SCHEDULE H: SERVICE DEFINITION FOR ENHANCED OPERATIONAL MANAGEMENT LEVEL – INDIVDIUAL SERVICE MANAGED

The Enhanced Operational Management Level – Individual Service Managed provides operational management of the Supported Items within virtual server environments on Hyper-V and VMWare hypervisors, as well as physical environments, up to the Operating System (OS) and application level. This Enhanced Operational Management Level provides a fully-maintained service for the Supported Items, based on systems listed in the Functional Capability section below, and configured by the Service Desk to the Customer's requirements.

Functional Capability

Exponential-e manages and supports the Supported Items to Exponential-e's standard build specification for the vendor's products under Mainstream Support. Support Item software and applications will receive minor upgrades by Exponential-e for the duration of the service being active**.** If the Customer is not able to allow Exponential-e to upgrade the software or applications by the End of Life date, Exponential-e will use reasonable endeavours to continue to deliver the Individual Service Managed Enhanced Operational Management Level in accordance with this Schedule H however the Flex Manage service level agreement shall not apply to any Supported Items that have reached their End of Life date.

Operation

The Individual Service Managed Enhanced Operational Management Level components are as follows. Exponential-e's responsibilities with respect to the Individual Service Managed Enhanced Operational Management Level are described within the following table. The Customer is responsible for all management activities not included within Exponential-e's responsibilities below.

All services

The following responsibilities will be performed by Exponential-e for all Supported Items subject to the Individual Service Managed Enhanced Operational Management Level.

Aspect	Exponential-e's Responsibilities
Standard Installation Activities	- Installation of Exponential-e RMM agents on Supported Items. - Configuration of Exponential-e standard monitoring on Supported Items.
Standard Operational Activities	- Configuration of remote access to the Supported Items and applications using approved Exponential-e remote access methods. - Configuration of management accounts for Exponential-e engineering staff. - Server reboots when required to keep OS and application functionality working, and when required by the Customer. - Service restarts for OS and application services related to the Supported Items. - Clearing temporary files and logs on Supported Items to release available OS and application space. - Identification of high risk OS and application issues on Supported Items. - Monitoring and delivering monthly Customer reports on the Flex Manage service level agreement.

Anti-virus ("AV") Management

The following operational management will be applied to Supported Item(s) that are subject to "Individual Service Managed – AV Management" on the Order Form.

Aspect	Exponential-e's Responsibilities
Anti-virus ("AV") Management	- Set up and manage AV configuration settings including recommended vendor exclusions for the OS and applications. - Identify new AV signature updates and approve these updates to be made to agents automatically on an hourly schedule. - Monitor and manage AV signature downloads and AV application. - Identify eligible AV product and agent software (including upgrades) that apply to all Supported Items. - Notify the Customer of eligible AV product and agent upgrades via new change ticket, and the time when these upgrades will be carried out. - Carry out product and agent upgrades at the time agreed by the Customer. - Install and configure agent software on new Supported Items. - Monitor and notify the Customer of any detected virus infections. - Remove virus infections from Supported Items once detected and where possible. - Produce and maintain a document in the CMDB detailing the Exponential-e AV process and the processes the Customer must follow to report new virus infections, request AV version updates, request AV product changes etc.
Documentation	- Maintain solution design documentation for Supported Items in the CMDB. - Maintain solution configuration documentation for Supported Items in the CMDB. - Maintain solution testing documentation for Supported Items in the CMDB. - Ensure that the CMDB includes the day-to-day operational procedures for this Individual Service Managed – AV Management Enhanced Operational Management Level. - Implement and maintain version control for all above documentation.
Licensing	- Exponential-e is responsible for licensing management under the Contract to cover: - Application agents for AV as applicable for the Supported Items. - RMM monitoring agents as applicable for the Supported Items. For the avoidance of doubt, this covers management of licences, not the provision of those licences.
Reporting	Delivering the following performance and management reports for Supported Items covering a thirty (30) day period:

