Service Definition – Managed Azure

Date of Issue: 07/11/2025

Onboarding

Bytes will work collaboratively with the customer to perform a thorough assessment of your application landscape as part of the onboarding process. This includes identifying all applications hosted within the Azure environment and analysing the components each application comprises.

Activity	Description
Monitoring Solution Deployment	Bytes will deploy its Monitoring Solution to provide customer real-time monitoring of the cloud environment. Deployment will provision dashboarding, alert routing and resource monitoring
Quantum Deployment	Creation of user accounts and integration of Quantum into customers Azure environment. Training and onboarding session between Bytes and customer will be delivered.
Fresh Service Deployment	Creation of user accounts to allow contact with Bytes support team via phone, email or portal to discuss: • Service requests. • Incidents • Updates • Service reporting. • General questions
Environment Review, Assessment & Remediation	Environmental Review of the customers Azure tenancy including one day of professional services to complete remediation of outstanding issues blocking entry to operational service.
Escalation Contacts & Key Stakeholders	Customer will provide Bytes with a list of key escalation contacts required for ticketing, and monitoring escalation alerts
User Training on Service Tooling	Bytes will provide ongoing customer guidance and training documents to use the tooling provided to manage the Azure environment.

Tasks and Responsibilities

Activity	Bytes	Customer
Monitoring Solution Deployment	X	
Quantum Deployment	X	
Fresh Service Deployment	X	
Environment Review, Assessment & Remediation	X	
Escalation Contacts & Key Stakeholders		X
User Training on Service Tooling	X	

Infrastructure/Azure Management

Bytes will perform proactive support to ensure the customer environment remains secure, optimised and highly available through the following operational practices.

Activity	Description	Service Hours
Advisory & Architecture Validation	Guidance and validation of Azure Lading Zone architecture. Conducted assessment will be reviewed during quarterly meetings with Technical Account Manager (TAM) to track progress.	Normal Business Hours
Patch Management	Bytes will deploy and configure Azure Update Manager within the customer tenant to manage ongoing windows update deployment. Schedule to be discussed during onboarding & during service reviews.	24 x 7
Right Sizing	Right Sizing recommendations will be provided to the Customer on an ongoing basis with reporting of recommendations to be included in regular service reviews.	24 x 7
Capacity Monitoring & Utilisation	Review of existing workloads via Bytes monitoring solution and provide recommendations for accurate capacity.	24 x 7
Scheduled Maintenance Windows	Preventive maintenance windows for updates, patching, and configuration optimisations. Schedule will be defined during pre-requisite phase of onboarding.	24 x 7
Tagging	Bytes will provision tags and will enforce these across the customers subscriptions that are in scope of the Bytes managed service, for monitoring & remediation purposes.	24 x 7

Tasks and Responsibilities

Activity	Bytes	Customer
Advisory & Architecture Validation	X	
Patch Management	X	X
Right Sizing	X	
Capacity Monitoring & Utilisation	X	
Scheduled Maintenance Windows	X	X
Tagging	X	

Backup Management

Bytes will perform services to ensure critical data and workloads are protected and recoverable with the customer. Bytes will implement and configure Azure Backup solutions tailored to the customers environment

Activity	Description	Service Hours
Backup management configuration	Configure and maintain the Azure Backup service according to our standard policies, including managing storage vaults and regional instances as agreed with customer.	Normal Business Hours
	Set up a standard set of Azure Backup policies that define Standard RPO (Recovery Point Objective) and RTO (Recovery Time Objective) goals.	Normal Business Hours
Ongoing backup management	Investigate and resolve any recurring backup job failures in line with service onboarding & pre-requisites.	Normal Business Hours
Monitoring and Reporting	Regularly monitor backup jobs and provide live reports on backup status in the form of dashboards via Bytes preferred monitoring platform.	Normal Business Hours

Tasks and Responsibilities

Activity	Bytes	Customer
Backup management configuration	X	
Ongoing backup management	X	
Monitoring and Reporting	X	

Azure Site Recovery Management

Bytes will provide services to the customer to assist the configuration of site recovery management. If customer requires a creation of a Disaster Recovery Plan or Disaster Recovery testing, this can be Requested as additional professional services and subject to a separate fee.

