

# SERVICE CATALOGUE

First Focus

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# 1. SUPPORT SERVICE ITEMS

The following section defines the scope of the service included within each Support Service Item referred to in a Statement of Work.

## 1.1. Technical Account Management and Onsite SLAs

In order to be covered by a Service Level Agreement, one or more of the below Service Items must be included as part of the support plan.

SERVICE ITEM CODE	SERVICE ITEM DEFINITION
<b>Technical Account Management</b>	
<b>SPT-AM-IGN</b>	<p><b>Ignite</b></p> <p>Ignite Account Management includes the following features:</p> <ul style="list-style-type: none"> <li>• 24 x 7 access to the First Focus Service Desk</li> <li>• Management of all tickets logged via First Focus' ITIL based service management process</li> <li>• A Technical Account Manager (TAM) assigned to your account to act as a single point of escalation for any account or technical issues which are not addressed by our service desk</li> <li>• A quarterly meeting by your TAM</li> <li>• Primary contact for hardware/software procurement and the scoping of simple projects (complex projects require a separate solution design engagement)</li> <li>• Our Standard Service Level Agreement with guaranteed response and resolution times for all tickets within the scope of the related support agreement</li> <li>• F-Connect desktop and web portal for online self-service access including ticket creation and updates, chat functionality, outage notifications and invoices</li> <li>• A monthly report detailing tickets logged, customer service metrics, monitoring statistics, network health, security status and recommendations</li> </ul>
<b>SPT-AM-STD</b>	<p><b>Standard</b></p> <p>Standard Account Management includes SPT-AM-IGN, plus:</p> <ul style="list-style-type: none"> <li>• A monthly meeting by your TAM</li> <li>• Best Practice Review performed by your TAM</li> </ul>
<b>SPT-AM-ESC</b>	<p><b>Escalation Support</b></p> <p>Escalation Support is intended for organisations that have in-house Level 1/2 and for use with Monitoring &amp; Maintenance plans only. Includes SPT-AM-STD, plus:</p> <ul style="list-style-type: none"> <li>• Separate phone queue that skips Level 1 and 2</li> <li>• Email and portal requests escalated directly to Level 3</li> </ul>
<b>Enterprise Flex</b>	
<b>SPT-ENT-FLEX</b>	<p><b>Enterprise Flex Service Level Agreement</b></p> <p>This Service Item is required in order to access all other Enterprise Flex Service Items. It includes:</p> <ul style="list-style-type: none"> <li>• 24 x 7 access to the First Focus Service Desk</li> </ul>

	<ul style="list-style-type: none"> <li>• Management of all tickets logged via First Focus' ITIL based service management tools and processes</li> <li>• First Focus Standard Service Level Agreement with guaranteed response and resolution times for all tickets within the scope of the related support agreement</li> <li>• F-Connect desktop and web portal for online self-service access including ticket creation and updates, chat functionality, outage notifications and invoices</li> <li>• An Account Manager (AM) assigned to your account who is: <ul style="list-style-type: none"> <li>– Accountable for the overall contract governance and delivery of services.</li> <li>– Primary contact for hardware/software procurement, project scoping and service variations</li> </ul> </li> <li>• Regular Business Review meetings delivered by your AM to ensure continuous alignment of First Focus services, Industry Best Practises and your Business needs and strategy.</li> </ul>
<b>On-Site SLAs</b>	
<b>SPT-SLA-MET</b>	<p><b>On-Site SLA, Metro Location</b></p> <p>This Service Item is required for each separate Metro Customer site requiring coverage by our on-site response SLA. Metro Locations are defined as being within a 50km radius of all Australian state capital CBDs, Canberra and Auckland. This Service Item can only be used in conjunction with Technical Account Management.</p> <p>For each site included, First Focus shall:</p> <ul style="list-style-type: none"> <li>• Provide our on-site 24 x 7 response Service level agreement</li> <li>• Maintain a register of Site Address, Site contact, access details, and After-hours access procedure</li> <li>• Ensure sufficient technical resources are available in the listed location to deliver the SLA.</li> </ul>
<b>SPT-SLA-RGN</b>	<p><b>On-Site SLA, Regional Location</b></p> <p>As per SPT-SLA-MET but outside the locations defined within, except for a location classified as Remote.</p> <p>A Remote Location (more than 30km by road from a town of at least 5,000 people) will only be covered under an SLA subject to approval, and may require customised SLA targets.</p>

## 1.2. Monitoring & Maintenance Only

SERVICE ITEM CODE	SERVICE ITEM DEFINITION
<b>Eligibility</b>	<p><b>Minimum Requirements</b></p> <p>Monitoring &amp; Maintenance services require at least one of the following:</p> <ul style="list-style-type: none"> <li>• Plan value of at least \$2,000 per month (including associated FlexiCredit pool)</li> </ul>
<b>Monitoring &amp; Maintenance</b>	
<b>SPT-ESS-SVR</b>	<p><b>Monitoring &amp; Maintenance: Server</b></p> <p>This service is required for each Server on the customer's network. A Server is as defined in Section 6 below</p> <p>This Service Item includes for each Server:</p> <ul style="list-style-type: none"> <li>• Our Standard "Per Server" maintenance Service Items</li> <li>• One Server license of ConnectWise Automate hosted in the First Focus Private Cloud</li> </ul>

	<ul style="list-style-type: none"> <li>• One Node license of Solarwinds Network Performance Monitor hosted in the First Focus Private Cloud</li> <li>• A set of configured alerts and alarms relating to the operation of this server, which are transmitted to the First Focus Network Operations Centre, and optionally to the Customer's nominated designee</li> <li>• Maintenance of server and application documentation for that Server</li> <li>• Coverage for that Server under our Support SLA</li> </ul> <p>This Service Item does not include Support, which is charged by way of a FlexiCredit Pool or on a T&amp;M basis.</p>
<p><b>SPT-ESS-DEV</b></p>	<p><b>Monitoring &amp; Maintenance: Network Device</b></p> <p>This service is required for each Intelligent Network Device on the customer's network. An Intelligent Network Device is as defined in Section 6 below.</p> <p>This Service Item includes for each device:</p> <ul style="list-style-type: none"> <li>• Our Standard Network and WAN Maintenance Service Items</li> <li>• One Node license of Solarwinds Network Performance Monitor hosted in the First Focus Private Cloud</li> <li>• A set of configured alerts and alarms relating to the operation of this device, which are transmitted to the First Focus Network Operations Centre, and optionally to the Customer's nominated designee</li> <li>• Maintenance of network configuration documentation for that device</li> <li>• Coverage for that device under our Support SLA</li> </ul> <p>This Service Item does not include Support, which is charged by way of a FlexiCredit Pool or on a T&amp;M basis.</p>
<p><b>SPT-USR-MM</b></p>	<p><b>Monitoring &amp; Maintenance: Per User</b></p> <p>This Service Item includes:</p> <ul style="list-style-type: none"> <li>• The following Maintenance Service Items described in Section 3: <ul style="list-style-type: none"> <li>- 3.4.1 Per Server</li> <li>- 3.4.2 Per User</li> <li>- 3.4.3 Backup and Disaster Recovery</li> <li>- 3.4.4 Network and WAN Maintenance</li> <li>- 3.4.7 Administration and Management</li> </ul> </li> <li>• Licensing for: <ul style="list-style-type: none"> <li>- ConnectWise Automate hosted in the First Focus Private Cloud for all relevant servers and workstations</li> <li>- Solarwinds Network Performance Monitor hosted in the First Focus Private Cloud for any network devices required to support the user</li> </ul> </li> <li>• A set of configured alerts and alarms relating to the operation of any required servers and network devices to support the user, which are transmitted to the First Focus Network Operations Centre, and optionally to the Customer's nominated designee</li> <li>• Access to the First Focus Service desk for that user, along with a relevant remote support tool including ConnectWise Control or TeamViewer</li> <li>• Maintenance of network documentation for that user</li> <li>• Standard Account Management (SPT-AM-STD) as defined in Section 1.1</li> </ul>

### 1.3. Ignite Support

Ignite Support is a low-cost streamlined support model intended for smaller or less complex organisations.

SERVICE ITEM CODE	SERVICE ITEM DEFINITION
<b>General Information</b>	
<b>Eligibility</b>	<p><b>Minimum Requirements</b></p> <p>Clients are required to adopt and adhere to minimum technology and process standards in order to access Ignite Support. The standards are:</p> <ul style="list-style-type: none"> <li>• End User Device Standards               <ul style="list-style-type: none"> <li>– All end user devices must run a vendor supported version of Windows OS (MacOS devices are not supported)</li> <li>– All end user devices to be natively joined to Microsoft Entra ID</li> <li>– All end user devices to be covered by manufacturer warranty</li> </ul> </li> <li>• Other Technology Standards               <ul style="list-style-type: none"> <li>– Microsoft 365 Business Premium as minimum required license type</li> <li>– Intune/Endpoint Manager in use for policy and app deployment</li> <li>– Autopilot configured for remote device deployment</li> <li>– Microsoft Entra ID Self-Service Password Reset must be in use</li> </ul> </li> </ul> <p>Standards are reviewed annually and must be adopted within 6 months. Additional work required due to new technology standards not adopted will be billed at T&amp;M rates.</p>
<b>All Codes</b>	<p><b>Unlimited Ignite Support</b></p> <p>All codes below refer to “unlimited” support for the following services only:</p> <ul style="list-style-type: none"> <li>• Self-Service Support (available through F-Connect)</li> <li>• User Onboarding and Concierge</li> <li>• User Offboarding</li> <li>• Workstation Setup (Remote only)</li> <li>• Microsoft 365 (Moves/Add/Changes only)</li> </ul> <p>The scope of above services is based on standard industry (including ITIL) definitions and as detailed in Section 6.</p> <p>Unlimited support is subject to our Standard Exclusions detailed in Section 6 and does not include training or project work.</p> <p><b>Capped Ignite Support</b></p> <p>All codes below refer to “Capped” Level 1 to Level 3 support. The scope of Level 1, Level 2 and Level 3 Support across End User Computing, Infrastructure, Connectivity, Telephony and Applications is based on standard industry (including ITIL) definitions and is detailed in Section 6.</p> <p>Capped support is subject to our Standard Exclusions detailed in Section 6 and does not include training or project work.</p> <p>All Capped support services will be drawn from a Capped Pool of available time that is calculated on a per user basis.</p> <p>The Capped Pool is credited on the first of the month and debited during the month in the order in which the work is performed. Any unused hours will not accrue or rollover to the next month. Any work performed after the Capped Pool has been exhausted will be invoiced at standard T&amp;M rates.</p> <p>Services delivered at day rates, monthly rates or as part of a fixed price scope of work cannot be applied or withdrawn from the Capped Pool balance.</p>

	<p>At the expiry of the Agreement, or cancellation of the Service Item or associated Support Plan any unused Capped Pool balance will expire.</p> <p><b>Onsite Support</b></p> <p>If On-Site Support is not included within a Service Item, then should on-site support be reasonably required, First Focus shall charge the customer for this support on a T&amp;M basis in accordance with the Terms of the MSA.</p> <p>If On-Site Support is included within a Service Item, then it as it the discretion of First Focus as to whether work can be completed remotely or not. If the customer specifically requests on-site support when it is not reasonably required, then this would be completed on a T&amp;M basis.</p> <p><b>Offshore Services</b></p> <p>Note that all Ignite Support services are mostly delivered by First Focus staff located offshore.</p>
<b>User Count</b>	<p><b>Ignite Support Pricing Adjustments</b></p> <p>Specific categories of users are eligible for reduced pricing based on an expected reduction in support effort. Each category has a minimum requirement of 5 users. All Ignite Support Per User Service Items are eligible for reduced pricing.</p> <ul style="list-style-type: none"> <li>• Staff member using a shared device (e.g. warehouse staff): 50% of full price</li> <li>• Staff member using only a mobile device: (e.g. mailbox-only users): 25% of full price</li> </ul>
<b>Ignite Support</b>	
<b>SPT-IGN-10</b>	<p><b>Ignite 10 Cap Plan: Per User</b></p> <p>Includes:</p> <ul style="list-style-type: none"> <li>• Ignite Account Management (SPT-AM-IGN) as defined in Section 1.1</li> <li>• Monitoring &amp; Maintenance: Network Device (SPT-ESS-DEV)</li> <li>• Tools, Monitoring &amp; Maintenance: Per WorkStation</li> </ul> <p>This Service Item includes for each Workstation:</p> <ul style="list-style-type: none"> <li>- Our Standard "Per User" maintenance Service Items</li> <li>- One Workstation licence of ConnectWise Automate hosted in the First Focus Private Cloud</li> </ul> <ul style="list-style-type: none"> <li>• Microsoft Intune Support and related Maintenance Service Items</li> <li>• Unlimited Ignite Support</li> <li>• Capped Ignite Support with an allowance of 10 minutes per user pooled together for use per month. For example, 20 users on the Ignite 10 Cap Plan will have a Capped Pool of 3 hours and 20 minutes available to all supported users each month before T&amp;M rates apply.</li> </ul> <p>Exclusions:</p> <ul style="list-style-type: none"> <li>• All Monitoring &amp; Maintenance Items does not include Support, which is withdrawn from the Capped Pool or charged on a T&amp;M basis if the pool is exhausted,</li> <li>• Per Server monitoring and maintenance items, unless covered by optional Monitoring &amp; Maintenance: Per Server service.</li> </ul>
<b>SPT-IGN-15</b>	<p><b>Ignite 15 Cap Plan: Per User</b></p> <p>The plan remains the same as above, with the only difference being the Capped Ignite Support allowance is 15 minutes per user, pooled together for use each month. For example, 20 users on the Ignite 15 Cap Plan will have a Capped Pool of 5 hours available to all supported users each month before T&amp;M rates apply.</p>
<b>SPT-IGN-25</b>	<p><b>Ignite 25 Cap Plan: Per User</b></p> <p>The plan remains the same as above, with the only difference being the Capped Ignite Support allowance is 25 minutes per user, pooled together for use each month. For example, 20 users on the Ignite 25 Cap Plan will have a Capped Pool of 8 hours and 20 minutes available to all supported users each month before T&amp;M rates apply.</p>

Additional Options	
<b>SPT-IGN-SVR</b>	<p><b>Monitoring &amp; Maintenance: Per Server</b></p> <p>This service is required for each Server on the customer’s network. A Server is as defined in Section 6 below.</p> <p>This Service Item includes for each Server:</p> <ul style="list-style-type: none"> <li>• Our Standard “Per Server” maintenance Service Items</li> <li>• One Server license of ConnectWise Automate hosted in the First Focus Private Cloud</li> <li>• One Node license of Solarwinds Network Performance Monitor hosted in the First Focus Private Cloud</li> <li>• A set of configured alerts and alarms relating to the operation of this server, which are transmitted to the First Focus Network Operations Centre, and optionally to the Customer’s nominated designee</li> <li>• Maintenance of server and application documentation for that Server</li> <li>• Coverage for that Server under our Support SLA</li> </ul> <p>This Service Item does not include Support, which is withdrawn from the Capped Pool or charged on a T&amp;M basis if the pool is exhausted,</p>

## 1.4. Total Support: Infrastructure & Network Devices Only

Support consists of infrastructure and network administration software licenses, a set of scheduled maintenance tasks plus optional support, all delivered on a fixed price basis.