Aspect	Exponential-e's Responsibilities
	o AV Compliance
Software and Application Minor Upgrades	• Minor upgrades include all updates to the AV software agent of the Supported Items that can be performed on the existing system. These upgrades do not require the existing supported OS environment or the applications running on it to be rebuilt to perform the upgrades. The following upgrades are included alongside the AV software agent minor upgrades: ▪ All anti-virus software agent upgrades • Major Upgrades (including all updates to the OS or other parts of the Supported Items that require a new physical or virtual OS to be built) are not included with the Individual Service Managed - AV Management Enhanced Operational Management Level and if required, will be undertaken by Exponential-e subject to additional Charges. • All upgrades to Supported Items will be subject to the change management process, and the Customer will be required to approve all upgrade changes before the Service Desk will carry them out.

Backup Management (Commvault, Avamar)

The following operational management will be applied to Supported Item(s) that are subject to "Individual Service Managed – Backup Management Commvault" or "Individual Service Managed – Backup Management Avamar" on the Order Form.

Aspect	Exponential-e's Responsibilities
Backup Management	• Configuring daily backups of all Supported Items to include the ability to restore individual files as well as whole Operating System environments and the data it contains. • Monitoring backups daily. • Test application specific backups and restores during the On Boarding activity to prove the recoverability of backed up data. • Use reasonable endeavours to detect backup faults and remediate them for OS and application issues. • Carry out full system restores from backup as requested by the Customer. Each Supported Item includes one full system restore event per annum without additional charge. Additional full system restores can be completed at additional charge. • Carry out OS and application file level restores from backup as requested by the Customer. Each Supported Item includes sixty (60) file system restore events per annum without additional charge. Additional file level restores can be completed at additional charge. • Produce and maintain a document in the CMDB detailing the backup settings used to back up Supported Items, and the processes the Customer must follow to back up and restore Supported Item data.

Aspect	Exponential-e's Responsibilities
Documentation	- Maintain solution design documentation for Supported Items in the CMDB. - Maintain solution configuration documentation for Supported Items in the CMDB. - Maintain solution testing documentation for Supported Items in the CMDB. - Ensure that the CMDB includes the day-to-day operational procedures for this Individual Service Managed – Backup Managed Commvault / Avamar Enhanced Operational Management Level. - Implement and maintain version control for all above documentation.
Licensing	- Exponential-e is responsible for licensing management under the Contract to cover: - Application agents for backup as applicable for the Supported Items. - RMM monitoring agents as applicable for the Supported Items. For the avoidance of doubt, this covers management of licences, not the provision of those licences.
Reporting	- Delivering the following performance and management reports for Supported Items covering a thirty (30) day period: - Backup Compliance
Software and Application Minor Upgrades	- Minor upgrades include all updates to the backup software agent of the Supported Items that can be performed on the existing system. These upgrades do not require the existing supported OS environment or the applications running on it to be rebuilt to perform the upgrades. The following upgrades are included alongside the backup software agent minor upgrades: - All backup software agent upgrades - Major Upgrades (including all updates to the OS or other parts of the Supported Items that require a new physical or virtual OS to be built) are not included with the Individual Service Managed – Backup Managed Commvault / Avamar Enhanced Operational Management Level and if required, will be undertaken by Exponential-e subject to additional Charges. - All upgrades to Supported Items will be subject to the change management process, and the Customer will be required to approve all upgrade changes before the Service Desk will carry them out.

Backup Management (Spanning)

The following operational management will be applied to Supported Item(s) that are subject to "Individual Service Managed – Backup Management Spanning" on the Order Form.