Activity	Description	Service Hours
Site recovery management configuration	Bytes will configure site recovery management settings according to Bytes standard policies and maintain Azure Site Recovery tagging policies	Normal Business Hours
	At customer request, Bytes will provide guidance on replication of Virtual Machines (VMs) from one Azure region to customer secondary Azure region	24 x 7
Ongoing site recovery management	In the event of a P1 Incident on a production environment, Bytes will assist in fail-over and activation of failover in Azure Site Recovery.	24 x 7
Monitoring and Reporting	Bytes will provide ongoing monitoring & reporting via the preferred monitoring solution of replication jobs of VMs	24 x 7

Tasks and Responsibilities

Activity	Bytes	Customer
Site recovery management configuration	X	
Ongoing site recovery management	X	X
Monitoring and Reporting	X	

Monitoring and Event Management

Monitoring and Event Management framework activities defined by Bytes to monitor Azure resources using its preferred monitoring solution. Bytes will provide a solution for performance, availability monitoring, and alerting across a wide range of Azure services.
This section covers the architectural design, monitoring approach, alerting policies, and compliance considerations.

Activity	Description	Service Hours
Discovery and Set Up	**Automatic Discovery**: The monitoring solution will automatically discover Azure resources via the Azure Monitor API. **Custom DataSources**: Additional custom DataSources may be required for niche services or custom metrics.	24 x 7
Thresholds and Baseline	Thresholds and the logic defined for monitoring will be set at the top tier of the Monitoring platform. See included table for individual service thresholds	24 x 7
Alerting and Notification Policies	**Alert Severity Levels** **Critical**: Service downtime or performance degradation beyond a critical threshold. **Error**: Performance nearing the critical threshold. **Warning**: Event that support team should be aware of but is not currently causing an issue. Treated as a proactive alert. **Escalation Policy** Alerts will be escalated based on predefined SLAs. Escalation matrix involves initial response teams and higher-level support in case of unresolved alerts within a certain period. These SLAs will be owned by the Bytes Managed Services team. **Notification Channels** **Email**: Primary notification channel for daily alerts. **Phone Support**: For critical alerts via Bytes supporting team. **Third-party Tools**: Integration with Bytes ITSM.	24 x 7
Data Collection and Reporting	**Data Retention Policy** The monitoring solution will retain performance data for 1 year for analysis and reporting by default. **Reports** **Monthly Reports**: Detailed reports on resource usage and uptime. **Customer Dashboards**: Default dashboards created to provide a Network Operation Centre (NOC)dashboard to the customers support and management teams.	24 x 7
Customer Portal Access	Bytes will provide read-only access to the monitoring platform for visibility of dashboards and reports of customer assets. Bytes will manage user accounts for key contacts provided and make changes to accounts via requests to Bytes ITSM.	24 x 7
Web Checks	Additional licencing requirement for inclusion within the service. External & Internal web checks to monitor websites and ensure they are functioning appropriately for both users inside and outside of the network.	24 x 7
Scheduled Down Time (SDT)	SDT's will be placed on environments being worked on as part of a change, being commissioned/decommissioned, or that have scheduled startup/shutdown automation. These will be requested by the customer via ticket.	24 x 7

Defined Service Thresholds

As part of the proactive monitoring service, Bytes has defined the following thresholds for all resources within the Azure environment that will be monitored for availability. The following thresholds are all defined and cannot be amended as part of the Azure Managed Service, individual thresholds can be set and defined as part of normal service requests by The Customer.