SERVICE ITEM CODE	SERVICE ITEM DEFINITION
<b>Support Scope</b>	
<b>All Codes</b>	<p><b>Unlimited Support</b></p> <p>All codes below refer to “unlimited” Level 1 to Level 3 support. The scope of Level 1, Level 2 and Level 3 Support across Infrastructure and Connectivity is based on standard industry (including ITIL) definitions and is detailed in Section 6.</p> <p>Unlimited support is subject to our Standard Exclusions detailed in Section 6 and does not include training or project work.</p> <p>If On-Site Support is not included within a Service Item, then should on-site support be reasonably required, First Focus shall charge the customer for this support on a T&amp;M basis in accordance with the Terms of the MSA.</p> <p>If On-Site Support is included within a Service Item, then it is at the discretion of First Focus as to whether work can be completed remotely or not. If the customer specifically requests on-site support when it is not reasonably required, then this would be completed on a T&amp;M basis.</p>
<b>Total Support</b>	
<b>SPT-REM-SVR</b>	<p><b>Total Support: Server</b></p> <p>This Service Item includes for each Server;</p> <ul style="list-style-type: none"> <li>• The Standard “Per Server” maintenance Service Items described in the First Focus Service Catalogue</li> <li>• One Server license of ConnectWise Automate hosted in the First Focus Private Cloud</li> <li>• One Node license of Solarwinds Network Performance Monitor hosted in the First Focus Private Cloud</li> </ul>

	<ul style="list-style-type: none"> <li>• A set of configured alerts and alarms relating to the operation of this server, which are transmitted to the First Focus Network Operations Centre, and optionally to the Customer's nominated designee</li> <li>• Maintenance of server and application documentation for that Server</li> <li>• Coverage for that Server under our Support SLA</li> <li>• Unlimited Remote Infrastructure Support</li> </ul>
<b>SPT-REM-DEV</b>	<p><b>Total Support: Network Device</b></p> <p>This Service Item includes for each device;</p> <ul style="list-style-type: none"> <li>• The Standard "Per Device" maintenance Service Items described in the First Focus Service Catalogue</li> <li>• One Node license of Solarwinds Network Performance Monitor hosted in the First Focus Private Cloud</li> <li>• A set of configured alerts and alarms relating to the operation of this device, which are transmitted to the First Focus Network Operations Centre, and optionally to the Customer's nominated designee</li> <li>• Maintenance of network configuration documentation for that device</li> <li>• Coverage for that device under our Support SLA</li> <li>• Unlimited Remote Connectivity Support</li> </ul>
<b>SPT-TOT-SVR</b>	Includes SPT-REM-SVR, Plus; Unlimited On-Site Infrastructure Support
<b>SPT-TOT-DEV</b>	Includes SPT-REM-DEV, Plus; Unlimited On-Site Connectivity Support

## 1.5. Total Support: Per User

Per User Support consists of Account Management services, network administration software licenses, a set of scheduled maintenance tasks plus support all delivered on a consumption-based model according to the number of active users on the network each month.

SERVICE ITEM CODE	SERVICE ITEM DEFINITION
<b>General Information</b>	
<b>Eligibility</b>	<p><b>Minimum Requirements</b></p> <p>Total Support: Per User services require at least one of the following:</p> <ul style="list-style-type: none"> <li>• Minimum of 20 supported users</li> <li>• Total Support plan value of at least \$2,000 per month</li> </ul>
<b>All Codes</b>	<p><b>Unlimited Support</b></p> <p>All codes below refer to "unlimited" Level 1 to Level 3 support. The scope of Level 1, Level 2 and Level 3 Support across End User Computing, Infrastructure, Connectivity, Telephony and Applications is based on standard industry (including ITIL) definitions and is detailed in Section 6.</p> <p>Unlimited support is subject to our Standard Exclusions detailed in Section 6 and does not include training or project work.</p> <p>If On-Site Support is not included within a Service Item, then should on-site support be reasonably required, First Focus shall charge the customer for this support on a T&amp;M basis in accordance with the Terms of the MSA.</p> <p>If On-Site Support is included within a Service Item, then it as it the discretion of First Focus as to whether work can be completed remotely or not. If the customer specifically</p>

	requests on-site support when it is not reasonably required, then this would be completed on a T&M basis.
<b>User Count</b>	<p><b>Total Support Pricing Adjustments</b></p> <p>Specific categories of users are eligible for reduced pricing based on an expected reduction in support effort. Each category has a minimum requirement of 5 users. All Total Support Per User Service Items are eligible for reduced pricing except SPT-USR-VIP.</p> <ul style="list-style-type: none"> <li>• Staff member using a shared device (e.g. warehouse staff): 50% of full price</li> <li>• Staff member using only a mobile device: (e.g. mailbox-only users): 25% of full price</li> </ul>
<b>Total Support</b>	
<b>SPT-USR-TSE</b>	<p><b>Total Support Essentials: Per User</b></p> <p>Includes SPT-USR-MM, plus unlimited remote support for:</p> <ul style="list-style-type: none"> <li>• End User Computing</li> <li>• Infrastructure</li> <li>• Connectivity</li> <li>• Microsoft 365</li> <li>• Standard Applications</li> <li>• Self-Service Support</li> </ul>
<b>SPT-USR-TS</b>	<p><b>Total Support: Per User</b></p> <p>Includes SPT-USR-TSE, plus:</p> <ul style="list-style-type: none"> <li>• Unlimited remote support for five named Line of Business Applications</li> <li>• Microsoft Intune Support and related Maintenance Service Items</li> </ul>
<b>SPT-USR-TSP</b>	<p><b>Total Support Plus: Per User</b></p> <p>Includes SPT-USR-TS, plus:</p> <ul style="list-style-type: none"> <li>• An on-site support SLA for the user (SPT-SLA-MET) as defined in Section 1.1</li> <li>• On-site metro support for End User Computing, Infrastructure, Connectivity and Standard Applications as determined by First Focus</li> <li>• Unlimited Support for all Line of Business Applications</li> <li>• Unlimited Telephony Support</li> <li>• Service Desk Customisation Bundle (SPT-USR-SDC)</li> <li>• A regular scheduled visit to a customer nominated metro site based on the formula: 1 half-day visit per month per 50 users</li> </ul>
<b>Additional Per User Service Items</b>	
<b>SPT-USR-ANZ</b>	<p><b>Australia/NZ Service Desk: Per User</b></p> <p>This Service Item can be added to any Total Support: Per User plan, and provides access to the Australia/NZ Service Desk. This guarantees that Support staff answering calls made to the Service Desk during business hours will be located in Australia and/or New Zealand. Calls answered after hours and work completed without customer contact may be delivered from other First Focus locations.</p>
<b>SPT-USR-PSR</b>	<p><b>Telephony Support: Per User</b></p> <p>This Service Item can be added to SPT-USR-TSE or SPT-USR-TS, and includes for each User:</p> <ul style="list-style-type: none"> <li>• Coverage for Telephony Support for traditional telephony systems under our Support SLA</li> <li>• Unlimited remote Telephony Support</li> </ul>
<b>SPT-USR-CSR</b>	<p><b>Cloud Telephony Support: Per User</b></p> <p>This Service Item can be added to SPT-USR-TSE or SPT-USR-TS, and includes for each User:</p> <ul style="list-style-type: none"> <li>• Coverage for Telephony Support for UCaaS based telephony systems under our Support SLA</li> </ul>

	<ul style="list-style-type: none"> <li>Unlimited remote Telephony Support</li> </ul>
<b>SPT-USR-MET</b>	<p><b>Metro Support: Per User</b></p> <p>This Service Item can be added to SPT-USR-TSE or SPT-USR-TS and is required for each user working in a Metro Customer site requiring coverage by an on-site response SLA (SPT-SLA-MET).</p> <p>Adds unlimited onsite support for all scope categories covered by the chosen Total Support Service Item.</p>
<b>SPT-USR-RGN</b>	<p><b>Regional Support: Per User</b></p> <p>This Service Item can be added to any Total Support Per User item and is required for each user working in a Regional Customer site requiring coverage by an on-site response SLA. Regional Locations are defined as being outside a 50km radius of any Australian State capital, Canberra or Auckland, but not classified as Remote (see SPT-SLA-RGN).</p> <p>Adds unlimited onsite support for all scope categories covered by the chosen Total Support Service Item.</p>
<b>SPT-USR-VIP</b>	<p><b>VIP Support: Per User</b></p> <p>This Service Item can be added to any other “Per User” item and includes:</p> <ul style="list-style-type: none"> <li>Dedicated 1300 number which bypasses Level 1 Support</li> <li>SLA uplift to Priority 2 for all service tickets</li> <li>All tickets assigned to a Level 2/3 Technician or Engineer</li> <li>All tickets monitored by internal VIP service owner</li> </ul>
<b>SPT-USR-SDC</b>	<p><b>Service Desk Customisation Bundle: Per User</b></p> <p>This Service Item can be added to any other “Per User” item and includes:</p> <ul style="list-style-type: none"> <li>Custom monthly reports and dashboard tailored to your requirements</li> <li>Custom branding of F-Connect and additional customised forms</li> <li>A Dedicated 1300 number for your end users and Custom IVR response by our service desk</li> </ul>

## 1.6. Enterprise Flex

SERVICE ITEM CODE	SERVICE ITEM DEFINITION
<b>General Information</b>	
<b>Eligibility</b>	<p><b>Minimum Requirements</b></p> <p>Enterprise Flex services require at least one of the following:</p> <ul style="list-style-type: none"> <li>Minimum of 250 supported users</li> <li>Enterprise Flex plan value of at least \$30,000 per month</li> </ul>
<b>All Codes</b>	<p><b>Unlimited Support</b></p> <p>All codes below refer to “unlimited” support. The scope of Level 1, Level 2 and Level 3 Support across End User Computing, Infrastructure, Connectivity, Telephony and Applications is based on standard industry (including ITIL) definitions and is detailed in Section 6.</p> <p>Unlimited support is subject to our Standard Exclusions detailed in Section 6 and does not include training or project work.</p> <p>If On-Site Support is not included within a Service Item, then should on-site support be reasonably required, First Focus shall charge the customer for this support on a T&amp;M basis in accordance with the Terms of the MSA.</p> <p>If On-Site Support is included within a Service Item, then it is at the discretion of First Focus as to whether work can be completed remotely or not. If the customer specifically</p>

	requests on-site support when it is not reasonably required, then this would be completed on a T&M basis.
<b>Tools</b>	
<b>SPT-ENT-TMW</b>	<p><b>Tools, Monitoring &amp; Maintenance: Per Workstation</b></p> <p>This Service Item includes for each Server:</p> <ul style="list-style-type: none"> <li>• Our Standard “Per User” maintenance Service Items</li> <li>• One Workstation license of ConnectWise Automate hosted in the First Focus Private Cloud</li> <li>• This Service Item does not include Support, which is charged by way of a FlexiCredit Pool or on a T&amp;M basis unless covered by a support plan</li> </ul>
<b>SPT-ENT-TMS</b>	<p><b>Tools, Monitoring &amp; Maintenance: Per Server</b></p> <p>A Server is as defined in Section 6 below. This Service Item includes for each Server:</p> <ul style="list-style-type: none"> <li>• Our Standard “Per Server” maintenance Service Items</li> <li>• One Server license of ConnectWise Automate hosted in the First Focus Private Cloud</li> <li>• One Node license of Solarwinds Network Performance Monitor hosted in the First Focus Private Cloud</li> <li>• A set of configured alerts and alarms relating to the operation of this server, which are transmitted to the First Focus Network Operations Centre, and optionally to the Customer’s nominated designee</li> <li>• Maintenance of server and application documentation for that Server</li> <li>• This Service Item does not include Support, which is charged by way of a FlexiCredit Pool or on a T&amp;M basis unless covered by a support plan</li> </ul>
<b>SPT-ENT-TMN</b>	<p><b>Tools, Monitoring &amp; Maintenance: Per Network Device</b></p> <p>An Intelligent Network Device is as defined in Section 6 below. This Service Item includes for each device:</p> <ul style="list-style-type: none"> <li>• Our Standard Network and WAN Maintenance Service Items</li> <li>• One Node license of Solarwinds Network Performance Monitor hosted in the First Focus Private Cloud</li> <li>• A set of configured alerts and alarms relating to the operation of this device, which are transmitted to the First Focus Network Operations Centre, and optionally to the Customer’s nominated designee</li> <li>• Maintenance of network configuration documentation for that device</li> <li>• This Service Item does not include Support, which is charged by way of a FlexiCredit Pool or on a T&amp;M basis unless covered by a support plan</li> </ul>
<b>Support</b>	
<b>All Codes</b>	<p><b>Flex</b></p> <p>The Support components of Enterprise Flex have a flexible staffing arrangement, allowing up to 75% of the total spend for a service to be redirected to Monthly Staff Augmentation Services (see Section 5.1) if the value allows. This provides a budget to “spend” on dedicated staff that will deliver the services defined by the Service Item, as opposed to being delivered by a 100% shared team. The remaining 25% reserved budget caters for overflow, after hours, backfill and other work that would still need to be completed by a shared services team.</p> <p>For example: if the monthly value of SPT-END-SD2 is \$40,000, then up to \$30,000 can be redirected to Monthly Staff Augmentation Services. This may (depending on current rates) allow for 2x Level 1 and 1x Level 2 dedicated staff that form the core of the support team.</p>
<b>SPT-ENT-SDM</b>	<b>Enterprise Service Delivery Management: Per User</b>

	<p>This Service Item includes:</p> <ul style="list-style-type: none"> <li>• A Service Delivery Manager (SDM) assigned to your account to act as a first point of escalation for any service management or technical issues which are not addressed by our service desk</li> <li>• Weekly tickets review meeting.</li> <li>• A monthly report and review meeting detailing tickets logged, customer service metrics, monitoring statistics, network health, security status and recommendations</li> <li>• Delivery of Incident and Change Management processes in conformance to the standard ITIL aims and objectives</li> <li>• Continual Service Improvement: Ongoing assessment and improvement of policies and procedures for a consistent effective delivery of services</li> <li>• Service Desk Customisation Bundle (SPT-USR-SDC)</li> </ul>
<b>SPT-ENT-MD1</b>	<p><b>Enterprise Manila Service Desk (Level 1): Per User</b></p> <p>This Service Item includes:</p> <ul style="list-style-type: none"> <li>• Access to the First Focus Service desk for that user, along with a relevant remote support tool including ConnectWise Control or TeamViewer</li> <li>• Maintenance of documentation for that user</li> <li>• Unlimited remote Level 1 support (see definitions in Section 6) for: <ul style="list-style-type: none"> <li>– End User Computing (also requires SPT-ENT-TMW)</li> <li>– Infrastructure (also requires SPT-ENT-TMS)</li> <li>– Connectivity (also requires SPT-ENT-TMN)</li> <li>– Microsoft 365 (also requires SPT-ENT-TMW)</li> <li>– Standard Applications (also requires SPT-ENT-TMW)</li> <li>– Line of Business Applications (also requires SPT-ENT-TMW)</li> <li>– Telephony</li> <li>– Self-Service Support (also requires SPT-ENT-TMW)</li> <li>– Microsoft Intune Support and related Maintenance Service Items</li> </ul> </li> <li>• Service primarily delivered from locations in the Philippines. Calls answered after hours may be delivered from other First Focus locations.</li> </ul>
<b>SPT-ENT-MD2</b>	<p><b>Enterprise Manila Service Desk (Level 1 &amp; 2): Per User</b></p> <p>Includes SPT-ENT-MD1, plus:</p> <ul style="list-style-type: none"> <li>• Unlimited remote Level 2 support (see definitions in Section 6) for: <ul style="list-style-type: none"> <li>– End User Computing (also requires SPT-ENT-TMW)</li> <li>– Standard Applications (also requires SPT-ENT-TMW)</li> </ul> </li> </ul>
<b>SPT-ENT-SD1</b>	<p><b>Enterprise Service Desk (Level 1): Per User</b></p> <p>Includes SPT-ENT-MD1, plus guarantees that Support staff answering calls made to the Service Desk during business hours will be located in Australia and/or New Zealand. Calls answered after hours and work completed without customer contact may be delivered from other First Focus locations.</p>
<b>SPT-ENT-SD2</b>	<p><b>Enterprise Service Desk (Level 1 &amp; 2): Per User</b></p> <p>Includes SPT-ENT-MD2, plus guarantees that Support staff answering calls made to the Service Desk during business hours will be located in Australia and/or New Zealand. Calls answered after hours and work completed without customer contact may be delivered from other First Focus locations.</p>
<b>SPT-ENT-WKS</b>	<p><b>Enterprise Deskside Support: Per Workstation</b></p> <p>Each metro location covered by this Service Item requires a minimum of 25 workstations and can be added to any plan that includes SPT-ENT-MD1 or SPT-ENT-SD1. Regional locations require the addition of SPT-SLA-RGN. This Service Item includes:</p> <ul style="list-style-type: none"> <li>• Unlimited onsite Level 1 &amp; 2 support (see definitions in Section 6) for: <ul style="list-style-type: none"> <li>– End User Computing</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>- Standard Applications</li> <li>- Telephony (requires SPT-ENT-TEL or SPT-ENT-CTEL)</li> </ul>
<b>SPT-ENT-365</b>	<p><b>Enterprise Sys Admin (Microsoft 365): Per User</b></p> <p>Can be added to any plan that includes SPT-ENT-MD2 or SPT-ENT-SD2 and is required for every user that exists within the Microsoft tenancy. This Service Item includes:</p> <ul style="list-style-type: none"> <li>• Unlimited Level 2 &amp; 3 remote support (see definitions in Section 6) for Microsoft 365</li> </ul>
<b>SPT-ENT-SRO</b>	<p><b>Enterprise Sys Admin (Remote Only): Per Server</b></p> <p>Can be added to any plan that includes SPT-ENT-MD2 or SPT-ENT-SD2. This Service Item includes:</p> <ul style="list-style-type: none"> <li>• Unlimited Level 2 &amp; 3 remote support (see definitions in Section 6) for Infrastructure</li> </ul>
<b>SPT-ENT-S</b>	<p><b>Enterprise Sys Admin: Per Server</b></p> <p>Includes SPT-ENT-SRO plus unlimited metro onsite support, including datacentre locations. Regional locations require the addition of SPT-SLA-RGN.</p>
<b>SPT-ENT-NRO</b>	<p><b>Enterprise Network Support (Remote Only): Per Device</b></p> <p>Can be added to any plan that includes SPT-ENT-MD2 or SPT-ENT-SD2. This Service Item includes:</p> <ul style="list-style-type: none"> <li>• Unlimited Level 2 &amp; 3 remote support (see definitions in Section 6) for Connectivity</li> </ul>
<b>SPT-ENT-N</b>	<p><b>Enterprise Network Support: Per Device</b></p> <p>Includes SPT-ENT-NRO plus unlimited metro onsite support, including datacentre locations. Regional locations require the addition of SPT-SLA-RGN.</p>
<b>SPT-ENT-TEL</b>	<p><b>Enterprise Telephony Support: Per User</b></p> <p>Can be added to any plan that includes SPT-ENT-MD2 or SPT-ENT-SD2. This Service Item includes:</p> <ul style="list-style-type: none"> <li>• Unlimited Level 2 &amp; 3 remote support (see definitions in Section 6) for traditional Telephony systems</li> </ul>
<b>SPT-ENT-CTEL</b>	<p><b>Enterprise Cloud Telephony Support: Per User</b></p> <p>Can be added to any plan that includes SPT-ENT-MD2 or SPT-ENT-SD2. This Service Item includes:</p> <ul style="list-style-type: none"> <li>• Unlimited Level 2 &amp; 3 remote support (see definitions in Section 6) for UCaaS based Telephony systems</li> </ul>
<b>SPT-ENT-APP</b>	<p><b>Enterprise Application Support: Per User</b></p> <p>Can be added to any plan that includes SPT-ENT-MD2 or SPT-ENT-SD2. This Service Item includes:</p> <ul style="list-style-type: none"> <li>• Unlimited Level 2 &amp; 3 remote support (see definitions in Section 6) for Line of Business Applications</li> </ul>

## 1.7. FlexiCredit

A FlexiCredit Pool may be used for services only. Any materials, incidentals, hardware or infrastructure (including managed services) provided to the Customer will be charged separately.