Aspect	Exponential-e's Responsibilities
Backup Management (Spanning)	- Configuring daily backups of all Supported Items to include the ability to restore individual files as well as whole Operating System environments and the data it contains. - Monitoring backups daily. - Test application specific backups and restores during the On Boarding activity to prove the recoverability of backed up data. - Use reasonable endeavours to detect backup faults and remediate them for OS and application issues. - Carry out full system restores from backup as requested by the Customer. Each Supported Item includes one full system restore event per annum without additional charge. Additional full system restores can be completed at additional charge. - Carry out OS and application file level restores from backup as requested by the Customer. Each Supported Item includes sixty (60) file system restore events per annum without additional charge. Additional file level restores can be completed at additional charge. - Produce and maintain a document in the CMDB detailing the backup settings used to back up Supported Items, and the processes the Customer must follow to back up and restore Supported Item data.
Documentation	- Maintain solution design documentation for Supported Items in the CMDB. - Maintain solution configuration documentation for Supported Items in the CMDB. - Maintain solution testing documentation for Supported Items in the CMDB. - Ensure that the CMDB includes the day-to-day operational procedures for this Individual Service Managed – Backup Management Spanning Enhanced Operational Management Level. - Implement and maintain version control for all above documentation.
Licensing	- Exponential-e is responsible for licensing management under the Contract to cover: - Application agents for backup as applicable for the Supported Items. - RMM monitoring agents as applicable for the Supported Items. For the avoidance of doubt, this covers management of licences, not the provision of those licences.
Reporting	- Delivering the following performance and management reports for Supported Items covering a thirty (30) day period: - Backup Compliance

Aspect	Exponential-e's Responsibilities
Software and Application Minor Upgrades	• Minor upgrades include all updates to the Spanning backup software agents of the Supported Items that can be performed on the existing system. These upgrades do not require the existing supported OS environment or the applications running on it to be rebuilt to perform the upgrades. The following upgrades are included alongside the OS-level minor upgrades: ▪ All Spanning software agent upgrades • Major Upgrades (including all updates to the OS or other parts of the Supported Items that require a new physical or virtual OS to be built) are not included with this Individual Service Managed – Backup Management Spanning Enhanced Operational Management Level and if required, will be undertaken by Exponential-e subject to additional Charges. • All upgrades to Supported Items will be subject to the change management process, and the Customer will be required to approve all upgrade changes before the Service Desk will carry them out.

Mimecast Management

The following operational management will be applied to Supported Item(s) that are subject to "Individual Service Managed – Mimecast Management" on the Order Form.

Aspect	Exponential-e's Responsibilities
Mimecast Management	• Configure and deploy Mimecast including Microsoft Outlook add-ins • Operational support including creating, amending and updating email and archive policies • End user support including authentication, search, block and allow emails and domains • Update and deploy Microsoft Outlook-add in • Recommended vendor upgrades to mitigate new risks and threats • Create and manage email headers • Engage vendor support to assist with issues and upgrades
Documentation	• Maintain solution design documentation for Supported Items in the CMDB. • Maintain solution configuration documentation for Supported Items in the CMDB. • Maintain solution testing documentation for Supported Items in the CMDB. • Ensure that the CMDB includes the day-to-day operational procedures for this Individual Service Managed – Mimecast Managed Enhanced Operational Management Level. • Implement and maintain version control for all above documentation.

Aspect	Exponential-e's Responsibilities
Licensing	• Exponential-e is responsible for licensing management under the Contract to cover: o Application agents for Mimecast as applicable for the Supported Items. For the avoidance of doubt, this covers management of licences, not the provision of those licences.

Reporting	• The Mimecast Reporting module provide Administrators with a view of what is happening in their email environment. This includes detailed statistics on:
	
	   o How many messages are being sent or rejected.
	   o The data volumes being transmitted.

Software and Application Minor Upgrades	• Minor upgrades include all updates to the Mimecast software agents of the Supported Items that can be performed on the existing system . These upgrades do not require the existing supported OS environment or the applications running on it to be rebuilt to perform the upgrades. The following upgrades are included alongside the OS-level minor upgrades: ▪ All Mimecast software agent upgrades • Major Upgrades (including all updates to the OS or other parts of the Supported Items that require a new physical or virtual OS to be built) are not included with this Individual Service Managed – Mimecast Managed Enhanced Operational Management Level and if required, will be undertaken by Exponential-e subject to additional Charges. • All upgrades to Supported Items will be subject to the change management process, and the Customer will be required to approve all upgrade changes before the Service Desk will carry them out.

Server Monitoring

The following operational management will be applied to Supported Item(s) that are subject to "Individual Service Managed – Server Monitoring" on the Order Form.