Service	Monitoring KPI	Incident Threshold & Severity			Alert After
		P1	P2	P3	
Service Limits	Service limits			> 95%	1 Hour
App Service Plans	Resource availability	Not Available			10 Minutes
	HTTP Queue Length exceeds threshold			> 0	5 Minutes
	Average CPU percentage across all instances of an App Service Plan		> 95%	> 90%	30 Minutes
	Average Memory percentage across all instances of an App Service Plan		> 95%	> 90%	30 Minutes
Azure Batch	Failed Node Count		> 5	> 0	10 Minutes
Application Insights	Request Failures		> 5	> 0	10 Minutes
Function Apps	Http5xx			!=0	20 Minutes
Web Apps	Http5xx			!=0	20 Minutes
Azure API Management v2	Resource availability	Not Available			10 Minutes
	Capacity (Based on CPU and memory utilisation)		> 95%	> 85%	10 Minutes
	ClientErrorRequests			> 10	10 Minutes
	ServerErrorsRequests			> 0	10 Minutes
Application Gateway v1 & v2	Resource availability	Not Available			10 Minutes
	Average CPU utilisation percentage		> 95%	> 85%	10 Minutes
	Failed requests		> 0		10 Minutes
	Unhealthy backend hosts		> 0		10 Minutes
Front Door	Backend Health Availability Percentage		>10	>50	10 Minutes
Automation Accounts	Job status failures		>= 3	>= 1	Occurring
	Certificate Expiry		< 30 Days	< 90 Days	Occurring
Cognitive Search	Throttled search query percentage			> 80%	10 Minutes

Service	Monitoring KPI	Incident Threshold & Severity			Alert After
		P1	P2	P3	
Cognitive Services	Calls blocked			> 0	10 Minutes
	Client errors			> 0	10 Minutes
	Server errors			> 0	10 Minutes
Data Factory	Activity Failed Runs			>=1	10 Minutes
	Pipeline Failed Runs			>=1	10 Minutes
	Triggered Failed runs			>=1	10 Minutes
Data Lake	Resource availability	Not Available			10 Minutes
	Job Failure			> 0	Occurring
Event Hubs	Resource availability	Not Available			10 Minutes
	Failed Requests		Count != 1		10 Minutes
	Internal Server Errors		Count != 1		10 Minutes
	Other Errors		Count != 1		10 Minutes
	Server Busy Errors		Count != 1		10 Minutes
Event Grid	Resource availability	Not Available			10 Minutes
	Dead lettered count			> 0	10 Minutes
	Delivery attempt failure		> 0		10 Minutes
	Dropped event count			> 0	10 Minutes
	Publish fail count			> 0	10 Minutes
Azure Key Vaults	Resource availability	Not Available			10 Minutes
	Vault Availability		< 80%	< 100%	10 Minutes
	Vault Saturation		> 95	> 90	10 Minutes
Load Balancer	Resource availability	Not Available			10 Minutes
	Average percentage of time the Load Balancer data path was available (VIP availability)		<80%	<100%	10 Minutes
	Average percentage of time the Load Balancer health probing succeeded during the polling interval.		<50%	<100%	10 Minutes
	Percentage of SNAT ports in use.		>= 90%	>= 80%	1 Hour

Service	Monitoring KPI	Incident Threshold & Severity			Alert After
		P1	P2	P3	
Logic Apps	Run failure percentage		> 5%	> 0%	1 Hour
Recovery Services Vaults	Backup job status failures Status codes: (0 = Completed, 1 = In Progress, 2 = Failed)		> 1		Occurrence
	Hosts Replication Health Critical		> 0		30 Minutes
SQL Managed Instance	Resource availability	Not Available			10 Minutes
	CPU Usage		> 95%	> 90%	1 Hour
	Storage Percentage		> 95%	> 90%	1 Hour
SQL Database	Resource availability	Not Available			10 Minutes
	Average CPU Percentage		> 95%	> 90%	1 Hour
	Storage Percentage		> 95%	> 90%	1 Hour
	Used sessions as a percentage of available for the current service tier		> 95%	> 90%	1 Hour
	The percent consumption of the provisioned Database Transaction Units (DTU's), based on the service tier.		> 95%	> 90%	1 Hour
	Percent of concurrent workers (requests) based on the limit of the database's service tier.		> 95%	> 90%	1 Hour
MariaDB Database	Resource availability	Not Available			10 Minutes
	Average CPU Percentage		> 95%	> 90%	1 Hour
	Average memory percentage		> 95%	> 90%	1 Hour
	Average storage percentage		> 95%	> 90%	1 Hour
Cosmos DB Database	Resource availability	Not Available			10 Minutes
PostgreSQL Database	Resource availability	Not Available			10 Minutes
	Compute consumption percentage		> 95%	> 90%	1 Hour
	Average storage percentage		> 95%	> 90%	1 Hour
MySQL Database	Resource availability	Not Available			10 Minutes