SERVICE ITEM CODE	SERVICE ITEM DEFINITION
FlexiCredit	

<b>SPT-CREDIT</b>	<p><b>FlexiCredit</b></p> <p>Any services delivered at an hourly rate can be drawn from a FlexiCredit Pool. Services delivered at day rates, monthly rates or as part of a fixed price scope of work can only be applied to the pool balance at the discretion of First Focus and excluding any T&amp;M rate discounts.</p> <p>The pool is debited during the month in the order in which the work is performed and using the oldest available FlexiCredit. Any unused FlexiCredit will accrue for up to 12 months from the date it was added to the pool before expiring. Any work performed after the pool has been exhausted will be invoiced at standard T&amp;M rates.</p> <p>At the expiry of the Agreement, or cancellation of the Service Item or associated Support Plan any unused FlexiCredit balance will expire.</p> <p><b>FlexiCredit Pool</b></p> <ul style="list-style-type: none"> <li>• The monthly value purchased is credited to the pool on the date of purchase.</li> <li>• Minimum commitment: \$10,000</li> <li>• T&amp;M rate discount: Up to 5%</li> </ul> <p><b>Monthly FlexiCredit Pool</b></p> <ul style="list-style-type: none"> <li>• The monthly value purchased is credited to the pool on the 1<sup>st</sup> of each month (or pro-rated if commencing midway through the first month).</li> <li>• Minimum monthly commitment: \$1,500</li> <li>• Minimum term: 12 months</li> <li>• T&amp;M rate discount: Up to 10%</li> </ul>
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## 1.8. IT Management Services

SERVICE ITEM CODE	SERVICE ITEM DEFINITION
<b>ITM-USR-ESS</b>	<p><b>ITM Essentials: Per User</b></p> <p>This Service Item has a minimum requirement of 25 users and can be added to any Total Support plan. The inclusions are listed below and are primarily delivered by the Technical Account Manager:</p> <ul style="list-style-type: none"> <li>• Monthly attendance at internal IT Steering Committee or company management meetings</li> <li>• Custom monthly reports and dashboard tailored to your requirements</li> <li>• Providing information required for external compliance requirements</li> <li>• Ownership of internal IT communication to staff, including notification of upcoming changes, outages and general information</li> <li>• Regular reviews of software licensing usage &amp; consumption</li> <li>• Annual business continuity review (separate project required to create an initial plan if not already in place)</li> </ul>
<b>ITM-USR-CMP</b>	<p><b>ITM Complete: Per User</b></p> <p>Includes ITM-USR-ESS, plus:</p> <ul style="list-style-type: none"> <li>• A separate Virtual IT Manager appointed in addition to the Technical Account Manager (depending on the total size and scope of services)</li> <li>• Vendor management, including attendance at meetings, contract management and assistance reviewing suitability and performance</li> <li>• Annual review of internal IT policies and processes (separate project required to create initial documents if not already in place)</li> <li>• Direct line management of internal IT team members</li> </ul>

## 1.9. IT Strategy Services

SERVICE ITEM CODE	SERVICE ITEM DEFINITION
All Codes	<p><b>Flex</b></p> <p>IT Strategy plans have a flexible staffing arrangement, where a client can select from either a Fixed Scope or Flexible Allowance depending on what best suits.</p> <p>When calculating the Flexible Allowance, a 20% discount on the current T&amp;M rate for vCIO services should be used to divide the total monthly value of IT Strategy Services. The Flexible Allowance operates in the same way as a FlexiCredit pool (see Section 1.7), but can only be used for vCIO, vCISO and Executive services.</p>
ITS-USR-CIO	<p><b>vCIO Flex: Per User</b></p> <p>This Service Item has a minimum requirement of 50 users and can be added to any Total Support plan. If the Fixed Scope option is selected, it includes:</p> <ul style="list-style-type: none"> <li>• An assigned dedicated business technology expert to act as Virtual CIO</li> <li>• Annual IT strategy review (separate project required to create initial document), including creation of an IT roadmap</li> <li>• Annual IT budgeting</li> <li>• Annual staff IT survey</li> <li>• Quarterly lunch-and-learn training focusing on staff productivity</li> <li>• Application review and selection processes as required, including staff workshops to gather requirements, vendor shortlisting and negotiation</li> <li>• Ongoing review and optimisation of public cloud licensing and resource consumption</li> <li>• Creation and management of a business continuity plan</li> <li>• Oversight of technical projects, documentation and compliance</li> </ul>
ITS-USR-CISO	<p><b>vCISO Flex: Per User</b></p> <p>This Service Item has a minimum requirement of 50 users and can be added to any Total Support plan. Also requires SEC-FP-S2 or above. If the Fixed Scope option is selected, it includes:</p> <ul style="list-style-type: none"> <li>• An assigned dedicated cybersecurity expert to act as Virtual CISO</li> <li>• Annual IT security and data privacy review (separate project required to create initial document)</li> <li>• Management of cybersecurity response and recovery planning</li> <li>• Quarterly lunch-and-learn training focusing on cybersecurity awareness</li> <li>• Creation and management of a business continuity plan</li> <li>• Oversight of technical projects and compliance from a cybersecurity perspective</li> <li>• Providing information required for external cybersecurity compliance reporting</li> </ul>

## 1.10. Virtual Database Administration Services

SERVICE ITEM CODE	SERVICE ITEM DEFINITION
SPT-DBA-ESS	<p><b>vDBA Essentials: Per Server</b></p> <p>Available for servers covered by an Essential or Total Support plan, and includes:</p> <ul style="list-style-type: none"> <li>• The Standard "Database Maintenance" Service Items described in the First Focus Service Catalogue (excludes R65: Detailed Performance Analysis)</li> </ul>

	<ul style="list-style-type: none"> <li>• Access to vDBA services under our Support SLA</li> </ul>
<b>SPT-DBA-ADV</b>	<p><b>vDBA Advanced: Per Server</b></p> <p>Available for servers covered by a Total Support plan, and includes:</p> <ul style="list-style-type: none"> <li>• The Standard "Database Maintenance" Service Items described in the First Focus Service Catalogue (excludes R65: Detailed Performance Analysis)</li> <li>• Unlimited Database Support as listed in Section 6.11 of the First Focus Service Catalogue, and covered by our Support SLA</li> </ul>
<b>SPT-DBA-ENT</b>	<p><b>vDBA Enterprise: Per Server</b></p> <p>All items in SPT-DBA-ADV plus:</p> <ul style="list-style-type: none"> <li>• R65: Detailed Performance Analysis</li> <li>• Quarterly meeting with vDBA Specialist to review recommendations</li> </ul>

## 1.11. Streamline IT

Streamline IT services are intended to extend the First Focus support toolset for use by internal IT teams.

SERVICE ITEM CODE	SERVICE ITEM DEFINITION
<b>CW-STREAM</b>	<p><b>Streamline IT – Manage: Base Service</b></p> <p>This service includes a single Service Board configured in ConnectWise Manage for use by internal IT support staff. This includes customisation of standard ticket fields including Service Type, Sub Type, Service Item and Ticket Status. Requires a minimum of 1 CW-USR-LIC to be added.</p>
<b>CW-USR-LIC</b>	<p><b>Streamline IT – Manage: Per User</b></p> <p>Single named user license for ConnectWise Manage. Requires CW-STREAM</p>
<b>CW-USR-MOB</b>	<p><b>Streamline IT – Manage: Mobile Add-On</b></p> <p>Allows access to ConnectWise Manage via the iOS/Android app for any CW-USR-LIC user</p>
<b>CW-USR-AUTO</b>	<p><b>Streamline IT – Automate &amp; Control: Per User</b></p> <p>Allows access to ConnectWise Automate and ConnectWise Control for a single named user. Provides customer access to remote control, scripting, patching automation and asset management for devices managed under an Essential Support or Total Support plan.</p>

## 1.12. Mobility

SERVICE ITEM CODE	SERVICE ITEM DEFINITION
<b>MOB-DEV-USR</b>	<p><b>Mobile Device Management &amp; Support: Per User</b></p> <p>This service includes licenses required to support a single user's mobile devices. Management is provided via either Microsoft, AirWatch or Meraki MDM platform. Includes support of the platform and the mobile devices, and configuration of MDM profiles.</p>

## 2. MANAGED SECURITY SERVICES

The following section defines the scope of the service included within each Managed Security Service Item referred to in a Statement of Work.

All Managed Security Service Items are designed to be used in conjunction with a Monitoring & Maintenance, Ignite Support, Total Support or Enterprise Flex plan. Note that all Service Items are not tied to a specific vendor. Whenever a vendor or product is referenced, it is to assist in the description of the service. Due to the frequent release of new products and security threats, First Focus regularly reviews all Managed Security Service Items, and may at any time replace a vendor or product with one of equivalent or improved capability.

### 2.1. Managed Security Services

SERVICE ITEM CODE	SERVICE ITEM DEFINITION
All Codes	<p><b>Unlimited Support</b></p> <p>All codes below include support for the specific Service Item as detailed in Security within Section 6. Note that support is capped at 4 hours per incident unless specifically removed within the definition. Unlimited support is subject to our Standard Exclusions detailed in Section 6 and does not include training or project work.</p> <p>All services are to be delivered remotely unless the scope of the Support Services includes On-Site Support,</p>
All Codes	<p><b>BYO Licensing</b></p> <p>Bundled licensing can be substituted for client-owned licensing unless specifically restricted within the Service item definition and providing that:</p> <ul style="list-style-type: none"> <li>• The licensing includes equivalent capability</li> <li>• The replacement licensing is approved by the First Focus Security Services team</li> <li>• Renewals remain the client's responsibility</li> </ul> <p>There may be limitations with BYO Licensing options including:</p> <ul style="list-style-type: none"> <li>• Reduced reporting unless custom reporting is built or provided out-of-scope</li> <li>• Increased deployment costs unless automation is available or built as an out-of-scope item</li> </ul>
<b>Standalone Security Services</b>	
DATA-PROXY	<p><b>Managed Web Filtering Service: Per User</b></p> <ul style="list-style-type: none"> <li>• Advanced web content filtering service</li> <li>• Integrated with customer's Active Directory</li> <li>• Category based filtering and blocking</li> <li>• Configurable reports and protection levels</li> <li>• Unlimited Support</li> </ul>
SEC-ASPAM-ATP	<p><b>Upgrade to Advanced Threat Protection: Per User</b></p> <ul style="list-style-type: none"> <li>• Anti-spam filtering service for 1 user</li> <li>• Unlimited mail</li> <li>• Inbound and outbound filtering</li> </ul>

<b>DATA-AP</b>	<p><b>Managed Anti-Phishing Service: Per User</b></p> <ul style="list-style-type: none"> <li>• Anti-phishing service for 1 mailbox per user</li> </ul>
<b>DATA-ENC-PC</b>	<p><b>Managed Data Encryption: Per User (PC/Mac)</b></p> <p>Bitlocker and EFS Data Encryption service for 1 PC or Mac device, providing the device and/or operating system has embedded functionality that allows for disk encryption</p>
<b>DATA-ENC-USB</b>	<p><b>Managed Data Encryption: Per User (USB)</b></p> <p>Data Encryption service for removable USB storage devices on 1 PC or Mac device</p>
<b>DATA-SEC-APP</b>	<p><b>Application Whitelisting &amp; Control: Per User</b></p> <p>ThreatLocker service for Windows-based &amp; Mac devices required by a single user</p>
<b>DATA-SEC-PMV</b>	<p><b>End User Password Manager &amp; Vault: Per User</b></p> <p>LastPass licensing for a single user. Able to be installed on multiple devices.</p>
<b>DATA-SEC-ID</b>	<p><b>DarkWeb Monitoring &amp; Identity Threat Protection: Per User</b></p> <p>Searches the dark web for credentials for up to 5 domains (total per client)</p>
<b>DATA-SEC-SAT</b>	<p><b>Security Awareness Training: Per User</b></p> <p>Provides a user with the following:</p> <ul style="list-style-type: none"> <li>• Security Awareness Training (SAT) webinars and content assigned at onboarding plus Bi-Annual SAT campaign</li> <li>• Monthly automated phishing simulations</li> <li>• Online portal with security awareness training webinar and content</li> <li>• Administrative access to SAT platform (for nominated administrators)</li> </ul>
<b>SEC-MDR-HUN</b>	<p><b>Managed MDR (Huntress, 1 Workstation)</b></p> <p>Huntress MDR for 1 workstation</p>
<b>SEC-EDR-S1W</b>	<p><b>Managed EDR (SentinelOne Control, 1 Workstation)</b></p> <p>SentinelOne Control EDR for 1 workstation</p>
<b>SEC-EDR-S1WC</b>	<p><b>Managed EDR (SentinelOne Complete, 1 Workstation)</b></p> <p>SentinelOne Complete EDR for 1 workstation</p>
<b>SEC-EDR-S1S</b>	<p><b>Managed EDR (SentinelOne Control, 1 Server)</b></p> <p>SentinelOne Control EDR for 1 server</p>
<b>SEC-EDR-S1SC</b>	<p><b>Managed EDR (SentinelOne Complete, 1 Server)</b></p> <p>SentinelOne Complete EDR for 1 server</p>
<b>SEC-SIEM-HUN</b>	<p><b>SIEM (Huntress Managed SIEM with SOC): Per User</b></p> <p>Provides the following for a single user:</p> <ul style="list-style-type: none"> <li>• Collection of logs from Windows systems and Syslog-compatible devices (on request)</li> <li>• Collection of logs from Microsoft 365, other SaaS solutions added on request if compatible</li> <li>• 30-day retention</li> <li>• Third-party 24x7 SOC to report incidents to First Focus</li> <li>• Incidents raised by third-party SOC treated as Priority 2 until verification of severity and impact</li> </ul>