Aspect	Exponential-e's Responsibilities
Server Monitoring	• All Supported Items will be configured with a RMM method that will be used to proactively monitor the health and availability of the Supported Items. • Configuring and maintaining standard, automated OS and application monitors for Supported Items to notify Exponential-e of OS and application issues and outages. • Document all monitoring settings for all Supported Items during the On Boarding activity and make this information visible to the Customer in the CMDB. Update the documentation when monitoring changes are made.

Aspect	Exponential-e's Responsibilities
	• Proactive monitoring of Supported Item CPU, RAM, disk space, and network utilisation if access to this information is provided by the Supported Item, and storing this information for thirty (30) days. • Proactive monitoring of all Supported Items at regular intervals (as agreed during On Boarding) to collect standard OS and application metrics. • Carrying out Exponential-e standard automated health check and performance monitoring for Supported Item Operating Systems and application. • The Customer may choose up to five (5) additional OS monitors from Exponential-e's list of available additional OS and application monitors that Exponential-e will monitor for Supported Items. • Logging issues uncovered by OS and application monitoring within the management platform. • Process issues uncovered by OS and application monitoring to remediation (where possible). • Management and maintenance of the monitoring agent software.
Documentation	• Maintain solution design documentation for Supported Items in the CMDB. • Maintain solution configuration documentation for Supported Items in the CMDB. • Maintain solution testing documentation for Supported Items in the CMDB. • Ensure that the CMDB includes the day-to-day operational procedures for this Individual Service Managed – Server Monitoring Enhanced Operational Management Level. • Implement and maintain version control for all above documentation.
Licensing	• Exponential-e is responsible for licensing management under the Contract to cover: o RMM monitoring agents as applicable for the Supported Items. For the avoidance of doubt, this covers management of licences, not the provision of those licences.

Reporting	• Delivering the following performance and management reports for Supported Items covering a thirty (30) day period:
	   o Performance Review
	   o Computer Audit
	   o Patch Compliance
	   o Anti-virus Health
	   o Software List

Aspect	Exponential-e's Responsibilities
Software and Application Minor Upgrades	• Minor upgrades include all updates to the OS of the Supported Items that can be performed on the existing system. These upgrades do not require the existing supported OS environment or the applications running on it to be rebuilt to perform the upgrades. The following upgrades are included alongside the OS-level minor upgrades: ▪ All OS RMM agent upgrades • Major Upgrades (including all updates to the OS or other parts of the Supported Items that require a new physical or virtual OS to be built) are not included with this Individual Service Managed – Server Monitoring Enhanced Operational Management Level and if required, will be undertaken by Exponential-e subject to additional Charges. • All upgrades to Supported Items will be subject to the change management process, and the Customer will be required to approve all upgrade changes before the Service Desk will carry them out.

Patch Management

The following operational management will be applied to Supported Item(s) that are subject to "Individual Service Managed – Patch Management" on the Order Form.

Aspect	Exponential-e's Responsibilities
Patch Management	• Provide a list of critical, security, and non-critical OS and application updates (as identified by Exponential-e's third party patching solution) to the Customer on a monthly basis, at least five (5) days prior to the scheduled installation date. The Customer must confirm to Exponential-e in writing which of the identified critical and security updates are to be installed during the next patching event onto Supported Items. • Install Customer approved critical and security OS and application updates onto Supported Items on a monthly schedule. • Install Customer approved non-critical OS and application updates onto Supported Items on a monthly schedule, or less frequently (as agreed by the Parties during the Supported Item On Boarding process). • Provide a list of critical and performance updates for Supported Item hardware to the Customer on a quarterly basis, at least five (5) days prior to the scheduled installation date. The Customer must confirm to Exponential-e in writing which of the identified critical and performance updates are to be installed during the next patching event to Supported Items. • Install Customer approved critical and performance updates onto Supported Item hardware on a quarterly schedule. • Provide a list of non-critical and firmware updates for Supported Item hardware to the Customer on a semi-annual basis, at least five (5) days prior to the scheduled installation date. The Customer must confirm to Exponential-e in writing which of the identified non-critical and firmware updates are to be installed during the next patching event to Supported

