
- Available hardware health metrics (ex. RAID)
- Customised templates

Operator tasks:

- WEEKLY general awareness inspection
- MONTHLY data export file integrity verification
- MONTHLY file-level restore test of Windows Backup, Acronis and MSP360 backup jobs
- MONTHLY SQL restore test of MSP360 SQL backup jobs

### 9.4 AZURE AND PHYSICAL SERVER MONITORING

Monitoring and maintenance for Windows-based servers.

#### **Basic Service Option**

Metrics:

- Operating System Package
- Backup Application Package
- Application data export to file (Zip, Rar etc.)

Operator tasks:

- WEEKLY general awareness inspection
- MONTHLY data export file integrity verification
- MONTHLY file-level restore test of Windows Backup, Acronis and MSP360 backup jobs

#### **Advanced Service Option**

Metrics:

- Operating System Package

- Backup System Package
- Application data export to file (Zip, Rar etc.)
- SQL database export to file
- Available hardware health metrics (ex. RAID), including iDRAC
- Hyper-V replication
- Active Directory security logs for failed logins and GPO changes
- Customised templates

Operator tasks:

- MONTHLY general awareness inspection
- MONTHLY data export file integrity verification
- MONTHLY file-level restore test of Windows Backup, Acronis and MSP360 backup jobs
- MONTHLY SQL restore test of MSP360 SQL backup jobs

## 9.5 CONNECTION MONITORING

Monitoring and fault reporting for business Internet and VPN connections.

- Monitoring of connection status
- Reporting of faults to affiliated Internet Service Providers
- Initiate maintenance and remediation tasks
- Reporting on availability, stability and performance

Tasks that are initiated in order to carry out maintenance and investigations required by the Internet Service Provider, or configuration changes required to restore the service are charged for in accordance with our standard service fee schedule.

## 9.6 ENDPOINT PROTECTION MONITORING

Monitoring and maintenance of Malwarebytes EDR deployments aimed at increasing the organisation's security posture.

- DAILY monitoring of Health Score and alerts via OneView
- Initiate tasks aimed at enhancing the Health Score
- Initiate maintenance and remediation tasks
- Initiate patch management tasks (applicable to APM add-on customers only)

Tasks that are initiated to improve site the Health Score, deploy updates, apply patches, and remediate are charged for in accordance with our standard service fee schedule.

## 9.7 NAS MONITORING

Monitoring and maintenance for QNAP and SYNOLOGY NAS devices.

Metrics:

- CPU, RAM and Disk space utilisation
- Network utilisation
- Backup job status of built-in applications
- Available hardware health metrics (ex. RAID)

Operator tasks:

- MONTHLY general awareness inspection
- MONTHLY installation of available firmware and backup application updates, if available

## 9.8 OFFICE 365 MAINTENANCE

Monitoring and maintenance of Office 365 tenants aimed at increasing the organisation's security posture.

- MONTHLY Monitoring of Secure Score and alerts via 365 Security Centre
- Review and implement relevant recommended changes aimed at enhancing the Secure Score
- Implement mitigations when required by Microsoft to do so

## 9.9 SOPHOS FIREWALL MONITORING

Monitoring and maintenance for Sophos XG-Series firewall appliances.

- WEEKLY monitoring of appliance health and alerts via Sophos Central
- MONTHLY installation of available firmware updates, if available

## 10. ACCEPTANCE BY PAYMENT

The customer agreement will be deemed accepted and binding on you upon payment of any fees for the monitoring services provided for your IT infrastructure. By making such payment, you agree to be bound by the terms of this agreement, which will remain in full force and effect until terminated in accordance with its terms.