Service	Monitoring KPI	Incident Threshold & Severity			Alert After
		P1	P2	P3	
	Compute consumption percentage		> 95%	> 90%	1 Hour
	Average storage percentage		> 95%	> 90%	1 Hour
Azure Monitor	API Authentication Test (0: OK, 1: Auth Error)		!=0		30 Minutes
Redis Cache Database	Resource availability	Not Available			10 Minutes
	Average CPU percentage		> 95%	> 90%	1 Hour
	Used sessions as a percentage of the availability for the current service tier		> 95%	> 90%	1 Hour
Storage Accounts	Resource availability	Not Available			10 Minutes
	SuccessE2ELatency		> 95%	> 85%	20 Minutes
	SuccessServerLatency		> 95%	> 85%	20 Minutes
Service Bus	Abandoned Messages			>= 1	10 Minutes
	CPU Usage		>= 95%	>= 85%	10 Minutes
	Dead Lettered Messages			>= 1	10 Minutes
	Memory Usage		>= 95%	>= 85%	10 Minutes
	Namespace CPU Usage		>= 95%	>= 85%	10 Minutes
	Namespace Memory Usage		>= 95%	>= 85%	10 Minutes
	Server Errors			!=0	10 Minutes
	Throttled Requests			!=0	10 Minutes
Service Fabric Mesh	CPU Usage		>= 95%	>= 90%	10 Minutes
	Application Status			= 5	10 Minutes
	Memory Usage		>= 95%	>= 90%	10 Minutes
	Replica Status		= 3	= 2	10 Minutes
	Service Status		= 3	= 2	10 Minutes
Azure Virtual Desktop	Resource availability	Not Available			10 Minutes
	Status for a Session Host: (1=Available, 2=Upgrading, 3=Shutdown, 4=Disconnected,			> 2	1 Hour

Service	Monitoring KPI	Incident Threshold & Severity			Alert After
		P1	P2	P3	
	5=Domain Trust Relationship Lost, 6=FS Logix Not Healthy, 7=Need Assistance, 8=No Heartbeat, 9=Not Joined to Domain, 10=SXS Stack Listener Not Ready, 11=Unavailable, 12=Upgrade Failed)				
Express Route Networking	Resource availability	Not Available			10 Minutes
	Express Route bandwidth utilisation average		> 95%		1 Hour
Virtual Network Gateway	Resource availability	Not Available			10 Minutes
	Tunnel connection availability (1 = Connected, 2 = Connecting, 3 = Not Connected, 4 = Unknown)		= 3		10 Minutes
	Provisioning State (1 = Succeeded, 2 = Updating, 3 = Deleting, 4 = Failed)			= 4	1 Hour
Express Route Network Gateway	Resource availability	Not Available			10 Minutes
	CPU Utilisation		> 95%	> 90%	10 Minutes
Azure Firewall	Resource availability	Not Available			10 Minutes
Public IP	DDoS Attack		> 0		10 Minutes
Traffic Manager	Endpoint Status (0 = Endpoint is down, 1= Endpoint is up)			= 0	1 Hour
Virtual Machines	Resource availability	Not Available			10 Minutes
	CPU utilisation		> 95%	> 90%	1 Hour
	Memory utilisation		>95%	> 90%	1 Hour
	Disk utilisation		>95%	> 90%	1 Hour
	Total number of credits available to burst. (Only available on B-series burstable VMs)		<= 0	<= 1	1 Hour

Tasks and Responsibilities

Activity	Bytes	Customer
Discovery and Set Up	X	
Thresholds and Baseline	X	X
Alerting and Notification Policies	X	X
Data Collection and Reporting	X	
Customer Portal Access	X	X
Web Checks	X	X
Scheduled Down Time	X	X

Security Controls

Bytes will deploy Azure Policy to set security baselines and utilise Azure Defender for Cloud to enhance security monitoring, threat detection, and response capabilities. Bytes aims to ensure continuous governance and adherence to security standards, thereby protecting the customers Azure environment from potential threats and vulnerabilities. Enhanced baseline service activity requires additional licencing to be fulfilled.