Aspect	Exponential-e's Responsibilities
	Items.
	• Install Customer approved non-critical and firmware updates onto Supported Item hardware on a semi-annual schedule.
	• Install critical and performance updates onto Supported Item hardware on a quarterly schedule.
	• Install non-critical and firmware updates onto Supported Item hardware on a semi-annual schedule.
	• Notify the Customer of proposed OS, application, and hardware updates to the Supported Items at least three (3) Working Days prior to the scheduled update.
	• Configure all Supported Items for automated update installation by the Service Desk. Supported Items that are not compatible with the Exponential-e automated update process will be updated manually.
	• Invoke the Emergency Patch Procedure when updates are identified by the vendor, the Customer or Exponential-e as urgent. This procedure is a variation of the Standard Patch Procedure and aims to expedite the installation of the OS and application update for the Supported Items. This procedure is documented in the CMDB.
	• Create the Standard Patch Procedure and the Emergency Patch Procedure jointly with the Customer and document these procedures in the CMDB and schedule Patching in line with the Procedures.
	• Patch management excludes any item that would in Exponential-e's reasonable opinion cause significant impact to the existing Supported Item. For example, a patch that may require a full rebuild of the Supported Item. This will be a chargeable Professional Services engagement.
	• Patch Management excludes security hardening of the Supported Item required by regulatory or compliance purposes. This will be a chargeable Professional Services engagement.
Documentation	• Maintain solution design documentation for Supported Items in the CMDB.
	• Maintain solution configuration documentation for Supported Items in the CMDB.
	• Maintain solution testing documentation for Supported Items in the CMDB.
	• Ensure that the CMDB includes the day-to-day operational procedures for this Individual Service Managed – Patch Management Enhanced Operational Management Level.
	• Implement and maintain version control for all above documentation.
Licensing	• Exponential-e is responsible for licensing management under the Contract to cover:
	o RMM monitoring agents as applicable for the Supported Items.

Aspect	Exponential-e's Responsibilities
	For the avoidance of doubt, this covers management of licences, not the provision of those licences.
Reporting	• Delivering the following performance and management reports for Supported Items covering a thirty (30) day period: o Patch Compliance

Software and Application Minor Upgrades	• Minor upgrades include all updates to the OS or RMM of the Supported Items that can be performed on the existing system, where these updates impact the Supported Items' Patch Management capability. These upgrades do not require the existing OS environment or the applications running on it to be rebuilt to perform the upgrades. The following upgrades are included alongside the OS-level minor upgrades:
	    ▪ All RMM agent upgrades
	    ▪ All Patch Management agent upgrades
	• Major Upgrades (including all updates to the OS or other parts of the Supported Items that require a new physical or virtual OS to be built) are not included with this Individual Service Managed – Patch Management Enhanced Operational Management Level and if required, will be undertaken by Exponential-e subject to additional Charges.
	• All upgrades to Supported Items will be subject to the change management process, and the Customer will be required to approve all upgrade changes before the Service Desk will carry them out.

Replication Management (RecoverPoint)

The following operational management will be applied to Supported Item(s) that are subject to "Individual Service Managed – Replication Management (RecoverPoint)" on the Order Form.

Aspect	Exponential-e's Responsibilities
Replication Management (RecoverPoint)	• Installation and configuration of Server Replication software agent on Exponential-e provided virtual servers that are Supported Items. • Installation and configuration of Server Replication software agent on public cloud provided servers that are Supported Items. • Monitor and alert on the availability and performance of the Server Replication software applied to Supported Items. • Provide proactive remediation of Server Replication issues generated through the monitoring and alerting toolsets for Supported Items. • Identify new Server Replication software updates via a new change ticket for the software updates, and the time when these updates will be carried out. • Carry out product and agent updates at the time agreed by the Customer.