<p><b>SEC-SIEM-LOG</b></p>	<p><b>SIEM (Log Collection Only): Per User</b>  Provides the following for a single user:</p> <ul style="list-style-type: none"> <li>• Collection of logs from Windows systems and Syslog-compatible devices (on request)</li> <li>• Collection of logs from Microsoft 365, other compatible First Focus Managed Security Services. Other SaaS solutions added on request if compatible</li> <li>• 30-day retention</li> <li>• No monitoring or remediation of events included</li> </ul>
<p><b>SEC-SIEM-SOC</b></p>	<p><b>Managed SIEM with Advanced SOC: Per User</b>  As per SEC-SIEM-LOG plus:</p> <ul style="list-style-type: none"> <li>• Third-party 24x7 SOC with 2-hour SLA to report incidents to First Focus</li> <li>• Incidents raised by third-party SOC treated as Priority 2 until verification of severity and impact</li> </ul>
<p><b>SEC-VS-SCAN</b></p>	<p><b>OS &amp; App Vulnerability Scanning: Per User</b>  Provides the following:</p> <ul style="list-style-type: none"> <li>• Licensing for vulnerability scanning agent on all compatible Windows, Apple and Linux workstations and servers required by a single user</li> <li>• Daily scans of online agents</li> <li>• Monthly report showing scanned vulnerabilities</li> <li>• Requires a support plan that includes deployment of ConnectWise Automate agents</li> <li>• Vulnerability detection based on CyberCNS CVE database</li> </ul>
<p><b>SEC-VS-OS</b></p>	<p><b>Essential 8 Maturity Level 1 (E8 ML1) Operating Systems Patching: Per User</b>  Provides the following:</p> <ul style="list-style-type: none"> <li>• Assistance with meeting the requirements of ACSC E8 ML 1 Maturity requirements for operating system patching per user</li> <li>• Configuration of SEC-VS-SCAN frequency in line with E8 ML1 requirements for vulnerability scanning for operating systems</li> <li>• Prioritised workflow for patching or mitigation of critical security vulnerabilities on internet facing operating systems (such as web servers, remote access gateway, etc..)</li> </ul>
<p><b>SEC-VS-APP</b></p>	<p><b>Essential 8 Maturity Level 1 (E8 ML1) Application Vulnerability Patching and Management : Per User</b>  Provides the following:</p> <ul style="list-style-type: none"> <li>• Assistance with meeting the requirements of the ACSC E8 ML1 requirements for application patching per user</li> <li>• Configuration of SEC-VS-SCAN frequency in line with E8 ML1 requirements for vulnerability scanning for applications.</li> <li>• Prioritised workflow for patching or mitigation of critical security vulnerabilities on internet facing services (such as web servers, remote access gateways etc.)</li> <li>• Proactively logging tickets for patching of applications in the following categories, Office Productivity Suites, Web Browsers and their Extensions, Email Clients, PDF Software and Security Products.</li> <li>• Applications only in scope if covered by a Total Support plan</li> <li>• Work required to initially bring an environment into compliance may require a separate project to remediate</li> <li>• All desktop applications to be patched must be able to be delivered via First Focus' automation platform and available within the Chocolatey library</li> </ul>
<p><b>SEC-M365-PMGT</b></p>	<p><b>Essential 8 Aligned M365 Policy Management</b></p>

	<p>Provides the management of the following Microsoft 365 services, available through Intune, EntraID, Defender, and Windows 10/11:</p> <ul style="list-style-type: none"> <li>• Security defaults</li> <li>• BitLocker enforcement</li> <li>• Self Service Password Reset (SSPR)</li> <li>• Windows Credential Guard</li> <li>• Attack Surface Reduction (ASR)</li> </ul>
<b>SEC-M365-LOG</b>	<p><b>Centralised Log Collection – M365 Only: Per User</b></p> <p>Provides the following (limited to a single Microsoft 365 tenancy):</p> <ul style="list-style-type: none"> <li>• Collection of logs from free sentinel collection sources: <ul style="list-style-type: none"> <li>○ Microsoft 365 audit logs (including all SharePoint activity, Exchange admin activity, and Teams).</li> <li>○ Microsoft 365 security alerts (including Microsoft Defender for Cloud, Microsoft 365 Defender, Microsoft Defender for Office 365, Microsoft Defender for Identity, and Microsoft Defender for Endpoint.)</li> <li>○ Microsoft Defender for Cloud and Microsoft Defender for Cloud Apps alerts</li> </ul> </li> </ul> <p>For more info, visit this link: <a href="https://learn.microsoft.com/en-us/azure/sentinel/billing?tabs=simplified%2Ccommitment-tiers#free-data-sources">https://learn.microsoft.com/en-us/azure/sentinel/billing?tabs=simplified%2Ccommitment-tiers#free-data-sources</a></p> <ul style="list-style-type: none"> <li>• Although alerts are free, the raw logs for some Microsoft 365 Defender, Defender for Cloud Apps, Microsoft Entra ID, and Azure Information Protection (AIP) data types are paid and are not included in the service scope</li> <li>• 30-day retention</li> <li>• No monitoring or remediation of security events included</li> </ul>
<b>SEC-M365-MEP</b>	<p><b>Microsoft Endpoint Protection Bundle – M365 Only: Per User</b></p> <p>Provides the following:</p> <ul style="list-style-type: none"> <li>• Management of Microsoft Attack Surface Reduction (ASR) services provided by Intune, EntraID and Defender for endpoint Plans (licensing &amp; setup excluded)</li> <li>• Management of Microsoft Device Compliance Checks services provided by Intune, EntraID Plans (licensing &amp; setup excluded)</li> <li>• Management of Microsoft Application Guard services provided by Windows 10/11 (licensing &amp; setup excluded)</li> <li>• Management of Windows Credential Guard services provided by Windows 10/11 and windows server 2016 and above. (licensing &amp; setup excluded)</li> </ul>
<b>SEC-M365-WHB</b>	<p><b>Windows Hello for Business (MFA PC/Mobile devices): Per User</b></p> <p>Provides the following for a single user:</p> <ul style="list-style-type: none"> <li>• Management of Windows Hello for Business services provided by Windows 10/11 and windows server 2016 and above. (licensing &amp; setup excluded)</li> </ul>
<b>SEC-M365-LAPS</b>	<p><b>LAPS (Local Administrator Password Solution): Per User</b></p> <p>Provides the following for a single user:</p> <ul style="list-style-type: none"> <li>• Management of Local Administrator Password Solution (LAPS) services provided by Microsoft Intune &amp; EntraID plans. (licensing &amp; setup excluded)</li> <li>• Legacy LAPS support not included</li> </ul>
<b>SEC-M365-RUDP</b>	<p><b>Risky User Detection &amp; Prevention: Per User</b></p> <p>Provides the following for a single user:</p> <ul style="list-style-type: none"> <li>• Management of Risky User Detection &amp; Prevention services provided by Intune, EntraID and Defender for endpoint Plans (licensing &amp; setup excluded)</li> </ul>
<b>SEC-CS-0365</b>	<p><b>Collaboration Security for Office 365: Per User</b></p>

	<p>Provides the following for a single user:</p> <ul style="list-style-type: none"> <li>• Collaboration Security for Office 365</li> </ul>
<b>SEC-FP-DLP</b>	<p><b>F-Protect Add-On: Microsoft 365 DLP Administration</b></p> <p>Requires SEC-FP-S2 or above. Provides the following:</p> <ul style="list-style-type: none"> <li>• Configuration of Microsoft 365 data leakage prevention policies (licensing excluded)</li> <li>• Quarterly review of policy effectiveness based on logged activity and information provided by the client</li> </ul>

## 2.2. F-Protect and Ignite Managed Security

SERVICE ITEM CODE	SERVICE ITEM DEFINITION
<b>F-Protect Managed Security Plans</b>	
<b>All Codes</b>	<p><b>BYO Licensing</b></p> <p>Bundled licensing can be substituted for client-owned licensing providing that:</p> <ul style="list-style-type: none"> <li>• The licensing includes equivalent capability</li> <li>• The replacement licensing is approved by the First Focus Security Services team</li> <li>• Renewals remain the client's responsibility</li> </ul> <p>There may be limitations with BYO Licensing options including:</p> <ul style="list-style-type: none"> <li>• Reduced reporting unless custom reporting is built or provided out-of-scope</li> <li>• Increased deployment costs unless automation is available or built as an out-of-scope item</li> </ul>
<b>SEC-FP-S1</b>	<p><b>F-Protect S1: Per User</b></p> <p>Bundle of the following service items, covering all devices required by the user:</p> <ul style="list-style-type: none"> <li>• SEC-EDR-S1W</li> <li>• SEC-EDR-S1S</li> <li>• DATA-ASPAM-ATP</li> <li>• DATA-PROXY</li> <li>• DATA-SEC-ID</li> <li>• Management of Multi-factor Authentication services provided by Microsoft Entra ID or Duo (licensing &amp; setup excluded)</li> <li>• See Section 4.1 for Intrusion Prevention Service inclusions when paired with a First Focus Managed WAN service (MPLS or SD-WAN)</li> <li>• R12 &amp; R22 maintenance items (when paired with a Total Support plan)</li> <li>• Remediation of Security Incidents up to a maximum of 4 hours in duration. See Section 6.12.1 for the Security Incident Support definition (only applicable when paired with a Total Support plan)</li> </ul>
<b>SEC-FP-S2</b>	<p><b>F-Protect S2: Per User</b></p> <p>Includes SEC-FP-S1, plus:</p> <ul style="list-style-type: none"> <li>• Upgrade from SEC-EDR-S1W to SEC-EDR-S1WC</li> <li>• Upgrade from SEC-EDR-S1S to SEC-EDR-S1SC</li> <li>• DATA-ENC-PC</li> <li>• DATA-SEC-SAT</li> <li>• DATA-ATP</li> <li>• DATA-AP</li> <li>• SEC-VS-SCAN</li> </ul>

	<ul style="list-style-type: none"> <li>• Removes 4-hour limit for Security Incident Support in Section 6.12.1</li> <li>• High-level security review, updated quarterly (R58)</li> </ul>
<b>SEC-FP-S3</b>	<p><b>F-Protect S3: Per User</b></p> <p>Includes SEC-FP-S2, plus:</p> <ul style="list-style-type: none"> <li>• SEC-SIEM-LOG</li> <li>• DATA-SEC-APP</li> <li>• SEC-VS-OS</li> <li>• SEC-FP-ABSA</li> </ul>
<b>SEC-FP-S4</b>	<p><b>F-Protect S4: Per User</b></p> <p>Includes SEC-FP-S3, plus:</p> <ul style="list-style-type: none"> <li>• SEC-SIEM-SOC</li> <li>• SEC-FP-DLP</li> <li>• SEC-VS-APP</li> <li>• Addition of annual technology policy review, including updating all security policies reasonably required under the NIST Cybersecurity Framework v2.0. This review expects policies to already be in place, and the initial creation of any policies is out of scope</li> </ul>
<b>SEC-FP-M365BP</b>	<p><b>F-Protect M365 Business Premium: Per User</b></p> <p>Bundle of the following service items, covering all devices required by the user:</p> <ul style="list-style-type: none"> <li>• DATA-SEC-ID</li> <li>• SEC-VS-SCAN</li> <li>• SEC-EDR-S1W</li> <li>• SEC-EDR-S1S</li> <li>• DATA-ASPAM-ATP</li> <li>• DATA-AP</li> <li>• DATA-PROXY</li> <li>• SEC-M365-MEP</li> <li>• DATA-SEC-ID</li> <li>• SEC-FP-DLP</li> <li>• Management of Microsoft Attack Surface Reduction (ASR) services provided by Intune, EntraID and Defender for endpoint Plans (licensing &amp; setup excluded)</li> <li>• Management of Microsoft Device Compliance Checks services provided by Intune, EntraID Plans (licensing &amp; setup excluded)</li> <li>• Management of Microsoft Application Guard services provided by Windows 10/11 (licensing &amp; setup excluded)</li> <li>• Management of Windows Credential Guard services provided by Windows 10/11 and windows server 2016 and above. (licensing &amp; setup excluded)</li> <li>• Management of Self-service Password Reset &amp; Group Management provided by Microsoft EntraID Plans. (licensing &amp; setup excluded)</li> <li>• Removes 4-hour limit for Security Incident Support in Section 6.12.1</li> <li>• High-level security review, updated quarterly (R58)</li> <li>• Management of Multi-factor Authentication services provided by Microsoft Entra ID or Duo (licensing &amp; setup excluded)</li> <li>• R12 &amp; R22 maintenance items (when paired with a Total Support plan)</li> <li>• See Section 4.1 for Intrusion Prevention Service inclusions when paired with a First Focus Managed WAN service (MPLS or SD-WAN)</li> <li>• Remediation of Security Incidents up to a maximum of 4 hours in duration. See Section 6.12.1 for the Security Incident Support definition (only applicable when paired with a Total Support plan)</li> </ul>

<p><b>SEC-FP-M365E3</b></p>	<p><b>F-Protect M365 E3: Per User</b></p> <p>Bundle of the following service items, covering all devices required by the user:</p> <ul style="list-style-type: none"> <li>• DATA-SEC-ID</li> <li>• SEC-VS-SCAN</li> <li>• SEC-EDR-S1W</li> <li>• SEC-EDR-S1S</li> <li>• DATA-ASPAM-ATP</li> <li>• DATA-AP</li> <li>• DATA-PROXY</li> <li>• SEC-M365-MEP</li> <li>• DATA-SEC-ID</li> <li>• SEC-FP-DLP</li> <li>• Management of Microsoft Attack Surface Reduction (ASR) services provided by Intune, EntraID and Defender for endpoint Plans (licensing &amp; setup excluded)</li> <li>• Management of Microsoft Device Compliance Checks services provided by Intune, EntraID Plans (licensing &amp; setup excluded)</li> <li>• Management of Microsoft Application Guard services provided by Windows 10/11 (licensing &amp; setup excluded)</li> <li>• Management of Windows Credential Guard services provided by Windows 10/11 and windows server 2016 and above. (licensing &amp; setup excluded)</li> <li>• Management of Self-service Password Reset &amp; Group Management provided by Microsoft EntraID Plans. (licensing &amp; setup excluded)</li> <li>• Removes 4-hour limit for Security Incident Support in Section 6.12.1</li> <li>• High-level security review, updated quarterly (R58)</li> <li>• Management of Multi-factor Authentication services provided by Microsoft Entra ID or Duo (licensing &amp; setup excluded)</li> <li>• R12 &amp; R22 maintenance items (when paired with a Total Support plan)</li> <li>• See Section 4.1 for Intrusion Prevention Service inclusions when paired with a First Focus Managed WAN service (MPLS or SD-WAN)</li> </ul> <p>Remediation of Security Incidents up to a maximum of 4 hours in duration. See Section 6.12.1 for the Security Incident Support definition (only applicable when paired with a Total Support plan)</p>
<p><b>Ignite Managed Security Plans</b></p>	
<p><b>SEC-IGN-BAS</b></p>	<p><b>Ignite Basic Security: Per User</b></p> <p>Requires SPT-IGN-10, SPT-IGN-15, or SPT-IGN-25. Includes:</p> <ul style="list-style-type: none"> <li>• SEC-MDR-HUN</li> <li>• SEC-VS-SCAN</li> <li>• DATA-SEC-ID</li> <li>• DATA-AP</li> <li>• Remediation of Security Incidents up to a maximum of 4 hours in duration. See Section 6.12.1 for the Security Incident Support definition</li> </ul>
<p><b>SEC-IGN-ADV</b></p>	<p><b>Ignite Advanced Security Add-On: Per User</b></p> <p>Requires SEC-IGN-BAS. Includes:</p> <ul style="list-style-type: none"> <li>• DATA-SEC-APP</li> <li>• SEC-VS-OS</li> <li>• SEC-VS-APP</li> <li>• SEC-M365-PMGT</li> <li>• SEC-SIEM-HUN</li> </ul>

	<ul style="list-style-type: none"> <li>Removes 4-hour limit for Security Incident Support in Section 6.12.1</li> </ul>
<b>F-Protect Optional Services</b>	
<b>SEC-FP-ESOC</b>	<p><b>F-Protect Add-On: Advanced SOC for Endpoint Protection</b></p> <p>Requires SEC-EDR-S1WC, SEC-EDR-S1SC, or SEC-FP-S2 or above. Includes:</p> <ul style="list-style-type: none"> <li>Third-party 24x7 SOC (covering endpoints only) with 2-hour SLA to report incidents to First Focus</li> <li>Incidents raised by third-party SOC treated as Priority 2 until verification of severity and impact</li> </ul>
<b>SEC-FP-SIEM</b>	<p><b>F-Protect Add-On: Managed SIEM (30-day retention)</b></p> <p>Adds SEC-SIEM-SOC to SEC-FP-S3</p>
<b>SEC-FP-E8L2P</b>	<p><b>F-Protect Add-On: E8 Level 2-compliant OS &amp; App Patching</b></p> <p>Requires SEC-FP-S4 or SEC-VS-OS and SEC-VS-APP. Increases frequency of application patching to the guidelines specified within ACSC Essential 8 Level 2 maturity.</p>
<b>SEC-FM-DMARC</b>	<p><b>F-Protect Add-On: DMARC Email Security Management: Per Domain</b></p> <p>Includes:</p> <ul style="list-style-type: none"> <li>Provision of DMARC monitoring service for a single email domain</li> <li>Reporting of DMARC Statistics</li> <li>Setting of DMARC Policy</li> <li>Quarterly Review of SPF and DMARC record health</li> </ul>
<b>SEC-FP-ABSA</b>	<p><b>F-Protect Add-On: Annual Security Assessment</b></p> <p>Requires SEC-FP-S2 or above. Includes:</p> <ul style="list-style-type: none"> <li>Detailed annual business security review completed by a First Focus Security Consultant including a business assessment using either the NIST Cybersecurity Framework v2.0, or the ACSC Essential 8 strategies to mitigate cybersecurity incidents.</li> <li>Technical assessment of network, infrastructure, security services and backup/DR in line with the chosen framework. (R59 maintenance item)</li> </ul>
<b>SEC-FP-SASE</b>	<p><b>F-Protect Add-On: Secure Access Service Edge: Per User</b></p> <p>Includes:</p> <ul style="list-style-type: none"> <li>Maintenance and management of SASE platform for all users, including licensing and ongoing configuration management of SASE platform to enable staff to access company on-premise and in-cloud resources from an always-on encrypted connection.</li> </ul>
<b>DATA-SEC-UBC</b>	<p><b>F-Protect Add-On: Managed USB and Bluetooth Control: Per User</b></p> <p>Requires existing SentinelOne Singularity Control license provided by First Focus (either SEC-EDR-S1W, SEC-EDR-S1S or SEC-FP-S1). Includes:</p> <ul style="list-style-type: none"> <li>Management of USB and Bluetooth management policies.</li> <li>Enable staff to access company on-premise and in-cloud resources from an always-on encrypted connection</li> </ul>

# 3. MAINTENANCE SERVICE ITEMS

The following section defines the scope of the service included within each Maintenance Service Item delivered to the Customer under this Agreement.