Activity	Description	Service Hours
Standard Security Baselines	Standard security baselines will be defined using **Azure Policy** to audit best practices in security, governance, and compliance across Azure resources.	Normal Business Hours
Enhanced Security Baselines	Enhanced security baselines will leverage **Azure Defender for Cloud** to provide advanced threat detection and protection for Azure workloads.	Normal Business Hours
Security Alerting	**Severity-Based Alerts**: Configure Defender for Cloud alerts, such as critical, warning, and informational levels to be routed directly to customer key contacts.	**24 x 7**
Identity and Access Management (IAM)	**RBAC Policies**: Limit access using the principle of least privilege. **Privileged Identity Management (PIM)**: Utilisation of PIM for just-in-time privileged access.	Normal Business Hours
Data Encryption	**Storage Account Encryption:** Audit encryption at rest using Azure-managed keys. **Encryption in Transit:** Ensure audit policies for SSL/TLS encryption for web apps and APIs. **Encryption at rest:** Implementation of Azure policies to highlight and alert on non-compliance of data encryption within Azure this will include but not be limited to monitoring Azure Storage Accounts for encryption with either platform or customer managed keys and the implementation of Virtual Machine Disk Encryption. **Encryption in Transit:** Implementation of Azure policies to highlight and alert on non-compliance around SSL/TLS enforcement for web apps and APIs, ensuring that secure protocols are in use such as HTTPS and to ensure that certificate management is monitored.	Normal Business Hours
Virtual Machine Security	**Anti-malware Policies:** Audit coverage of Defender for all compatible devices.	Normal Business Hours

Tasks and Responsibilities

Activity	Bytes	Customer
Standard Security Baselines	X	
Enhanced Security Baselines	X	

Security Alerting	X	
Identity and Access Management (IAM)	X	
Network Security	X	
Data Encryption	X	
Virtual Machine Security	X	

Baseline Financial Operations (FinOps)

Data pulled directly from the Billing API and from Azure, financial insights are available to the customer through a provisioned portal to key contacts. Bytes financial insights provide complete visibility on current commit and consumption levels, identifying potential saving opportunities and where to procure and apply reserved capacity. As part of the managed service, customers can benefit from alignment of costs to business stakeholders, visualisations to help identify cost saving, getting the information needed to modernise the cloud estate and in-depth cost management for budgeting and forecasting

Activity	Description	Service Hours
Optimisation Opportunities	Bytes will provide access to our Financial Insights platform where customers can consume recommendations on where optimisation can occur across the Azure environment	Normal Business Hours
Forecasting	Bytes will provide access to our Financial Insights platform where customers can view real-time dashboarding on expected future spend across the Azure environment, with visualisations provided on resources that are generating high cost	Normal Business Hours
Cost Overview	Actual Spend vs. Budget tracking with reporting.	Normal Business Hours
Health Check	High level view of six optimisation categories with a summary of high and low save ranges by month and year. All optimisation is based on custom rules defined within the platform with optimisation pointing to specific devices or areas within Azure. Low percentage saves have a high level of certainty whereas the high savings categories introduce savings where the solution may be variable.	Normal Business Hours
Metrics	Bytes will provide access to our Financial Insights platform where customers can view metrics across a range of functions within the Azure environment	Normal Business Hours
Reserved Instance Usage	Trending Analytics to produce reports on the most efficient Reserved Instance purchase recommendations	Normal Business Hours

Tasks and Responsibilities

Activity	Bytes	Customer
Optimisation Opportunities	X	X
Forecasting	X	X
Cost Overview	X	X
Health Check	X	X
Alerting	X	X
Metrics	X	X
Reserved Instance Usage	X	X

Service Governance

Bytes provides proactive service governance activities for the customer to ensure it remains compliant with SLAs and is demonstrating continual improvement for the customers Azure environment