Aspect	Exponential-e's Responsibilities
Disaster Recovery and Business Continuity	- Provide the Customer with a standard format Disaster Recovery and Business Continuity document for the Supported Items. - Request sign off from the Customer stakeholders for the standard format Disaster Recovery and Business Continuity document for the Supported Items. - Participate in isolated DR exercises for the Supported Items once a year (to support DR failover exercises delivered remotely on a sample and isolated environment as detailed in the Disaster Recovery and Business Continuity document, unless agreed otherwise in writing by the Parties). - Participate in chargeable Disaster Recovery simulations with the Customer on Supported Items if requested by the Customer. This is subject to a minimum of five (5) Working Days' notice provided to the Service Desk by the Customer. - Coordinate with the Customer's representatives to execute DR processes in line with the Customer's IT Disaster Recovery and Business Continuity Plan, at the Customer's request. Exponential-e is responsible for carrying out all activities agreed for completion by Exponential-e in the Customer's IT Disaster Recovery and Business Continuity Plan. - Participate with the Customer on an annual basis to review and improve the Disaster Recovery and Business Continuity document.
Documentation	- Maintain solution design documentation for Supported Items in the CMDB. - Maintain solution configuration documentation for Supported Items in the CMDB. - Maintain solution testing documentation for Supported Items in the CMDB. - Ensure that the CMDB includes the day-to-day operational procedures for this Individual Service Managed – Replication Management (RecoverPoint) Enhanced Operational Management Level. - Implement and maintain version control for all above documentation.
Licensing	- Exponential-e is responsible for licensing management under the Contract to cover: - Application agents for RecoverPoint as applicable for the Supported Items. - RMM monitoring agents as applicable for the Supported Items. For the avoidance of doubt, this covers management of licences, not the provision of those licences.
Reporting	- Delivering the following performance and management reports for Supported Items covering a thirty (30) day period: - Recoverpoint Compliance

Replication Management (Zerto)

The following operational management will be applied to Supported Item(s) that are subject to "Individual Service Managed – Replication Management (Zerto)" on the Order Form.

Aspect	Exponential-e's Responsibilities
Replication Management (Zerto)	• Installation and configuration of Server Replication software agent on Exponential-e provided virtual servers that are Supported Items. • Installation and configuration of Server Replication software agent on public cloud provided servers that are Supported Items. • Monitor and alert on the availability and performance of the Server Replication software applied to Supported Items. • Provide proactive remediation of Server Replication issues generated through the monitoring and alerting toolsets for Supported Items. • Identify new Server Replication software updates via a new change ticket for the software updates, and the time when these updates will be carried out. • Carry out product and agent updates at the time agreed by the Customer.
Disaster Recovery and Business Continuity	• Provide the Customer with a standard format Disaster Recovery and Business Continuity document for the Supported Items. • Request sign off from the Customer stakeholders for the standard format Disaster Recovery and Business Continuity document for the Supported Items. • Participate in isolated DR exercises for the Supported Items once a year (to support DR failover exercises delivered remotely on a sample and isolated environment as detailed in the Disaster Recovery and Business Continuity document, unless agreed otherwise in writing by the Parties). • Participate in chargeable Disaster Recovery simulations with the Customer on Supported Items if requested by the Customer. This is subject to a minimum of five (5) Working Days' notice provided to the Service Desk by the Customer. • Coordinate with the Customer's representatives to execute DR processes in line with the Customer's IT Disaster Recovery and Business Continuity Plan, at the Customer's request. Exponential-e is responsible for carrying out all activities agreed for completion by Exponential-e in the Customer's IT Disaster Recovery and Business Continuity Plan. • Participate with the Customer on an annual basis to review and improve the Disaster Recovery and Business Continuity document.
Documentation	• Maintain solution design documentation for Supported Items in the CMDB. • Maintain solution configuration documentation for Supported Items in the CMDB. • Maintain solution testing documentation for Supported Items in the CMDB.