## 3.1. Maintenance Frequencies

Preventative Maintenance Items are performed under a recurring fixed schedule according to an agreed frequency of delivery. Each Maintenance Item may be performed on the following frequencies:

FREQUENCY	DESCRIPTION
Real-time	Tasks are performed by an automated process or script, which sends exception alerts to an operator within the First Focus Network Operations Centre. Exceptions are reviewed within 15 mins to 4 business hours depending on the severity of the alert.
Daily	Tasks are performed each business day at a time determined by First Focus.
Weekly	Tasks are performed once per week.
Monthly	Tasks are performed once per month. Months consist of either 4 or 5 full weeks (Monday to Sunday) determined by the last Sunday in the month.
Fortnightly	Tasks are performed Twice Per Month in non-consecutive weeks of First Focus' Choosing (in order to facilitate consistent monthly reporting) .
Quarterly	Tasks are performed once every 3 months, the first occasion being within 1 month of the Agreement Effective Date.
Bi-Annual	Tasks are performed once every 6 months, the first occasion being within 3 months of the Agreement Effective Date.
Annually	Tasks are performed once every 12 months, the first occasion being within 3 months of the Agreement Effective Date.

## 3.2. Standard Frequency

Each Maintenance Item may be delivered on either a "Standard" frequency or on a Customised schedule to meet specific requirements. Standard frequencies are used by default to maintain all Managed Services unless agreed otherwise.

Where a "Custom" maintenance frequency is required this shall be listed in the Statement of Work.

Where the Maintenance Item's Standard Frequency is listed as "N/A", this task does not form part of First Focus' Standard maintenance schedule, however may still be delivered to the Customer on a custom frequency.

### 3.3. Maintenance Scope

Preventative maintenance includes performing a pre-defined checklist of tasks, activities, and processes, and includes identifying, analysing and handling exceptions where appropriate.

To deliver this preventative maintenance, First Focus requires privileges for automated maintenance during agreed change windows and network access via our systems and tools. All systems require regular access to the Internet and be using a supported OS version.

Where an exception is detected during preventative maintenance, First Focus will either;

- If resolution of the exception is within the scope of the customer’s Service Agreement, a ticket will be logged on the First Focus service desk, and resolved in accordance with the terms of the Service Agreement
- If resolution of the exception is outside the scope of the customer’s Service Agreement, the customer will be notified of the exception and our diagnosis. First Focus may recommend a project or change request to resolve the problem. The customer may choose to ignore the problem, resolve the exception themselves, or log a ticket with First Focus to be completed on a T&M or Project basis

Note that the Preventative Maintenance service by itself does not include services required to resolve technical problems found. Rather, it is a service to detect and advise of Problems and solutions.

### 3.4. Maintenance Service Items

#### 3.4.1. Per Server Maintenance

MAINTENANCE ITEM ID	TASK SCOPE	STANDARD FREQUENCY
R00	<b>Server or Hypervisor Up/Down</b> Verify server is online and accessible. Escalate offline alerts for immediate investigation.	Real-time
R03	<b>Server Hardware</b> Verify physical server hardware health. Monitor physical components (disk, power supply, NIC) and escalate errors as Incidents. Subject to physical server alerting capabilities, SNMP v3 support and VPN connection into First Focus data centres	Real-time
R10	<b>Service Windows Services</b> Monitor the health of Windows Services. Review service status logs for any noteworthy errors. Cross-reference these errors with a repository of known issues. Evaluate the severity of any unidentified errors. If necessary, elevate relevant errors to Incidents.	Real-time
R11	<b>Server Logs</b> Audit Server Logs for significant errors. Compare errors in the event logs against a database of known errors. Investigate any “unknown” errors for severity. Escalate any appropriate errors as Incidents.	Real-time
R12	<b>Server Patching</b> Review patches and prepare for automated application: Confirm a suitable recurring Change Window with the client, apply patches, reboot, and test server functions. Configure up to three sets of patching groups. Escalate any failed patches. Linux patching is only available upon request and on a T&M basis.	Monthly

R13	<p><b>Server Anti-Virus, Endpoint Detection and Response</b></p> <p>Verify server anti-virus or Endpoint Detection and Response (EDR) software is running correctly and updated. Escalate any update failures as Incidents.</p>	Real-time
R14	<p><b>Server or Hypervisor Disk Capacity</b></p> <p>Check remaining disk or datastore capacity. Establish and maintain relevant free disk space alert thresholds. Escalate any disk space threshold breaches as Incidents.</p>	Real-time
R15	<p><b>Performance Monitoring</b></p> <p>(After hours, Scheduled Change window) Review the server for overall performance. Examine disk I/O, RAM, CPU check fragmentation, perform relevant clean-up tasks. Escalate any server issues for resolution.</p>	N/A
R16	<p><b>DFS Monitoring</b></p> <p>Monitor replication health and queue length. Manage replication bandwidth settings. Escalate any issues for resolution.</p>	Real-time
R17	<p><b>Exchange Server Maintenance</b></p> <p>Monitor MS Exchange Server data stores and services, check Message queue length.</p>	Real-time
R18	<p><b>Hypervisor Maintenance</b></p> <p>Monitor Virtual Host health and identify Snapshot issues. Escalate any issues for resolution. Requires Hyper-V or VMware.</p>	Real-time
R19	<p><b>Hypervisor Patching</b></p> <p>Review patches and prepare for automated application: Confirm a suitable recurring Change Window with the client, apply critical patches, reboot, and test Hypervisor functions. Escalate issues for resolution. Does not include version upgrades. Requires Hyper-V servers to have been patched in the last 3 months. Hyper-V, VMWare and other Tier 1 Hypervisor patching is only available upon request and on a T&amp;M basis.</p>	Monthly

### 3.4.2. Per User Maintenance

MAINTENANCE ITEM ID	TASK SCOPE	STANDARD FREQUENCY
R22	<p><b>Desktop Patching</b></p> <p>Configure patching automation schedule according to customer requirements. Monitor patching automation system to ensure correct operations. Escalate any failed critical patches. Windows Feature Updates on workstations are not enforced as these are delivered following Microsoft's schedule.</p>	Daily
R23	<p><b>Desktop Anti-virus</b></p> <p>Verify desktop anti-virus software is running correctly and virus definitions are being updated. Escalate any critical Virus definition update failures as Incidents.</p>	Real-time
R28	<p><b>Active Directory Accounts</b></p>	Monthly

	Audit Active Directory user accounts against actual user accounts. Review AD Groups for correct membership/privileges. (Requires Customer management participation). Escalate any Exceptions to remove/disable old accounts and repair as necessary.	
<b>R29</b>	<b>Desktop Auditing</b> Detailed Audit of desktops– check for unlicensed/unauthorised installed software, check internet cache files for usage history against Customer’s IT usage policy. Escalate any problems.	N/A

### 3.4.3. Backup and Disaster Recovery

MAINTENANCE ITEM ID	TASK SCOPE	STANDARD FREQUENCY
<b>R31</b>	<b>Backup Notifications</b> Monitor backup notifications for previous run Success/Fail. Investigate failed notifications, escalate genuine failures.	Real-time
<b>R32</b>	<b>Backup Spot Checks</b> Perform a Backup Spot Check to manually verify Read/Write success. Select a random sample of data and perform a test restore to spare media. Verify overall backup size is commensurate with overall Customer data size. Escalate any problems found.	Quarterly
<b>R36</b>	<b>DR Essentials Recovery Verification</b> Boot and perform a basic system check (data is present and critical services have started) for each server as per the agreed DR Plan (requires DR Essentials). This item does not include an offline or live failover test of the production environment, or user acceptance testing	Annual
<b>R38</b>	<b>Review Backup Scope and Retention</b> Verify data retention policy against actual backup retention. Ensure consolidation and retention techniques are being adhered to.	Quarterly
<b>R39</b>	<b>Disaster Recovery Verification</b> Perform an offline Disaster Recovery simulation per the agreed DR Plan (requires Managed DR service). This item does not include a complete live failover test of the production environment	Annual

### 3.4.4. Network and WAN Maintenance

MAINTENANCE ITEM ID	TASK SCOPE	STANDARD FREQUENCY
<b>R43</b>	<b>Backup Configurations</b> Backup all programmable router and switch configuration files. Applies to a switch with more than one configured VLAN that is active and in use, or a switch acting at the edge of a network.	Annual
<b>R44</b>	<b>Edge Devices Firmware Updates</b> Available for First Focus Managed Firewalls and will be performed as new stable firmware versions are released.	Quarterly

<b>R47</b>	<p><b>WAN Failover</b></p> <p>Automated WAN failover testing maintenance that is performed between 1am - 3am AEST, with the option to opt-out for business requirements. Requires First Focus managed router/firewall with dual active WAN interfaces in SD-WAN setup.</p>	Quarterly
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### 3.4.5. Security Maintenance (requires Managed Security Services)

MAINTENANCE ITEM ID	TASK SCOPE	STANDARD FREQUENCY
<b>R51</b>	<p><b>Firewall Logs</b></p> <p>Audit Firewall Logs for Intrusion Attempts and suspicious activity. Escalate exceptions. Applicable for First Focus Managed WAN customers only.</p>	Real-time
<b>R52</b>	<p><b>Password Policy</b></p> <p>Review and report on strength of the domain password policy.</p>	Monthly
<b>R54</b>	<p><b>Data Leakage Prevention</b></p> <p>Review and update configuration of Data Leakage Prevention policies based on information provided by the customer.</p>	Quarterly*
<b>R55</b>	<p><b>Anti-Phishing Campaign</b></p> <p>Run an anti-phishing campaign to all company email addresses. Report on statistics gathered.</p>	Annual*
<b>R56</b>	<p><b>Continuous Vulnerability Scanning</b></p> <p>All alerts triaged by Security Operations Centre and tickets raised for actionable items.</p>	Real-time*
<b>R58</b>	<p><b>Quarterly Security Review</b></p> <p>High-level vulnerability assessment. Create high-level report and send to customer.</p>	Quarterly*
<b>R59</b>	<p><b>Annual Business Security Assessment</b></p> <p>Assessment using either the NIST Cybersecurity Framework v2.0, or the ACSC Essential 8 strategies to mitigate cybersecurity incidents. Technical assessment of network, infrastructure, security services and backup/DR in line with the chosen framework.</p>	Annual*

### 3.4.6. Database Maintenance (requires Virtual Database Administration Services)

MAINTENANCE ITEM ID	TASK SCOPE	STANDARD FREQUENCY
<b>R61</b>	<p><b>Capacity Management</b></p> <p>Maintain adequate free disk space, monitor database and log file size.</p>	Real-time
<b>R62</b>	<p><b>Maintenance Plans</b></p> <p>Respond to SQL maintenance plan and backup notifications, escalate as an incident if required.</p>	Daily
<b>R63</b>	<p><b>Review Backup Scope &amp; Test</b></p>	Monthly

	Check all databases are being backed up, perform manual recovery test, validate recovery strategy.	
<b>R64</b>	<b>Health Check</b> Analyse index fragmentation and need for re-indexing, check server performance and health stats using Windows resource monitors.	Monthly
<b>R65</b>	<b>Detailed Performance Analysis</b> Capture detailed performance and usage stats over a 7-day period, analyse query runtimes, wait times, disk I/O, memory usage, network performance and other key metrics. Provide detailed report and recommendations.	Quarterly*
<b>R69</b>	<b>Reporting</b> Produce database growth report.	Monthly

### 3.4.7. Microsoft Intune Maintenance (requires Microsoft Intune Support Services)

MAINTENANCE ITEM ID	TASK SCOPE	STANDARD FREQUENCY
<b>R71</b>	<b>Deployment Health</b> Verify deployment and application deployment status and escalate errors as incidents.	Real-time
<b>R72</b>	<b>Package Updates</b> Update Intune application packages with latest stable version.	Monthly
<b>R73</b>	<b>Reporting</b> Provide usage and compliance reporting.	Monthly
<b>R74</b>	<b>Best Practise Analysis</b> Review baseline Intune policies for First Focus best practise and implement any changes as needed.	Bi-Annual

### 3.4.8. Administration and Management

MAINTENANCE ITEM ID	TASK SCOPE	STANDARD FREQUENCY
<b>R91</b>	<b>Documentation</b> Update network documentation with any changes that have occurred. (including new or moved users, changed software, new server configurations, new or removed devices).	Real-time
<b>R92</b>	<b>Best Practice Review</b> Review Overall IT strategic objectives with Customer's management team. Offer any recommendations to improve IT infrastructure or service delivery against customer's objectives.	Quarterly*
<b>R95</b>	<b>Monthly Meeting</b>	Monthly*

	Meet with customer monthly to review Recommendations, Service Delivery, End User Satisfaction and Technical Health.	
<b>R99</b>	<b>Monthly Report</b> Provide monthly report detailing Recommendations, Service Delivery, End User Satisfaction and Technical Health.	Monthly

*\*Depending on options selected*

# 4. MANAGED SERVICE ITEMS

The following section defines the scope of the Infrastructure and Services delivered within First Focus' Managed Service Items.

## 4.1. Managed WAN Service Items

Support for faults and errors is included for all included Managed Network Items, however service modifications are not included and will be charged separately (see Section 4.9).

In all cases final availability for an ordered Managed WAN Service Item will be determined by the carrier following an order. First Focus relies on Carrier's service qualification processes to ensure quoted services are available, and First Focus accepts no liability where a quoted service is not available.