Activity	Description	Service Hours
Service Reviews	Service Management Reports will be distributed at regular intervals and discussed via a meeting between Bytes and the customer. Bytes will provide: • **Performance Metrics**: Uptime, response times, resource utilisation. • **Incident Summaries**: Details on incidents resolved, escalated, or in progress. • **Security Overview**: Baseline compliance, Defender for Cloud findings, and any vulnerabilities or threats. • **Actionable Recommendations**: Proactive recommendations for infrastructure improvements, security enhancements, and configuration adjustments.	Monthly
Quarterly Strategic Reports	Bytes will provide the following on a quarterly basis: • **Infrastructure Health Trends**: Analyses metrics over time to identify trends. • **Security and Compliance Insights**: Detailed security posture, compliance gaps, and recommendations. • **Optimisation Opportunities**: Cost savings, performance enhancements, and architecture optimisations.	Quarterly
Service Delivery Management	Dedicated Technical Services Success Manager to provide ongoing support for escalations, reporting and liaison for meetings for service reviews	Normal Business Hours

Tasks and Responsibilities

Activity	Bytes	Customer
Service Reviews	X	
Quarterly Strategic Reports	X	
Service Delivery Management	X	

Incident Management

Bytes managed service team works on a 24x7/365 shift pattern to provide support and coverage of a customer's environment. The Bytes managed service team provides an ITSM as well as phone and email support to allow customers to contact the team in

Activity	Description	Service Hours
Telephone and Remote support for problem & fault management	Bytes will provide support to troubleshoot faults support via the following methods: • Telephone • Email • Remote connection via conference calling	24 x 7
IT Service Management - Non-Business Critical Faults	Bytes will provide listed customer contacts access to the Service Desk Portal for faults deemed non-critical (outside of Priority 1 issues)	Normal Business Hours
IT Service Management - Business Critical Faults	24/7 support direct to the Bytes services desk via phone call prioritisation for Priority 1 issues.	24 x 7
Priority Escalation to Vendor for faults	Priority escalation to vendors.	24 x 7
Root Cause Analysis	Root cause analysis of Priority 1 incident following remediation of incident. Problem management will be conducted to identify underlying issue to prevent recurrence.	Normal Business Hours

Service Desk Portal Access	Bytes will provide and maintain access to the service desk providing visibility of all service-related tickets and SLAs.	24 x 7

Tasks and Responsibilities

Activity	Bytes	Customer
Telephone and Remote support for problem & fault management	X	
IT Service Management - Non-Business Critical Faults	X	
IT Service Management - Business Critical Faults	X	
Priority Escalation to Vendor for faults	X	
Root Cause Analysis	X	
Service Desk Portal Access	X	

Technical Account Manager Services

Activity	Description	Service Hours
Strategic Partnership	Bytes will provide strategic guidance in relation to customers' information technology roadmap.	Normal Business Hours
Educating Your Team	Bytes Technical Account Managers (TAM) will keep customers informed of news, updates, and changes where deemed relevant and pertinent to the customers Information Technology (IT).	Normal Business Hours
Strategic Support	Where relevant, Bytes will be able to provide a conduit between traditional break/fix support components, and proactive remedial actions through understanding specific challenges customers' may be experiencing ,and either supporting on remediation where possible, and, where outside of scope, relating those to the relevant services that the customers' may be consuming, or introducing them to additional services or technologies that can support.	Normal Business Hours
Proactive Technical Leadership	Bytes' TAM are experienced in what the industry is doing in relation to specific, challenges, alongside being familiar with the manners in which other strategic customers have approached said challenges. They will aim to proactively surface this to our customers'.	Normal Business Hours
Quarterly Technical and Road mapping Meetings	It is the responsibility of TAM to ensure that they understand the customers technical roadmaps.	Normal Business Hours

Activity	Bytes	Customer
Strategic Partnership	X	Ensure engagement is possible across strategic stakeholder within customer.
Educating Your Team	X	
Strategic Support	X	
Proactive Technical Leadership	X	
Quarterly Technical and Road mapping Meetings	X	Ensure these sessions are circulated with key stakeholders within customer.

Change Management

Bytes follows Information Technology Infrastructure Library (ITIL) framework processes when making changes across customer environments. Outside of priority tickets, change and problem management will be conducted via the Bytes (IT service management) ITSM tool, to ensure all changes and problems are managed correctly.