Aspect	Exponential-e's Responsibilities
	• Ensure that the CMDB includes the day-to-day operational procedures for this Individual Service Managed – Replication Management (Zerto) Enhanced Operational Management Level. • Implement and maintain version control for all above documentation.
Licensing	• Exponential-e is responsible for licensing management under the Contract to cover: o Application agents for Zerto as applicable for the Supported Items. For the avoidance of doubt, this covers management of licences, not the provision of those licences.
Reporting	• Delivering the following performance and management reports for Supported Items covering a thirty (30) day period: o Zerto Compliance
Software and Application Minor Upgrades	• Minor upgrades include all application updates to the Zerto software agents of the Supported Items that can be performed on the existing system. These upgrades do not require the existing supported OS environment or other applications running on it to be rebuilt to perform the upgrades. The following upgrades are included with these minor upgrades: ▪ All Zerto software agent upgrades • Major Upgrades (including all updates to the OS or other parts of the Supported Items that require a new physical or virtual OS to be built) are not included with this Individual Service Managed – Replication Management (Zerto) Enhanced Operational Management Level and if required, will be undertaken by Exponential-e subject to additional Charges. • All upgrades to Supported Items will be subject to the change management process, and the Customer will be required to approve all upgrade changes before the Service Desk will carry them out.

Customer Pre-requisite Requirements

To start OS & Application management of a Supported Item, Exponential-e requires the following pre-requisites to be fulfilled by the Customer during the On Boarding period.

- Provision of an OS license for the Supported Item if this is not provided by Exponential-e.
- Provision of an Application license for the Supported Item if this is not provided by Exponential-e.
- Provision of an AV license for the Supported Item if this is not provided by Exponential-e.
- Provision of a Backup license for the Supported Item if this is not provided by Exponential-e.
- Conducting the On Boarding activities (as identified by Exponential-e during the On Boarding process) including provision of information needed by Exponential-e to correctly manage and support the Supported Items.
- Provision of design documentation for currently running Supported Items, where this exists.

- Provision of Configuration documents or CMDB information for currently running Supported Items where it exists.

<u>Customer Dependencies</u>

For Exponential-e to deliver the Individual Service Managed Enhanced Operational Management Level, the following Customer dependencies exist. Failure of the Customer to meet these Customer Dependencies may affect the service Exponential-e is able to deliver to the Customer, and Exponential-e's obligations under the Flex Manage service level agreement.

- The Customer shall provide documented naming conventions for all Supported Items.
- The Customer shall provide documented active Customer IT policies for all Supported Items at the time of starting the On Boarding process.
- The Customer shall provide Exponential-e with advice in advance of any peculiar, special, or particular modifications made to the Supported Item. This includes advice on the Exponential-e OS base level configuration as well as Exponential-e's standard OS & Application Managed practices.
- The Customer shall be responsible for documenting and maintaining any differing configuration and build requirements pertaining to the existing OS environment that is peculiar, special, or has had particular modifications applied.
- The Customer shall provide, in accordance with the timelines defined during the On Boarding activity, approval for patching events, the approved list of updates to be installed, and approved list of firmware to be installed on physical Supported Items.
- The Customer shall undertake application and pre-deployment compatibility testing before authorising Exponential-e to deploy recommended patches to Supported Items.
- The Customer shall review the compatibility of all custom and non-standard applications or line of business applications with the OS and service packs to be used.
- The Customer shall ensure that the Customer endpoints and management environments are secured, patched, and maintained in accordance with Good Industry Practice.
- The Customer shall ensure that the Customer applications layered on top of the OS are secured, patched, and maintained in accordance with Good Industry Practice for Supported Items that exists prior to the On Boarding activity.
- The Customer shall assess in advance the application suitability for virtualisation of their applications, and for use with the hypervisor used for VMs.
- The Customer shall work with Exponential-e to replace all End of Life Supported Items before the arrival of the End of Life date.
- The Customer shall review the compatibility and suitability of the selected Supported Item configuration for its intended application usage.
- The Customer shall provide Exponential-e with administrative rights on the Supported Items in order to provide the Individual Service Managed Enhanced Operational Management Level on Supported Items.
- The Customer shall be responsible for all Supported Items being protected by AV software. Supported Items not deployed with AV software are not covered by the Individual Service Managed Enhanced Operational Management Level for virus infections free of charge.
- The Customer shall be responsible for all Supported Items being protected by backup software. Supported Items not deployed with backup software are not covered by the OS & Application operational support level for rebuild by Exponential-e free of charge.