SERVICE ITEM CODE	SERVICE ITEM DEFINITION
All Codes	<p>All First Focus Internet and MPLS WAN Service Items include the following when bundled with a Managed Router Service:</p> <ul style="list-style-type: none"> <li>• Solarwinds NPM License</li> <li>• Network monitoring</li> <li>• Alerts sent to FF NOC for diagnosis</li> <li>• Unlimited Support for infrastructure Faults</li> <li>• Standard Managed Service SLA (99.9% Availability)</li> </ul> <p>Where the Service Item code contains a bandwidth number: “#” refer to your agreement Scope for the capacity of the tail. Note that bandwidth delivered may differ from the service's maximum capacity due to the customer's distance from an exchange, cable quality, electromagnetic interference and other factors.</p> <p>Without a Managed Router, carrier-level support is provided on a best effort basis only.</p>
<b>MPLS Service Items</b>	
All MPLS Service Items	<p>All MPLS Service Items include an Intrusion Prevention Service that covers:</p> <ul style="list-style-type: none"> <li>• Cisco Firepower IPS licensing</li> <li>• All internet ingress and egress connections monitored by the Balanced Security and Connectivity profile</li> <li>• Scanning of Office documents, executables and system files</li> <li>• Real-time DNS blacklist</li> </ul>
MPLS-FIB	<b># Megabit per second Symmetric Fibre Service</b>
MPLS-ETH	<b># Megabit per second Symmetrical Mid Band Ethernet Service</b>
MPLS-MIC	<b># Megabit per second Symmetrical Microwave Service</b>
MPLS-NBN	<b>#/# Megabit per second NBN Service</b>
MPLS-IC-#	<p><b># Megabit per second MPLS Interconnect</b></p> <p>Interconnect between MPLS cloud and co-location data centres.</p>

<b>MPLS-INET-#</b>	<p><b># Gigabytes per month internet bandwidth</b></p> <ul style="list-style-type: none"> <li>• Usage measured as the Maximum of upload or download per month</li> <li>• Excess usage charged at \$5.00/Gigabyte</li> <li>• Dual redundant internet feeds from AAPT and Pipe Networks</li> <li>• Pipe and AAPT Peering</li> <li>• BGP Failover for all internet routes</li> <li>• Includes Cisco Firepower Firewall &amp; Intrusion Prevention Service</li> </ul>
<b>MPLS-INET-UNL</b>	<p><b>Unlimited internet bandwidth</b></p> <ul style="list-style-type: none"> <li>• Internet connection with unlimited data package (subject to acceptable use)</li> <li>• Inbound and outbound capped at total quantity of Mbps purchased</li> <li>• Includes Cisco Firepower Firewall &amp; Intrusion Prevention Service</li> </ul>
<b>Internet Service Items</b>	
<b>INET-FIB</b>	<b># Megabit per second Symmetric Fibre Service</b>
<b>INET-ETH</b>	<b># Megabit per second Symmetrical Mid Band Ethernet Service</b>
<b>INET-MIC</b>	<b># Megabit per second Symmetrical Microwave Service</b>
<b>INET-NBN</b>	<b>#/# Megabit per second NBN Service</b>
<b>INET-ADSL2</b>	<b>ADSL 20M/1M ADSL2+ Service</b>
<b>Managed Router Service</b>	
<b>All Codes</b>	<p><b>Standard Managed Router Inclusions</b></p> <p>All managed Routers include the following:</p> <ul style="list-style-type: none"> <li>• Hardware and firmware configuration guaranteed to support the connected network service</li> <li>• Router Configuration file backups</li> <li>• Unlimited Support for Faults</li> </ul>
<b>MRTR-SD#</b>	<p><b>Managed SD-WAN Firewall/Router</b></p> <ul style="list-style-type: none"> <li>• Maximum throughput defined by '#' number in Service Item code</li> <li>• Includes licensing &amp; configuration of Intrusion Prevention Service</li> <li>• Includes management of connectivity to other SD-WAN devices within the same WAN</li> </ul>
<b>MRTR-SDWIFI</b>	<p><b>Managed SD-WAN Wireless Module</b></p> <ul style="list-style-type: none"> <li>• Upgrades Managed SD-WAN Firewall/Router to a model with built-in wi-fi</li> <li>• Available for models up to MRTR-SD700</li> </ul>
<b>MRTR-SD4G</b>	<p><b>Managed SD-WAN 4G Module</b></p> <ul style="list-style-type: none"> <li>• Adds 4G capability to Managed SD-WAN Firewall/Router via either internal or external hardware</li> <li>• Includes SIM card and data allowance</li> </ul>
<b>MRTR-DSL</b>	<p><b>Managed SD-WAN NBN FTTN/FTTB/ADSL Module</b></p> <ul style="list-style-type: none"> <li>• Adds DSL compatibility to Managed SD-WAN Firewall/Router via either internal or external hardware</li> <li>• Required for NBN connection types including FTTN and FTTB</li> </ul>

## 4.2. General Managed Data Centre Items

Support for faults and errors is included for all included Managed Data Centre Items, however change requests are not included and will be charged separately.

SERVICE ITEM CODE	SERVICE ITEM DEFINITION
All Codes	All General Data centre services are offered with the Standard Managed Service SLA (99.9% Availability), and unlimited bandwidth within First Focus Data centres.
<b>Co-location Space</b>	
All "COLO" codes	Each COLO Service Item includes a maximum number of Kw Or Watts of included power. The total power draw of all COLO Service Items purchased may be pooled ("Available Power Pool"). The Customer's Power Usage is calculated as a rolling 8 hour average. Should the customer's Power Usage exceed the Available Power Pool, the Customer may be charged for excess usage by way of adding sufficient additional COLO-RU-H Service Items to increase the Available Power Pool size.
COLO-RU	<p><b>Managed Single Rack Unit of Co-location Space (Standard Power)</b></p> <p>1 RU of managed colocation space.</p> <ul style="list-style-type: none"> <li>• Tier 3 Data centre, 99.999% available</li> <li>• 1RU cabinet space</li> <li>• 50 Watts Power (primary + redundant)</li> <li>• Dual (redundant) Gigabit Ethernet ports on stacked redundant switches</li> <li>• Unlimited LAN bandwidth to any First Focus Data centre Service</li> <li>• All support at T&amp;M Rates unless devices are covered by Service Plan</li> </ul>
COLO-RU-H	<p><b>Managed Single Rack Unit of Co-location Space (High Power)</b></p> <ul style="list-style-type: none"> <li>• As above, with 100Watts Power</li> </ul>
COLO-20RU	<p><b>Managed ½ Rack of Co-location Space (Standard Power)</b></p> <p>½ Rack (20RU useable) of managed colocation space.</p> <ul style="list-style-type: none"> <li>• Tier 3 Data centre, 99.999% available</li> <li>• 20RU cabinet space</li> <li>• 1 kW Power (primary + redundant)</li> <li>• 16 x gigabit Ethernet ports on stacked redundant switches</li> <li>• Unlimited LAN bandwidth to any First Focus Data centre Service</li> <li>• All support at T&amp;M Rates unless devices are covered by Service Plan</li> </ul>
COLO-20RU-H	<p><b>Managed ½ Rack of Co-location Space (High Power)</b></p> <ul style="list-style-type: none"> <li>• As Above 2 kW Power (primary + redundant)</li> </ul>
COLO-40RU	<p><b>Managed Full Rack of Co-location Space (Standard Power)</b></p> <p>1 RU of managed colocation space.</p> <ul style="list-style-type: none"> <li>• Tier 3 Data centre, 99.999% available</li> <li>• 40RU cabinet space</li> <li>• 2kW Power (primary + redundant)</li> <li>• 24 x gigabit Ethernet ports on stacked redundant switches</li> <li>• Unlimited LAN bandwidth to any First Focus Data centre Service</li> <li>• All support at T&amp;M Rates unless devices are covered by Service Plan</li> </ul>

<b>COLO-40RU-H</b>	<p><b>Managed Full Rack of Co-location Space (High Power)</b></p> <p>1 RU of managed colocation space.</p> <ul style="list-style-type: none"> <li>• Tier 3 Data centre, 99.999% available</li> <li>• 40RU cabinet space</li> <li>• 4kW Power (primary + redundant)</li> <li>• 24 x gigabit Ethernet ports on stacked redundant switches</li> <li>• Unlimited LAN bandwidth to any First Focus Data centre Service</li> <li>• All support at T&amp;M Rates unless devices are covered by Service Plan</li> </ul>
<b>Firewall Services</b>	
<b>DATA-FW</b>	<p><b>Managed Firewall Service: Standard</b></p> <p>Customisation of firewall rules, NAT or port forwarding. Applicable to:</p> <ul style="list-style-type: none"> <li>• MPLS services</li> <li>• Private cloud or co-location services without a First Focus SD-WAN or MPLS network</li> </ul>
<b>DATA-FWA</b>	<p><b>Managed Firewall Service: Advanced</b></p> <p>As above, plus allows creation of custom IPSEC tunnels or other security customisations.</p>
<b>MRTR-SDDC</b>	<p><b>Managed SD-WAN Datacentre Connector</b></p> <p>Connects First Focus private cloud co-location services to other First Focus SD-WAN services. Includes licensing &amp; configuration of Intrusion Prevention Service</p>
<b>DATA-VPN</b>	<p><b>Managed Firewall Service: Client VPN (Base Service)</b></p> <p>Managed OpenVPN appliance, hosted in the First Focus private cloud. Includes base license for 2 concurrent user connections.</p>
<b>DATA-VPN10</b>	<p><b>Managed Firewall Service: Client VPN (Additional 10 Concurrent Users)</b></p> <p>Additional users for DATA-VPN service. Base 2 concurrent user connections are no longer valid when additional user packs are added.</p>
<b>Web Services</b>	
<b>DATA-IP4</b>	<p><b>IPv4 Address</b></p> <p>Additional IPv4 address. Can be added to any existing cloud, hosting or MPLS service.</p>
<b>DATA-DNS</b>	<p><b>Domain Name hosting bundle (per domain name)</b></p> <ul style="list-style-type: none"> <li>• Domain Name Hosting and renewal service</li> <li>• First Focus will host the domain name and perform periodic renewals as required</li> <li>• Domain name renewal fees charged separately</li> </ul>
<b>DATA-WEB1</b>	<p><b>Managed Shared Web Hosting</b></p> <ul style="list-style-type: none"> <li>• Basic web hosting package for small low volume websites</li> <li>• PHP/MySQL/Apache</li> <li>• cPanel self-serve management console</li> <li>• SSH accessible</li> <li>• 2GB allocated memory</li> <li>• 10GB allocated storage</li> </ul>
<b>DATA-WEB2</b>	<p><b>Managed Dedicated Web Hosting</b></p> <ul style="list-style-type: none"> <li>• Dedicated web hosting package for medium/larger volume websites</li> <li>• PHP/MySQL/Nginx/Redis/Memcached/Mellisearch (Other technologies might be available upon request)</li> <li>• Self-serve management console</li> </ul>

	<ul style="list-style-type: none"> <li>• SSH accessible</li> <li>• 4GB allocated memory</li> <li>• 100GB allocated storage</li> <li>• 2 vCPU</li> </ul>
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### 4.3. CloudCOMPUTE Service Items

All CloudCOMPUTE service items are delivered and billed on a consumption-based model, based on the maximum number of services made available to the client each month.

SERVICE ITEM CODE	SERVICE ITEM DEFINITION
<b>Virtual Servers</b>	
<b>CC-VSVR-MS</b>	<p><b>CloudCOMPUTE Virtual Server Instance</b> A virtual server hosted within First Focus' data centre facilities. It includes:</p> <p><b>Infrastructure:</b></p> <ul style="list-style-type: none"> <li>• Hewlett Packard and/or Lenovo Server and Storage Area Network Hardware</li> <li>• Virtual server instance</li> <li>• 2 GB vRAM</li> <li>• 1 x 2.6 Ghz Virtual CPU core</li> <li>• Latest Microsoft Windows Server Standard operating system</li> <li>• Usage rights to upgrade to latest versions. (Upgrade projects are not included)</li> <li>• 1 static IP address</li> <li>• Cisco Networking equipment</li> <li>• Unlimited LAN bandwidth within the First Focus Data centre.</li> <li>• Unlimited read/write transactions</li> <li>• Cisco Managed firewall service</li> </ul> <p><b>Backups:</b></p> <ul style="list-style-type: none"> <li>• CloudBACKUP CBK-SVR is included within each Virtual Server instance</li> </ul> <p><b>Support:</b></p> <ul style="list-style-type: none"> <li>• Standard Managed Service Availability SLA (99.9% Uptime)</li> <li>• Unlimited hardware maintenance and support for SmartCLOUD infrastructure</li> <li>• ConnectWise Automate Management License</li> <li>• Solarwinds NPM Network Monitoring License</li> <li>• Real-time Server Monitoring and Threshold management with alerts forwarded to the First Focus Service desk for resolution</li> </ul> <p><i>Note: For customers who do not have an in-house IT department, we recommend adding an end user Support plan (Total Support or Essential Support)</i></p>
<b>CC-VSVR-LX</b>	<p><b>CloudCOMPUTE Virtual Server Instance (Linux)</b></p> <ul style="list-style-type: none"> <li>• As above, without a Microsoft Windows Server Standard OS and license</li> <li>• OS install base and licensing (if required) to be provided by customer</li> </ul>
<b>Additional Resources</b>	
<b>CC-VCPU</b>	<p><b>CloudCOMPUTE additional 2.6Ghz Virtual CPU</b></p> <ul style="list-style-type: none"> <li>• 1 x 2.6Ghz Virtual CPU Core</li> <li>• Cores can be pooled and shared between your CloudCOMPUTE server instances</li> </ul>

<b>CC-VRAM</b>	<b>CloudCOMPUTE additional 1 GB RAM</b> <ul style="list-style-type: none"> <li>1 GB of RAM added to your CloudCOMPUTE pool and available to be allocated to any server instance</li> </ul>
<b>Storage</b>	
<b>CC-SSSU</b>	<b>CloudCOMPUTE Solid State Disk Storage unit</b> <ul style="list-style-type: none"> <li>1 Standard Storage unit = 100GB RAID-10 Solid State Drive</li> <li>SAN Attached Hard Disk Space</li> <li>Includes CloudBACKUP 1 x CBK-SSU per storage unit</li> </ul>
<b>CC-SSST</b>	<b>CloudCOMPUTE 1TB Solid State Disk Storage</b> <ul style="list-style-type: none"> <li>1TB RAID-10 Solid State Drive SAN Attached Hard Disk Space</li> <li>Includes CloudBACKUP 1 x CBK-SSST per storage unit</li> </ul>
<b>CC-SSS10T</b>	<b>CloudCOMPUTE 10TB Solid State Disk Storage</b> <ul style="list-style-type: none"> <li>10TB RAID-10 Solid State Drive SAN Attached Hard Disk Space</li> <li>Includes CloudBACKUP 1 x CBK-SS10T per storage unit</li> </ul>
<b>CC-ENC</b>	<b>CloudCOMPUTE Disk Encryption (Per VM)</b> <ul style="list-style-type: none"> <li>Provides disk-level encryption for all CloudCOMPUTE Storage attached to a single VM</li> <li>Does not include disk encryption of related backup volumes</li> </ul>

## 4.4. CloudCALL Service Items

First Focus offers three distinct services in the CloudCALL range, all hosted within Australian data centres.

SERVICE ITEM CODE	SERVICE ITEM DEFINITION
<b>All Codes</b>	<b>Infrastructure Support</b> All CloudCALL service items include support and management of the underlying infrastructure and/or platform, but do not include any configuration or management within the customer tenancy or for end users. End user support should be added via a support plan.
<b>Shared CloudCALL Services</b>	
<b>CCA-NUM</b>	<b>CloudCALL Single Number</b> Single Australian fixed line number, i.e. (0x) xxxx xxxx
<b>CCA-NUM10</b>	<b>CloudCALL 10 Number Range</b> 10 Australian fixed line numbers in a single range, i.e. (0x) xxxx xx00 to (0x) xxxx xx09
<b>CCA-NUM50</b>	<b>CloudCALL 50 Number Range</b> 50 Australian fixed line numbers in a single range, i.e. (0x) xxxx xx00 to (0x) xxxx xx49
<b>CCA-NUM100</b>	<b>CloudCALL 100 Number Range</b> 100 Australian fixed line numbers in a single range, i.e. (0x) xxxx xx00 to (0x) xxxx xx99

<b>CCA-IN-NUM</b>	<b>CloudCALL 1300/1800 Inbound Number</b> Hosting and redirection of a 1300 or 1800 inbound number. Includes porting of the number from an incumbent telephony provider. Does not include purchase of the number.
<b>CCA-IN-CALL</b>	<b>CloudCALL 1300/1800 Inbound Call Plan</b>
<b>CloudCALL Essentials</b>	
<b>All Codes</b>	<b>CloudCALL Essentials</b> All codes below refer to the Broadsoft-based CloudCALL Essentials platform. This platform is a multi-tenanted service, hosted within Vocus data centres. Due to the extensive feature list the codes below are not an exhaustive list, and some optional licensing and product items can be provided outside the service items below.
<b>CCA-UNLIM</b>	<b>CloudCALL Essentials Unlimited Calls</b> Unlimited local, national, mobile and international calls for a single user (excluding call centre staff), subject to the Acceptable Use Policy.
<b>CCA-FAX</b>	<b>CloudCALL Inbound Fax Mailbox</b> Cloud-based service that converts an inbound fax number to email. Faxes are delivered to a single email address as attachments.
<b>CCA-USR-BAS</b>	<b>CloudCALL Basic User License and Infrastructure</b> 1 Basic User license for the CloudCALL platform. See Appendix A for details.
<b>CCA-USR-STD</b>	<b>CloudCALL Standard User License and Infrastructure</b> 1 Standard User license for the CloudCALL platform. See Appendix A for details.
<b>CCA-USR-PRM</b>	<b>CloudCALL Premium User License and Infrastructure</b> 1 Premium User license for the CloudCALL platform. See Appendix A for details.
<b>CCA-USR-UCC</b>	<b>CloudCALL Collaboration User License and Infrastructure</b> 1 Collaboration User license for the CloudCALL platform. See Appendix A for details.
<b>CCA-USR-VM</b>	<b>CloudCALL Voicemail Add-On</b> Voicemail add-on for a single User License. Already included in CCA-USR-UCC.
<b>CCA-SETUP</b>	<b>CloudCALL Essentials Remote Setup &amp; Installation – Base Cost</b> Remote setup for CloudCALL Essentials base infrastructure, with phones shipped to site for self-install. No site audit included, assumes availability of PoE switching on-site.
<b>CCA-SETUP-HS</b>	<b>CloudCALL Essentials Onsite Setup &amp; Installation – Per Handset</b> Add-on for CCA-SETUP. Includes on-site setup for a single handset, metro location only.
<b>CloudCALL 365</b>	
<b>All Codes</b>	<b>CloudCALL 365</b> CloudCALL 365 is a multi-tenanted service hosted within First Focus' datacentre facilities and provides the ability to use Microsoft Teams as a phone system. Licensing required to enable the functionality within Microsoft Teams is added separately and are not defined within the Service Catalogue. This includes licensing for users, rooms and audio conferencing.

