

Service Definition Document

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Purpose:

Purpose of this document is to outline service provided by Four Seals Digital limited and service arrangements

Service Description:

We provide a whole list of services ranging from review of architecture, providing architectural roadmaps, cloud analysis, design, development, build, deployment and support. Four Seals Digital will be responsible for the services detailed in the contract which could be all/some or any of the services we offer. As part of our support we will ensure that ("the service") is available for use in accordance with the service levels described in the agreement.

Scope of Service Support and Exclusion:

Four Seals Digital Ltd, provides different levels of support, ranging from 9-5 support, 24 hrs working days support, 24x7x365 days depending on customer needs. Four Seals Digital Ltd supports colocation services, should the customer need us to be colocated. Depending on the service selected, we can arrange support mechanisms (like tools, technologies, contacts, patterns).

Responsibilities:

Customer/Client is responsible for providing access to associated applications, building (if co-located), list of authorised personnel to contact. Customer/Client is responsible to raise tickets and assign priority/severity to these tickets. Four Seals Digital Ltd is responsible for providing support, monitoring each ticket through to resolution/completion. Providing updates on

status/progress as agreed with customer/client. Providing escalation as appropriate. (Escalation paths will be discussed and agreed as per contract).

Service Levels:

Depending on customer needs Four Seals Digital Ltd, will work out (in conjunction with customer) the best suited SLAs. Here is a sample,

Severity Level	Definition	Response Times
Services Down	Core service are down	Immediate
Critical	Business outage or significant customer impact that threatens productivity	Within 1 hour
Urgent	High-impact problem where production is proceeding, but in a significantly impaired fashion; there is a time-sensitive issue important to long term productivity that is not causing an immediate work stoppage; or there is significant customer concern.	Within 2 hours
Important	Important issue that does not have significant current productivity impact	Within 4 hours
Monitor	Issue requiring no further action beyond monitoring for follow-up, if needed	Within 1 business day
Informational	Request for information only	Within 1 business day