Service Education

Exponential-e will provide education to Customer staff about the details of the support provided, and how to make use of the provided Individual Service Managed Enhanced Operational Management Level. Exponential-e will provide the following service education.

Education	Timeline	Method
Raising incidents for faults/issues	On Boarding	Face-to-face CMDB document
Raising changes for system changes	On Boarding	Face-to-face CMDB document
Reporting	On Boarding	Face-to-face CMDB document
Requesting the creation of new Supported Items	On Boarding	Face-to-face CMDB document
Requesting the addition of Supported Item resources	On Boarding	Face-to-face CMDB document
Disaster Recovery and Business Continuity design and process	On Boarding	Face-to-face CMDB document
Solution design documentation for Supported Items	First 3 months of BAU	CMDB document
Solution configuration documentation for Supported Items	First 3 months of BAU	CMDB document
Solution testing documentation for Supported Items	First 3 months of BAU	CMDB document

Accountabilities and Responsibilities

RACI

A responsibility assignment (RACI) matrix showing whether Exponential-e, the Customer or any relevant third parties are Responsible, Accountable, Consulted or Informed in respect of a particular aspect will be drawn up to ensure a joint understanding. The RACI is bespoke to the Customer, is formalised during the On Boarding phase, and is documented in the CMDB.

The following table details who is responsible for high level ITIL-level RACI activities for the Individual Service Managed Enhanced Operational Management Level. Some activities are shared between Exponential-e and the Customer, where the Customer will be responsible for activities such as raising or approving change requests. Specific details are documented within the CMDB.

ITIL Process	Exponential-e	Customer
Asset Management	RA	CI
Change Management	RA	RACI
Configuration Management	RA	CI
Event Management	RA	CI

ITIL Process	Exponential-e	Customer
Incident Management	RA	CI
Patch Management	RA	CI
Release Management	RA	CI
Request Management	RA	RACI

The Customer is responsible for all RACI activities for areas that Exponential-e is not responsible for. During the On Boarding activity the Customer shall identify key internal and 3rd line primary and back-up contacts to the Service Desk and promptly inform the Service Desk of any changes during the term of the Contract.

Service Requests

Service Requests are requested changes to a Supported Item or a request for an operational task made by the Customer.

All Service Requests will be reviewed, verified and subject to approval by Exponential-e and Exponential-e will confirm if additional charges apply. Additional charges will only apply to the extent that such Service Request do not fall within the scope of this Enhanced Operational Management Level as set out herein.

Service Requests will be carried out by Exponential-e during Normal Business Hours. Should the Customer request that they be carried out outside of Normal Business Hours, additional charges in accordance with Exponential-e's then-current Professional Services rates will apply.

Data Processing

When Exponential-e provides the Enhanced Operational Management Level – Individual Service Managed, this may result in Exponential-e Processing Customer Personal Data. The following applies to the Processing of such Personal Data by Exponential-e:

Subject Matter of Processing

The Personal Data (if any) that the Customer stores within the applications managed by Exponential-e or the Customer's Active Directory.

Nature of the Processing

As reasonably required to provide the Individual Service Managed Enhanced Operational Support Level in respect of the managed application.

Exponential-e will not block, delete, correct, pseudonymise or encrypt any data. Exponential-e has no responsibility for data accuracy in respect of the Customer data within the managed application.

Appropriate Technical and Organisational Measures

With respect to the requirement set out in the General Terms in Clause 10.15 at point (ii), the Customer agrees that as far as it is concerned the security measures set out in the Contract and Exponential-e's maintenance of the ISO27001 (Information Security Management) standard (or any replacement or equivalent subsisting from time to time) (collectively the "Security Measures") fulfils the requirement of appropriate technical and organisational measures and the Customer agrees not to contend otherwise, recognising that the Charges for the Flex Manage directly relate to the Security Measures to be applied.