<b>CCA-365-UNL</b>	<p><b>CloudCALL 365 Unlimited Calls</b></p> <p>Unlimited local, national, mobile and international calls for a single user (excluding call centre staff), subject to the Acceptable Use Policy. Also includes licensing and management of the infrastructure within First Focus' datacentre facilities required to interface with Microsoft 365.</p>
<b>CloudCALL Enterprise</b>	
<b>All Codes</b>	<p><b>CloudCALL Enterprise</b></p> <p>The Mitel-based CloudCALL Enterprise service is hosted on First Focus owned infrastructure within Australian Data Centres, and provisioned on a per-client basis. Due to the large number of options and variables within the Mitel range the service items are created and customised for each deployment.</p>

## 4.5. CloudBACKUP Service Items

All CloudBACKUP Service Items are provided by First Focus on First Focus directly owned Hardware and software running in First Focus managed racks in Australian Data Centres, except for Office 365, G Suite and Salesforce services.

SERVICE ITEM CODE	SERVICE ITEM DEFINITION
<b>CloudBACKUP</b>	
<b>All Codes</b>	<p><b>CloudBACKUP</b></p> <p>Note that large offsite backups may require a suitable network link for storage replication. Also note that CloudBACKUP is included by default within all SmartCLOUD Service Items that contain disk storage.</p>
<b>CBK-BASE</b>	<p><b>CloudBACKUP Base Service</b></p> <ul style="list-style-type: none"> <li>• 24 x 7 service desk access</li> <li>• Our Standard Support Service Level Agreement</li> <li>• A Technical Account Manager (TAM) is assigned to your account, and acts as a single point of contact for configuration, support and administration issues</li> </ul>
<b>CBK-SVR</b>	<p><b>CloudBACKUP Per Server</b></p> <ul style="list-style-type: none"> <li>• Backup software license (Symantec, StorageCraft, or Veeam depending on customer's backup requirements)</li> <li>• Application-aware complete backup of your server, including all applications, data, system state and operating system</li> <li>• Ability to perform individual file recovery, "bare metal" recovery, or recover servers as virtual server images</li> <li>• Jobs configured for Daily incremental and Weekly Full backups of the server</li> <li>• Backup Archives held for the last 4 weeks</li> <li>• Backup Job Monitoring and maintenance including Maintenance task R31 (Daily Backup Notifications) and task R32 Quarterly Backup Spot Checks)</li> <li>• Backup notifications may be sent to any client nominated email address</li> </ul> <p><i>Note the Per server item does not include any data allowance. Please add sufficient CloudBACKUP Storage Units (CBK-SSU) to provide storage for your environment.</i></p>
<b>Storage</b>	

<b>CBK-SSU</b>	<p><b>CloudBACKUP 100GB Standard Storage Unit</b></p> <ul style="list-style-type: none"> <li>• 100GB CloudBACKUP storage space</li> <li>• Data is stored on MDL SAS disks in Raid-6 Configuration</li> <li>• Includes disk space and network traffic</li> </ul>
<b>CBK-SST</b>	<p><b>CloudBACKUP 1TB Standard Storage Unit</b></p> <ul style="list-style-type: none"> <li>• 1TB CloudBACKUP storage space</li> <li>• Data is stored on MDL SAS disks in Raid-6 Configuration</li> <li>• Includes disk space and network traffic</li> </ul>
<b>CBK-SS10T</b>	<p><b>CloudBACKUP 10TB Standard Storage Unit</b></p> <ul style="list-style-type: none"> <li>• 10TB CloudBACKUP storage space</li> <li>• Data is stored on MDL SAS disks in Raid-6 Configuration</li> <li>• Includes disk space and network traffic</li> </ul>
<b>CBK-ACHV</b>	<p><b>100GB Archive Storage Unit</b></p> <p>An upgrade to CloudCOMPUTE or CloudBACKUP Storage Items.</p> <ul style="list-style-type: none"> <li>• Each Archive Storage Unit will back up 100GB of production data to disk</li> <li>• Includes Monthly full backups held for 12 months</li> <li>• Includes Yearly full backups held for 7 years</li> <li>• Backups are stored off site in a secure safe</li> <li>• Yearly backups may be saved to disk and couriered to the client's nominated address (media not included)</li> </ul>
<b>CBK-ACHT</b>	<p><b>1TB Archive Storage Unit</b></p> <p>An upgrade to CloudCOMPUTE or CloudBACKUP Storage Items.</p> <ul style="list-style-type: none"> <li>• Each Archive Storage Unit will back up 1TB of production data to disk</li> <li>• Includes Monthly full backups held for 12 months</li> <li>• Includes Yearly full backups held for 7 years</li> <li>• Backups are stored off site in a secure safe</li> <li>• Yearly backups may be saved to disk and couriered to the client's nominated address (media not included)</li> </ul>
<b>CBK-ACH10T</b>	<p><b>10TB Archive Storage Unit</b></p> <p>An upgrade to CloudCOMPUTE or CloudBACKUP Storage Items.</p> <ul style="list-style-type: none"> <li>• Each Archive Storage Unit will back up 10TB of production data to disk</li> <li>• Includes Monthly full backups held for 12 months</li> <li>• Includes Yearly full backups held for 7 years</li> <li>• Backups are stored off site in a secure safe</li> <li>• Yearly backups may be saved to disk and couriered to the client's nominated address (media not included)</li> </ul>
<b>CBK-GS</b>	<p><b>CloudBACKUP for G Suite: Per User</b></p> <p>Backup for a single G Suite mailbox, hosted with a third-party provider such as CloudAlly</p>
<b>CBK-SF</b>	<p><b>CloudBACKUP for Salesforce: Per User</b></p> <p>Backup for a single Salesforce user, hosted with a third-party provider such as CloudAlly</p>
<b>CBK-0365</b>	<p><b>CloudBACKUP for Office 365 Exchange, SharePoint &amp; OneDrive: Per User</b></p> <p>Backup for a single Office 365 mailbox, as well as SharePoint and OneDrive content owned by that user, hosted with a third-party provider such as CloudAlly</p>

## 4.6. Managed Disaster Recovery

Under a Managed Disaster Recovery service, First Focus will supply and maintain a set of infrastructure and services under a monthly subscription, to provide the Customer with the capability of recovering systems from a range of disasters.

The Managed DR Service consists of a Base Service plus a range of additional components, which are described in the table below.

### 4.6.1. Implementation costs

Implementation and setup costs are determined on a customer-by-customer basis, following a review of DR requirements and recovery objectives.

### 4.6.2. Base Service

The Base Service consists of:

- Documentation and maintenance of a Disaster Recovery Manual for all the Customers' servers listed within the relevant Statement of Work. (Note that Documentation of any recovery activities for Servers not listed in a Statement of work is an out-of-scope activity)
- Standard Daily and quarterly maintenance of the Servers and Backup systems involved in the Managed DR service per Preventative Maintenance Items R31 and R32
- Periodic testing (once per year) of the Managed DR service Per Preventative Maintenance Item R39
- Allocation of sufficient Storage and processing capacity as may be required for proper execution of the Disaster Recovery Manual (billed separately)
- A Service Level Guarantee providing committed personnel to facilitate recovery in the event of a disaster

### 4.6.3. Declaring a Disaster

A disaster declaration is a verbal notification to the First Focus Service desk followed by a notification in writing within 24 hours that a disaster has occurred. Declaring a disaster instigates a number of processes:

- Recovery Point Objectives are measured from the time the notification is received to the service desk
- Backed up Server images within the First Focus data centre are activated ready for production usage
- First Focus implements the steps documented within the customer's Disaster Recovery Manual
- First Focus Service Desk personnel, Field Engineers, Procurement staff and Engineers are placed on standby to be available should the Customer require any further IT assistance
- Once a Customer's staff and operations have been stabilized, First Focus shall conduct a review meeting with the Customer to determine whether any hardware or software is required to repair the network back to its regular mode of operations

### 4.6.4. Managed Disaster Recovery Items

SERVICE ITEM CODE	SERVICE ITEM DESCRIPTION
Managed Disaster Recovery	
DR-BASE	Managed Disaster Recovery base service

	<ul style="list-style-type: none"> <li>• Includes CBK-BASE, plus</li> <li>• Managed Disaster recovery services as described above</li> </ul>
<b>DR-SVR</b>	<p><b>Managed DR (Per Server)</b></p> <ul style="list-style-type: none"> <li>• Maintenance of application and user documentation for that server</li> <li>• Testing replicated data for that server</li> <li>• Test recovery of that server and maintenance of UAT</li> <li>• Services to recover a server in the event of a disaster being declared</li> </ul> <p><i>Note the Per server item does not include any data or resource allowance. Please add sufficient CPU (DR-VCPU), RAM (DR-VRAM) and Storage Units (DR-HSSU) to provide storage for your environment.</i></p> <p><i>Note also that you will require sufficient bandwidth in order to reliably replicate data from your site to the D/R environment.</i></p>
<b>DR-SVR-SC</b>	<p><b>Managed DR (Per SmartCLOUD Server)</b></p> <ul style="list-style-type: none"> <li>• Maintenance of application and user documentation for that server</li> <li>• Testing replicated data for that server</li> <li>• Test recovery of that server and maintenance of UAT</li> <li>• Services to recover a server in the event of a disaster being declared</li> </ul> <p><i>Note the Per server item does not include any data or resource allowance. Please add sufficient CPU (DR-VCPU), RAM (DR-VRAM) and Storage Units (DR-HSSU) to provide storage for your environment.</i></p>
<b>DR-SVRM</b>	<p><b>Managed DR (Per Server) + Base Service Bundle</b></p> <ul style="list-style-type: none"> <li>• Includes DR-BASE, plus</li> <li>• DR-SVR</li> </ul>
<b>DR-SVRM-SC</b>	<p><b>Managed DR (Per SmartCLOUD Server) + Base Service Bundle</b></p> <ul style="list-style-type: none"> <li>• Includes DR-BASE, plus</li> <li>• DR-SVR-SC</li> </ul>
<b>DR-VRAM</b>	<p><b>Disaster Recovery Reserved 1GB Virtual RAM</b></p> <ul style="list-style-type: none"> <li>• Allocates 1GB Virtual RAM to customer for each DR test, and</li> <li>• Guarantees availability of 1 GB Virtual RAM in the event of a disaster</li> </ul>
<b>DR-VCPU</b>	<p><b>Disaster Recovery Reserved 2.6Ghz Virtual CPU</b></p> <ul style="list-style-type: none"> <li>• Allocates 2.6Ghz vCPU to customer for each DR test, and</li> <li>• Guarantees availability of one 2.6Ghz vCPU in the event of a disaster</li> </ul>
<b>DR-HSSU</b>	<p><b>Managed DR 100GB High Speed Storage</b></p> <ul style="list-style-type: none"> <li>• 100GB 15,000 RPM RAID-10 SAS Disk SAN Attached Hard Disk Space</li> </ul>
<b>DR-HSST</b>	<p><b>Managed DR 1TB High Speed Storage</b></p> <ul style="list-style-type: none"> <li>• 1TB 15,000 RPM RAID-10 SAS Disk SAN Attached Hard Disk Space</li> </ul>

## 4.7. DR Essentials

### 4.7.1. Base Service

DR Essentials provides a lower-cost Disaster Recovery service compared to Managed Disaster Recovery, with reduced performance, and less detailed planning and testing, but a much faster recovery time than CloudBACKUP.

All DR Essentials plans include:

- Basic documentation and maintenance of a DR Plan for all the Customers' servers listed within the relevant Statement of Work. (Note that Documentation of any recovery activities for Servers not listed in a Statement of work is an out-of-scope activity)
- Standard daily and quarterly maintenance of the Servers and Backup systems involved in the DR Essentials service per Preventative Maintenance Items R31 and R32
- Periodic testing (once per year) of the DR Essentials service per Preventative Maintenance Item R36
- Allocation of sufficient Storage and processing capacity as may be required for proper execution of the DR Plan (billed separately)
- A Service Level Guarantee providing committed personnel to facilitate recovery in the event of a disaster

#### 4.7.2. Declaring a Disaster

See Section 4.6.3 for the disaster declaration process.

#### 4.7.3. DR Essentials Items

SERVICE ITEM CODE	SERVICE ITEM DEFINITION
<b>DR Essentials</b>	
<b>All Codes</b>	<p><b>DR Essentials</b></p> <ul style="list-style-type: none"> <li>• Includes CBK-BASE, plus</li> <li>• DR Essentials services as described in Section 4.8.1</li> </ul>
<b>DR-ESS-SVR</b>	<p><b>DR Essentials: Per Server</b></p> <ul style="list-style-type: none"> <li>• Includes CBK-SVR, plus;</li> <li>• Services to recover a server in the event of a disaster being declared</li> </ul> <p><i>Note the Per server item does not include any data allowance. Please add sufficient CPU (DR-VCPU), RAM (DR-VRAM) and CloudBACKUP Storage Units (CBK-SSU) to provide storage for your environment.</i></p> <p><i>Note also that you will require sufficient bandwidth in order to reliably replicate data from your site to the D/R environment.</i></p>
<b>DR-ESS-SCS</b>	<p><b>DR Essentials: Per SmartCLOUD Server</b></p> <ul style="list-style-type: none"> <li>• Includes CBK-SVR, plus;</li> <li>• Services to recover a server in the event of a disaster being declared</li> </ul> <p><i>Note the Per server item does not include any data allowance. Please add sufficient CPU (DR-VCPU), RAM (DR-VRAM) and CloudBACKUP Storage Units (CBK-SSU) to provide storage for your environment.</i></p>

### 4.8. Managed Service Change Requests (Service Modifications)

Certain Managed Service Items may be modified within their contract term without requiring a cancellation and new contract to be issued (Service Modification).

Allowable Service Modifications generally include:

- Increasing or upgrading the speed of network components, so long as the underlying technology does not need to be changed
- Relocating a WAN service to a new address within the same metropolitan area, subject to carrier approval

- Increasing Disk, RAM or processing capacity for all multi-tenanted systems
- Adding users, servers or devices to managed services coverage

Allowable Service Modifications vary depending on the technology used and the carrier's terms and conditions. First Focus permits all Service Modifications which are contractually allowable by our carrier partners. Further information relating to the Service Modifications allowable for each Service Item are available by request.

Where a customer requests a service modification, First Focus shall charge for the Service Modification on the following basis:

- Where First Focus incurs a Service Modification charge from a carrier partner, these charges will be passed to the customer at cost plus 20%
- Any labour required of First Focus to schedule, manage, implement and test the Service Modification will be charged at our then-current T&M rate for Senior Support with a minimum 1-hour charge, unless this labour is specifically included within your First Focus Service Agreement

## **4.9. Third-Party Licensing**

Recurring Service Items that are a direct pass-through of third-party licenses (including Microsoft 365, additional Microsoft SPLA licensing for SQL or Remote Desktop, Adobe Creative Suite, etc.) are not defined within the Service Catalogue. See vendor details for descriptions and inclusions of specific licenses.

# 5. STAFFING SERVICES

This section outlines a range of staff that First Focus can provide as dedicated services.