Activity	Description	Service Hours
Problem Management	Bytes problem management process Identification & resolution of recurring issues across the Azure environment minimising disruptions and preventing incidents from occurring, through proactive analysis	24 x 7
Change Advisory Board Authority	Bytes manage a Change Advisory Board (CAB) on behalf of the customer for changes submitted. The CAB reviews changes to ensure they are assigned the correct classification via the Bytes Change Management Process to be implemented on a defined implementation date. Further details on change classification and rating included within this Service Definition	Normal Business Hours
Change Management Process	Bytes manage and implement changes across the customer Azure environment through a structured change process including thorough planning, risk assessment, approval and post-change validation to ensure minimal disruption. Further details on change classification and rating included within this Service Definition	Normal Business Hours
Emergency Changes	Bytes handle urgent changes within customer Azure environment with expedited approval and implementation to ensure a quick resolution to critical issues. Further details on change classification and rating included within this Service Definition	24 x 7

Tasks and Responsibilities

Activity	Bytes	Customer
Problem Management	X	
Change Advisory Board Authority	X	
Change Management Process	X	X
Emergency Changes	X	X

Incident Management SLAs

This Service Level Agreement (SLA) documentation defines the support and response times provided by Bytes for incidents and service requests. Our aim is to ensure prompt and efficient service, minimising disruptions and supporting business continuity.
The document outlines response and resolution times based on priority levels, with escalation to Microsoft Support where needed.
By setting clear expectations, we ensure transparency and timely resolution of incidents and requests, helping our customers maintain operational stability.

Support Incidents

Bytes will provide a response to an Incident within the periods of Operating Hours as set out in the table below and use reasonable endeavours in meeting Target Response Time.

The service desk may downgrade the severity level if the customer is not able to provide adequate resources or responses to enable the service desk to provide continuous problem resolution efforts.

Priority Level	Priority Definition	Bytes Target Response Time	Bytes Target Resolution Time
Priority 1	**Complete loss of business-critical systems** Critical business impact. Complete service failure or inaccessibility of critical functionality. No acceptable workaround available.	30 Minutes	4 Hours
Priority 2	**Partial loss or degradation of a supported service.** Serious business impact. Widespread degradation of a service or failure of functionality of critical system. No acceptable workaround available.	1 Hour	8 Hours
Priority 3	**Low Impact: business-critical systems unaffected, more than one user affected.** Partial/intermittent application degradation or loss of functionality. Typically impacting a subset of users. No direct impact on services availability. A workaround is available.	2 hours	24 Hours
Priority 4	**Minimal impact to non-critical systems.** Application or personal procedure unusable. A workaround is available, or a repair is possible. Threshold breaches with no impact on service.	2 hours	48 Hours

Service Requests

Bytes will provide a response to a Service Request within the periods of Operating Hours as set out in and apply reasonable endeavours in meeting Target Response Time.

Priority Level	Priority Definition	Response Time SLA
All Service Requests	**Standard Request** Standard service requests are for planned activity and will have no or limited business impact if they are not completed within accelerated timescales An example would be: Advisory and /or Professional Services	2 hours

Escalation Contacts

Escalation Level	Name	Contact Details	Available Hours
1	Support Engineer	Assigned Support Engineer on Active Support Ticket	Support Hours

2	Support Team Lead	Assigned Support Team Lead on Active Support Ticket	Support Hours
3	Technical Services Success Manager	Assigned Technical Services Success Manager via email	Core Business Hours

Hours of Support Service

Support Cycle	Service Desk Available	Operating Times
Core Business Hours	Yes	Weekdays, excluding bank holidays, 0900 to 1730
After Hours (Weekdays)	Yes	Weekdays, excluding bank holidays, 1731 to 0859
Out of Hours (Weekends & Bank Holidays)	Yes	Anytime Weekends & Bank Holidays

