

Network Operations Centre (NOC)

Managed Infrastructure Services



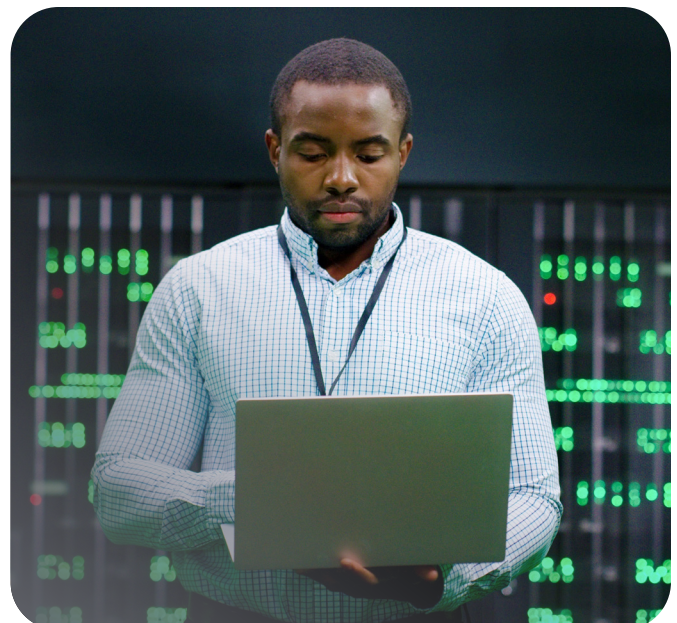
Objectives

- 1. Optimized Infrastructure Management:**
Efficient management and monitoring of physical, virtual, and cloud infrastructure, including VMware, Hyper-V, storage systems, Azure, AWS and Microsoft 365
- 2. Enhanced Performance and Reliability:**
Maximize uptime, stability and performance of the client's IT infrastructure
- 3. Scalability and Flexibility:**
Enable infrastructure solutions that adapt to the client's evolving business needs
- 4. Proactive Issue Resolution:**
Identify and resolve issues before they impact business operations through proactive monitoring and support
- 3. Optimized Resource Utilization:**
Maximized hardware efficiency by allocating resources effectively, reducing waste and balancing cost-efficiency with performance requirements
- 4. Scalable Solutions:**
Seamlessly scale resources up or down to align with evolving business demands, ensuring flexibility and adaptability
- 5. Support and Reporting:**
Transparent system performance reporting and responsive technical support to address issues promptly and provide actionable recommendations for improvement



Outcomes

- 1. Consistent Infrastructure Uptime:**
Minimized downtime and reduced business interruptions through proactive monitoring and maintenance, ensuring uninterrupted services
- 2. Improved System Performance:**
Optimized resource allocation to ensure servers are properly provisioned, leveraging monitoring tools to gain actionable insights for enhanced performance





Scope of Service

1. Infrastructure Assessment and Planning

- **Comprehensive Evaluation:**
 - Analyze the client's current IT infrastructure, including hardware, software, networks and cloud environments, identifying strengths, weaknesses and areas for improvement
- **Future-Ready Design:**
 - Develop a strategic roadmap addressing gaps, enabling modernization and planning for future growth
 - Recommend cost-effective solutions leveraging emerging technologies and best practices

2. Performance and Utilization Analysis

- Assess resource usage, capacity and workload distribution to identify inefficiencies
- Evaluate performance metrics (latency, uptime, throughput) to ensure the infrastructure meets operational requirements

3. Security and Compliance Review

- Review access controls, encryption protocols, and threat detection systems
- Ensure adherence to standards (e.g., GDPR, HIPAA) and identify compliance gaps

4. Virtualization Management

- Manage and monitor VMware and Hyper-V environments
- Deploy and configure virtual machines following industry best practices

5. Cloud Management

- Manage and monitor cloud environments, including deployment and configuration of cloud resources per provider frameworks
- Azure Cloud PAAS Services:
 - Web Apps, Function Apps, Logic Apps, and Service Plans

6. Storage Management

- Optimize storage solutions for availability and integrity
- Implement data backup, replication, and disaster recovery strategies

7. Proactive Monitoring and Support

- Provide 24/7 uptime monitoring for physical, virtual and cloud servers
- Monitor critical metrics such as CPU, memory, disk usage and system performance
- Generate alerts for performance issues or outages

8. Regular Updates and Patch Management

- Schedule and execute firmware and software updates for hypervisors, servers and network devices
- Maintain configuration backups and preventive maintenance schedules

9. Documentation and Reporting

- Provide disaster recovery plans and test their effectiveness with simulations
- Deliver monthly reports and maintain infrastructure diagrams



Out of Scope

1. On-Site Hardware Repairs: Physical repairs, replacements, or upgrades of server hardware or storage devices
2. Third-Party Application Management: Support for software applications or services not directly related to the infrastructure itself
3. Custom Development: Development of custom scripts or tools beyond standard infrastructure management requirements
4. Major System Upgrades: Large-scale system upgrades or migrations unless specified in the service agreement
5. Compliance and Security Audits: Detailed audits or assessments for compliance certifications outside of regular security checks



Onboarding

1. **Tools Setup:**
 - Integrate the client into internal monitoring and ticketing systems
2. **Environment Setup:**
 - Establish secure access to the client's infrastructure
 - Configure diagnostic tools and software
 - Collect and organize documentation in a collaborative repository (e.g., Microsoft Teams)
3. **Patching:**
 - Define and automate the patching schedule to ensure timely updates
4. **Security and Password Management:**
 - Obtain and securely store passwords in a shared vault
5. **Knowledge Transfer and Training:**
 - Train the client's IT team on tools and processes
 - Share documentation on engaging with the service desk and support channels



SLA

Core hours are 9am to 5pm EST, Monday to Friday, Canadian business hours

Priority /Type	Definition	Examples	CCS SLA	Client Response Expectation
1	30 min	4 hours	24/7	95%
2	2 hours	8 hours	24/7	95%
3	4 hours	Next business day	Core hours	95%
4	Next business day	3 business days	Core hours	95%

The following standard definitions will apply for the default classification of incoming tickets:

Priority 1 (Critical):

An incident that severely impacts your use of resources in a production environment (such as loss of production data or in which your production systems are not functioning). The situation halts your business operations, and no procedural workaround exists.

Priority 2 (High):

An incident where the resource is functioning but your use in a production environment is severely reduced. The situation is having a high impact on portions of your business operations and no procedural workaround exists.

Priority 3 (Medium):

An incident that involves partial, non-critical loss of use of the resource in a production environment. For production environments, there is a medium-to-low impact on your business, but your business continues to function, including by using a procedural workaround.

Priority 4 (Low):

Any incident in a non-production environment. For production environments, there is low-to-no impact on your business or the performance or functionality of your system. Service requests and information requests are systematically P4.

Note: Standard changes are by default P4

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Service:
NOC Service

Duration: Annual Contract
Service Level: 24/7 service
Technical Level: Network and
Cloud Infrastructure Administrator