Server Management Definition

Our managed service includes:

- Management of server, OS and core services (See "Definition of")
- Pro-active monitoring and alerting of issues (See "How we monitor systems")
– Automatic OS updates (See "How we update systems")
- Scheduled backups (See "How we take backups")
- 1 Hour of admin time per month (on an ad-hoc, best-effort only basis)

Additional admin time is charged at:

£60/hour – Monday-Friday, 9am-5pm
£120/hour – Out of Hours
1 Hour is the minimum consumed admin time, it is advised customers plan their works to make best use of this time, as it is consumed regardless of the duration of work, if under that threshold.

Definition of server, OS and services:

▪ "server" refers to a host device, physical or virtual, as long as the system is functional our management of it is fulfilled.

▪ "OS" refers to the operating system, for which we cover RHEL/CentOS, Cloudlinux, Debian/Ubuntu and Windows (In-support versions only), as long as the operating systems is functional and updates apply correctly, our management is fulfilled. Changes made to the OS by the customer after we provide the system to them do not fall under our managed agreement.

▪ "core services" refer to applications running on the server that existed on the host at the point we handed the service over to the customer, typically this will be HTTP, FTP, MySQL, cPanel/Plesk/Symbiosis. Services installed by the customers after the fact do not fall under our managed agreement, and admin time spent on them would be best effort and chargeable (or use allocation).

Coverage:

▪ We support only the latest major version of software, old versions will be deemed out of remit. Likewise, we cannot support end user issues relating to non-current client software.

▪ We provide service updates on a "machinery only" basis, meaning if code/applications/ services break as a result of the version upgrade, the user takes responsibility for that, and admin time to fix it would be chargeable at the usual rate.

▪ Major version upgrades are not supported *in-situ*, in these cases we can provide an FOC service for 1 month to allow careful migration, assistance with migration is chargeable at the usual admin rate, and best-effort only.

▪ Security of the provided server and the data held therein is that of the user who should perform such backups and maintenance of software/service as to maintain its integrity.

- Where root access is provided to the server, administration should be performed through the installed control panel (cPanel/Plesk/Symbiosis), if applicable. Issues arising from use/misuse of the root account by the user are not covered under this agreement and would be chargeable.

- Management does not extend to the instruction of server administration, users are expected to familiarise themselves with control panel usage.

Caveats:

- All tasks performed consume a minimum of 1 hour of admin time.
- If admin time is consumed addressing a problem caused by user error, admin time will be either consumed from allocation, or billed to the user once the work is complete.

- If admin time is repeatedly used for tasks that remain unaddressed by the user (disk usage/expansion or any other monitored service) then an increase in resource will be allocated and billed accordingly, or monitoring for that service removed entirely (at our discretion).

- Management does not extend to the configuration of services on the behalf of the customer

- Dedicated server OS re-installs are FOC in the first instance, chargeable at £35 thereafter

- Backup restores are FOC in the first instance, chargeable at £35 thereafter

- Changes to server configuration or security policies that are requested but deemed not advised by our staff will only be performed subject to prior confirmation that any adverse effects will render the service outside management.

- Network interruptions outside of our reasonable control (i.e. DDoS) are not covered under SLA

SLA:

- 100% Uptime on Power and Network

- 4 Hour hardware Replacement SLA (From point of diagnosis, not alarm)

- SLA credit can be claimed against downtime (see terms)

The process for a managed response will follow:

- **Investigate**: Staff member logs in to identify the cause

- **Approve**: Staff member explains the problem to the customer, the time it will take to fix and the associated cost and gets approval to perform the work

- **Perform**: Staff member fixes the issue for the customer and invoices them for the work on completion

How we monitor systems:

Hardware monitoring:

– **RAID**: Degraded status will trigger alerting, we will be in touch to arrange replacement.

Resource monitoring:

- **CPU**: >75% CPU will trigger alerting, we will investigate and resolve.
- **RAM**: >80% RAM usage will trigger alerting, we will investigate and resolve, or suggest upgrade.
- **Disk Usage**: 25% remaining will warn, 10% will trigger alerting, we will investigate and resolve, or suggest upgrade.

Service monitoring:

- **POP, IMAP, HTTP, MySQL or other monitored service**: Timeout will trigger alerting, we will investigate and resolve.

- We only monitor "core" services (present at time of handover)

*All monitoring thresholds are of sustained usage beyond a 5 min. period

How we update systems:

OS Updates:

Automatic Operating System updates will be configured on the hosted device, these will by default apply to all packages. This is the best way to ensure systems remain as up to date and secure as possible. If the updates cause any problems with the server's core services, we will correct these or roll back to the latest backup. Consequences of the updates, beyond core services are not covered by management. Unless otherwise specified by the customer, and agreed by us, these will be configured to happen overnight at our discretion.

Service Updates:

We can, as part of our service, perform on-request updates to core services. Only minor updates are supported in this manner, major release updates are not supported *in-situ*. In these cases, we would provide a new service FOC for 1 month, with the updated service installed, to allow the customer to migrate from A to B. We can assist with this on a chargeable, and best-effort only basis.

How we take backups:

Daily backups:

As standard, we take (at least) daily backups of the customers managed services. These are automatic and unvalidated, the user should consider these supplementary to their existing backup regime, not a replacement for. Backups are stored on our dedicated backup platform, inaccessible (directly) to the customer, but available upon request.

Backup recovery:

As part of our management we provide assisted backup recovery, meaning we will help you attempt recovery of your data from backup – via roll-back in-situ, or creating a separate service using the backup data to attempt to provide access. We do not guarantee in any way that the data will be usable, as backups are unvalidated, or that the restore will be successful – they are partaken on a best-effort only basis.

Additional Available Services:

Bitninja – Full-stack server protection, harnessing machine learning to identify, neutralise and protect against threats, abusive traffic and more. Can be installed on any server alongside normal managed services. https://bitninja.io/ £20/month per server

Service	Unmanaged	Managed	Details
Pro-active Monitoring & Alerting			
- Hardware Monitoring	N	Y	RAID
- Resource Monitoring	N	Y	CPU, RAM, Disk
- Service Monitoring	N	Y	POP, IMAP, HTTP, MySQL
OS and Service Updates			
- Scheduled OS Updates	N	Y	Automatic, at customer's requested time
- Core Service Updates	N	Y	
- Customer Applications	N	Y (Caveat)	Best effort and chargeable only
- Major Version Updates	N	Y (Caveat)	Not performed in-situ, FOC migration
Backups			
- Scheduled Backups	N	Y	Automatic and unverified
- Backup Validation	N	N	On request, subject to charge
- Assisted Restore	N	Y	Best-effort, no guarantee of data integrity
Permissions			
- Control Panel Access	Y	Y	cPanel/Plesk/Symbiosis
- Root Access	Y	N	Breakage through 'root' use not covered
SLAs			
- Power	100%	100%	
- Network	100%	100%	
- Hardware Replacement	4 hours	4 hours	
- SLA Credit	Y (Caveat)	Y (Caveat)	Written request within 10 days – See
Admin Time			
- 1 hour/month included	N	Y	
- Additional in hours	Y	Y	Chargeable