Ticket Resolution

- Ticket Resolution is defined as the rectification of an issue or service request.
- The severity level of a ticket may change during the resolution process.
- Bytes will exercise commercially reasonable efforts to resolve tickets.
- Where Bytes is unable to resolve a ticket directly, and the ticket can be raised with a third-party support vendor, Bytes will facilitate the escalation.
- A ticket will be deemed resolved as follows:
    - The customer has advised Bytes that the issue has been resolved.
    - Where Bytes has received no reply from the customer following three (3) attempts to contact the customer about a ticket over a five (5) day period within SLA.
    - Where, after commercially reasonable efforts of the parties, neither party is able to demonstrate definitively to both parties' mutual satisfaction that the tickets logged arises from the supported technology rather than any other technology, product or service including any third-party products.
    - Appropriate answers to questions have been provided.
    - Any necessary configuration changes to the environment have been made.
    - Recommending a suitable workaround that corrects the problem temporarily without negatively impacting the environment. In this instance the workaround would be used until a long-term resolution can be delivered. Note: In some instances, a long-term fix resolution may not be available at which point the workaround will be deemed a solution until a hot fix or similar becomes available.
    - A change in the configuration of the application has been recommended.
    - Identifying that a more current application or software version addresses the problem.

Service Level Tracking & Reporting.

- SLAs are calculated from the time a ticket is assigned and during Support Hours only.
- For the purposes of reporting Service Desk performance as part of service governance, the following shall apply when tracking Incidents and Service Request responses and resolutions:
- SLA timer is paused during the following ticket statuses:
    - Escalated to Third Party/Vendor; or
    - On-Hold; or
    - Pending Customer Response; or

- Force Majeure Event; or
- Resolved

Change Management SLAs

Changes will follow the Bytes defined Change Management Process. It should be noted that Emergency Changes will only be carried out in the event of a P1 scenario (either pro-active or reactive) and/or a major Security Incident where Bytes deems appropriate.
All changes need to be submitted via Bytes ITSM tooling using the appropriate change request format. If changes do not meet the correct format they will be rejected.
Changes will be assessed using the following matrix to understand the priority of implementation. Bytes Change Advisory Board will discuss the changes and set out a target implementation date for each change depending on its severity.

Impact on availability				
	High	Significant 3	Major 2	Critical 1
	Medium	Minor 4	Significant 3	Major 2
	Low	Standardised Change	Minor 4	Significant 3
		Low	Medium	High
		Probability of Negative Impact without change being made		

Changes will be made on a schedule dictated by their associated risk level after the Bytes customer Change Advisory Board meets.

Change Implementation Schedule

Change Category	Implementation Date
1	1 Working Day from CAB Approval
2	2 Working Day from CAB Approval
3	3 Working Day from CAB Approval
4	4 Working Day from CAB Approval
5	5 Working Day from CAB Approval
Standard	1 Working Day from CAB Approval
Emergency	Change will be completed in line with P1 incident process

Exclusions

Bytes are not obliged to resolve or work around any incident arising from or caused by:

- User training does not extend on how to use & support specific service components within the Azure cloud environment.
- Any factor external to the Services, such as third-party network outages.
- Any modification (whether by way of alteration, deletion, addition or otherwise) made to any part of the Service by anyone other than Bytes.
- Failure to conform to SLA's due to an outage by the public cloud provider.
- Any equipment or third-party software or service used in connection with the Service and not supplied by Bytes.
- The failure to follow Bytes reasonable instructions in respect of the Services; or make any enhancements of, additions to, or customisations of, the functions and features of the Services.
- End user support.
- Standard Changes requiring more than 2 hours of implementation time are excluded from the service and will be subject to Additional Service Charges.
- Emergency changes that are not in relation to the outcome of a Priority 1 incident may be subject to Additional Service Charges.
- Providing guidance to any individuals not listed as key named contacts.
- Bytes only use its preferred monitoring solution for monitoring, any other products are out of scope of the managed service.
- Applications without accurate services information for on-boarding the service will be removed from scope and excluded from on-boarding.
- Bytes will only monitor the status failures of automation accounts that are provisioned by Bytes.
- Bytes will only support services in Azure that are in General Availability.
- Azure Virtual Desktop management is out of scope for the managed Azure service.
- Deployments of Azure managed through Infrastructure as Code (IaC) are out of scope for the managed Azure service.
- Services & features that are in preview will be worked on a best endeavors approach, but no guarantees are provided around resolution for issues relating to service.
- Creation, maintenance and deployment of Disaster Recovery Plans (DRPs) in relation to failover services as part of Azure Site Recovery.