All Staffing Services are provided as a time-based service, as opposed to outcome-based services defined in previous sections. Staff provided within these services are to work under the direction of the client (unless otherwise noted within a Statement of Work) and within the description defined by the role category.

## 5.1. Staff Augmentation

SERVICE ITEM CODE	SERVICE ITEM DEFINITION
<b>All Codes</b>	<p><b>Augmentation Services</b></p> <p>Staff Augmentation Services are Recurring Service Items and subject to the relevant Terms &amp; Conditions, as opposed to ad-hoc labour options which are provided under separate Time &amp; Materials rates.</p> <p>Scheduling for Staff Augmentation Services is completed in advance, and any rescheduling within 4 weeks of the allocated time can only be completed at best effort.</p> <p>All Staff Augmentation Services are provided as-a-service, and not directly tied to a named First Focus staff member. Requests to change the appointed person delivering the service (other than for non-performance) will be accommodated at best effort within a 4-week timeframe. Matters of non-performance should be raised immediately with the Technical Account Manager.</p> <p>Any requirement for a First Focus staff member to complete client- or site-specific induction or training is at the client's expense, or to be completed within the allocated half-day, day or monthly schedule.</p>
<b>Half-Day Rates</b>	
<b>All Codes</b>	<p><b>Half-Day Rates</b></p> <p>A half-day is defined as 4 hours, including up to 30 minutes of travel time.</p> <p>If a person delivering Staff Augmentation Services is unavailable at short notice, then an option to reschedule and/or an alternative person will be offered. If neither option can be offered, then a credit can be provided.</p>
<b>DAY-TSR1H</b>	<p><b>Technician: Level 1 – Half-Day Rate</b></p> <p>1 half-day of a Technician – Level 1</p>
<b>DAY-TSR2H</b>	<p><b>Technician: Level 2 – Half-Day Rate</b></p> <p>1 half-day of a Technician – Level 2</p>
<b>DAY-TSR3H</b>	<p><b>Technician: Level 3 – Half-Day Rate</b></p> <p>1 half-day of a Technician – Level 3</p>
<b>Day Rates</b>	
<b>All Codes</b>	<p><b>Day Rates</b></p> <p>A day is defined as 8 hours, including up to 30 minutes of travel time.</p>

	If a person delivering Staff Augmentation Services is unavailable at short notice, then an option to reschedule and/or an alternative person will be offered. If neither option can be offered, then a credit can be provided.
<b>DAY-TSR1</b>	<b>Technician: Level 1 – Day Rate</b> 1 day of a Technician – Level 1
<b>DAY-TSR2</b>	<b>Technician: Level 2 – Day Rate</b> 1 day of a Technician – Level 2
<b>DAY-TSR3</b>	<b>Technician: Level 3 – Day Rate</b> 1 day of a Technician – Level 3
<b>DAY-TC1</b>	<b>Engineer or IT Manager – Day Rate</b> 1 day of an Engineer or IT Manager (choice determined in Statement of Work)
<b>DAY-TC2</b>	<b>Specialist or Project Manager – Day Rate</b> 1 day of a Specialist or Project Manager (choice determined in Statement of Work)
<b>DAY-CIO</b>	<b>vCIO: Day Rate</b> 1 day of a Virtual CIO
<b>Monthly Rates</b>	
<b>All Codes</b>	<p><b>Monthly Rates</b></p> <p>A month is defined as a calendar month, commencing on the 1<sup>st</sup> of each month. Any part-month billing is pro-rated based on the number of weekdays in that month.</p> <p>Monthly rates are determined based on a reasonable amount of leave (annual leave, sick leave, compassionate leave, etc.) amortised across a yearly timeframe. Therefore no replacement or credit is due unless an unreasonable amount of leave is being taken (e.g. requiring the staff member to take leave without pay), unless covered by optional Backfill services added to the Staff Augmentation Service Item.</p> <p>As part of our commitment to continuous improvement and technical excellence, each staff member is allocated one training day per month. This day is dedicated to enhancing their skills and staying up to date with the latest technologies. The training day is included as part of the reasonable leave factored into our monthly rates.</p>
<b>FTE-TSR1</b>	<b>Level 1 Technician: Monthly Rate</b> 1 month of a Technician – Level 1
<b>FTE-TSR2</b>	<b>Level 2 Technician: Monthly Rate</b> 1 month of a Technician – Level 2
<b>FTE-TSR3</b>	<b>Level 3 Technician: Monthly Rate</b> 1 month of a Technician – Level 3
<b>FTE-TC1</b>	<b>Engineer or IT Manager: Monthly Rate</b> 1 month of an Engineer or IT Manager (choice determined in Statement of Work)
<b>FTE-TC2</b>	<b>Specialist or Project Manager: Monthly Rate</b> 1 month of a Specialist or Project Manager (choice determined in Statement of Work)
<b>FTE-CIO</b>	<b>vCIO: Monthly Rate</b> 1 month of a Virtual CIO
<b>FTE-PB</b>	<b>Backfill for Annual Leave</b>

	Ensures a replacement staff member is provided when the primary staff member is unavailable due to planned annual leave.
<b>FTE-FB</b>	<b>Full Backfill</b> Ensures a replacement staff member is provided when the primary staff member is unavailable due to both planned an unplanned leave.

## 5.2. Labour Hire

SERVICE ITEM CODE	SERVICE ITEM DEFINITION
<b>All Codes</b>	<b>Labour Hire</b> Unlike Staff Augmentation Services, Labour Hire Services are directly tied to named First Focus staff members, and employees are entirely managed by the customer. Under Labour Hire services, all costs relating to an employee's remuneration are passed through, and additional fees are added based on the Service Items below.
<b>Onshore Staffing</b>	
<b>All Codes</b>	<b>Onshore Labour Hire</b> Currently only available in Queensland. The scope for each Labour Hire contract is defined by the customer including job roles, work hours and required experience.
<b>Offshore Staffing</b>	
<b>All Codes</b>	<b>Additional Terms &amp; Conditions</b> Note that the Service Items below are to be used in conjunction with the Additional Terms & Conditions for Offshore Staffing. Any Service Items added to BPO-LAB for part-month employment will be pro-rated based on the number of weekdays.
<b>BPO-LAB</b>	<b>Estimate of Monthly Salary &amp; Benefits</b> All costs relating the employee's remuneration for 1 month. This includes but is not limited to base salary, bonuses, allowances, overtime, shift loading, severance pay, taxes, government benefits, health insurance costs and 13 <sup>th</sup> month pay. Note that this amount is an estimate, and any adjustments (including to exchange rates) will be invoiced the following month.
<b>BPO-ADMIN</b>	<b>First Focus Administration Fee</b> Admin fee covering human resource, finance, payroll and management services for 1 employee. Must be added for each employee provided via BPO-LAB.
<b>BPO-SOC</b>	<b>First Focus Social &amp; Engagement Activities</b> Fees for social & engagement activities for 1 employee. Activities include bi-monthly social events, optional volunteering events, in-office lunches, and employee engagement surveys,
<b>BPO-TECH</b>	<b>First Focus Technology Pack</b> Includes rental of a laptop, dock, 2 monitors, headset, keyboard, mouse and cables. Also includes IT support for the hardware and peripherals, and basic connectivity and OS-level troubleshooting.
<b>BPO-DESK</b>	<b>First Focus Desk &amp; Amenities</b>

	Includes 1 dedicated desk within our Ortigas office and use of common areas on the floor such as kitchen, meeting rooms and additional workspace for guests.
<b>BPO-FULL</b>	<b>Offshore Staffing Solution Bundle</b> Includes BPO-ADMIN, BPO-SOC, BPO-TECH and BPO-DESK.

### 5.3. Role Categories

Note that in addition to these general categories, other specialised staff are available on request to meet a wider range of demands, including security clearances, and specific technical or project management skillsets and certifications.

ROLE CATEGORY	DESCRIPTION
<b>Technician – Level 1</b>	<p><b>Job Description:</b> 1st Level service desk, or basic hardware IMAC related on-site services. Install, maintain and repair desktop products such as PCs, Workstations, Printers, Terminals and associated devices. Work may also involve the completion of routine maintenance activities, or 1st level phone support. All tasks should be completed in line with company technical and quality standards and procedures and to provide a high degree of customer satisfaction. Typically works as part of a team performing PC/SOE refresh or other routine technical work.</p> <p><b>Experience:</b> Typically high school qualified with a relevant technical qualification and 1-4 years' experience. Level 1 staff generally require direct supervision of a team leader and are unsuitable for placement into roles requiring high levels of autonomy.</p>
<b>Technician – Level 2</b>	<p><b>Job Description:</b> 2nd Level Service Desk or Desk side support. Provide service, maintenance and remote hands support. Perform direct maintenance as required and resolve medium complexity problems. The work may range from installation of new systems including networking to diagnosis of a wide range of desktop problems, both software and hardware. All tasks should be completed in line with company technical and quality standards and procedures and to provide a high degree of customer satisfaction.</p> <p><b>Experience:</b> Typically secondary/high school qualified with a relevant technical qualification and at least 3 years relevant work experience.</p>
<b>Technician – Level 3</b>	<p><b>Job Description:</b> Desktop Support Team Lead, 3rd level Support desk, Server or Network administrator. Perform expert preventative and demand maintenance on a wide variety of equipment including Servers. Analyse, evaluate and diagnose basic networking problems in a minimum period of time. A good understanding of either Server or WAN technology would be expected. Able to perform server administration tasks. Typical roles include 3rd level escalation or technical support specialist, difficult end user environments, positions where stringent SLAs apply, Support team leadership, or routine server support.</p> <p><b>Experience:</b> Typically secondary/high school qualified with a relevant technical qualification and at least 5 years relevant work experience. CCNA or MCSE or equivalent experience.</p>

<p><b>Engineer</b></p>	<p><b>Job Description:</b></p> <p>Acts as a mid-level technical expert in the development and implementation of IT infrastructure projects. Analyse technical hardware and software requirements for the implementation of small to mid-sized server, and network infrastructure. Manage the technical configuration of network and server systems for projects up to \$200,000. Perform research and diagnosis relating to escalated tickets or new products.</p> <p><b>Experience:</b></p> <p>Typically degree qualified with a minimum of 5-10 years' experience in the specialised technology. Will hold a technical certification (typically MCSE, or CCNA).</p>
<p><b>IT Manager</b></p>	<p><b>Job Description:</b></p> <p>Acts as an industry expert, providing advice and solutions for business technology requirements. Analyses business needs and provides cost-effective recommendations that are fit for purpose. Understands ITIL service management process design and implementation. Manage budgets and technical delivery teams as required.</p> <p><b>Experience:</b></p> <p>Typically degree qualified with a minimum of 5-10 years' industry experience and typically 5+ years IT management experience including budgeting.</p>
<p><b>Project Manager</b></p>	<p><b>Job Description:</b></p> <p>To manage large and complex IT projects to achieve customer satisfaction and operational and financial success. Manage technical teams of up to 30 staff, with responsibility for defining and implementing processes.</p> <p>Manages team leaders and customer stakeholders to ensure that processes are adhered to, and takes corrective action where necessary to ensure projects or teams function correctly.</p> <p><b>Experience:</b></p> <p>Typically degree qualified with a minimum of 5-10 years' experience in managing/co-coordinating projects and teams.</p>
<p><b>Specialist</b></p>	<p><b>Job Description:</b></p> <p>To act as senior Solutions Architect or specialised Engineer in the implementation of large scale changes or enhancements to network or server infrastructure. Designs technical infrastructure to meet client requirements, including Virtualisation, Storage Area Networking, Load balancing and High availability. Has comprehensive subject matter expertise in a specialised area, e.g. IT Security or Unified Communications.</p> <p>Manages the technical configuration of network and server systems for projects up to \$1M.</p> <p><b>Experience:</b></p> <p>Typically degree qualified with a minimum of 5-10 years' experience in the specialised technology. Will hold more than one technical certification (typically MCSE, CCNP VMware, Citrix, Juniper or other certifications).</p>
<p><b>vCIO</b></p>	<p><b>Job Description:</b></p> <p>Industry leader, adept at creating, implementing and managing IT strategy and digital transformation. Works with multiple stakeholders in a business up to C-level to gather requirements, receive feedback and improve engagement. Uses technology in order to execute on a business plan, and drive productivity and efficiency.</p> <p><b>Experience:</b></p> <p>Typically degree qualified in both IT and business with a minimum of 10 years' experience in a leadership role, managing budgets of \$10m+.</p>

# 6. DEFINITIONS

First Focus provides a variety of fixed price services, some of which are grouped together into fixed price service plans or bundles. All services fall into one of the following seven categories:

Categories	01 End User	02 Communications	03 Infrastructure
04 Connectivity	05 Applications	06 Security	07 IT Operations

## 6.1. Per User Fixed Price Services

Where fixed price services are sold on a 'Per User' basis, a User is defined as the greater of:

- The number of full-time staff or full-time equivalents employed by the customer who use a computer on a daily basis; or,
- The number of user accounts to log into the customer's environment within a given month, as measured by unique Active Directory, Entra and/or Microsoft 365 user accounts active in the last 30 days, but not including service or administrative accounts which are not used by users

## 6.2. Per Server Fixed Price Services

Where fixed price services are sold on a 'Per Server' basis, the following rules apply:

- Active/Active server clusters count as separate Servers for each active node
- A Physical server hosting one or more virtual servers is regarded as a separate Server in addition to each of the virtual Servers
- A SAN (Storage Area Network) controller or controller pair is regarded as a single Server. A Blade Chassis is regarded as a Server in addition to any enclosed blades

## 6.3. Standard Exclusions

The following services are specifically not included in 'Unlimited' Support; however, they may be delivered separately as projects or on a chargeable T&M basis.

- Services that fall outside the agreed support scope matrix
- Projects (Service requests or Change requests to enhance or alter existing functionality of a desktop, infrastructure, telephony, network device or application or which will require > 4 hours of labour)
- Services for equipment, operating systems or applications that are not supported by the vendor
- Training beyond what is described in 1<sup>st</sup> Level Desktop Support below
- Programming, scripting, cosmetic changes, and design work (screen savers, new signature graphics, etc.)
- System or network recovery resulting from Force Majeure events

- Data recovery due to system corruptions, viruses, or physical damage to media (including Hard Disks, Tape, Optical and Magnetic media) beyond recovery of data from the last successful backup, snapshot or clone
- Technical services that are required for a reason directly attributed to the customer's failure to perform an agreed task or meet a requirement described in the Customer Responsibilities as defined in the Statement of Work
- Services that are required to address problems or incidents caused by wilful or negligent actions of any party other than First Focus or First Focus' subcontractors and affiliates, or caused for any reason other than reasonable business use of connected devices
- Tickets with excessive time where the client has failed to act on reasonable advice
- Customised reporting unless included within a service item.

## 6.4. End User Support

### 6.4.1. End User Support Coverage

End User Support includes support of an end user workstation and all directly attached peripherals plus one smart phone (except telephony devices defined in "Telephony Support" below). It includes Desktop PCs, Notebooks, Thin Clients or Tablet PCs, plus associated keyboards and mice, screens, and USB, Firewire, Thunderbolt and Bluetooth attached devices including printers, scanners, cameras and modems as well as all patch cabling to the nearest RJ wall socket, chargers and power supplies, speakers, dongles, docking stations, and port replicators. End User Support also includes support for all hubs and unmanaged "edge" switches appropriate for the number of included users, but does not include switch monitoring, programming or preventative maintenance which are included in "Connectivity Support" below. End User Support do **not** include the cost of any new hardware or software licenses, waste disposal costs, or courier and transportation costs if required.

### 6.4.2. End User Support Definition

**1<sup>st</sup> level End User Support includes:**

- Ticket receipt and Triage (categorization, prioritization, documentation, data capture and appropriate escalation)
- Following call answer scripts and problem resolution scripts or checklists for known issues, scripts generally not exceeding 15 minutes
- Basic troubleshooting and resolution of end user related issues or requests, including:
  - VPN connections and remote access connectivity
  - Wired and Wireless LAN connectivity
  - Credentials and Access to software or resources including file shares, printers, etc...
  - Hardware, managing third party repairs and warranty returns
- Computer maintenance tasks including patching, running virus scans, checking virus updates and other desktop optimization activities
- Tasks that reasonably require on-site support (chargeable on T&M basis unless included within a Service Item), including but not limited to:
  - On-site "remote hands" support acting on behalf of remote 2nd and 3rd level teams to troubleshoot or resolve issues
  - Installing new desktop/s and/or peripherals, includes imaging (except where remote deployment solutions are available i.e. Microsoft Autopilot/Intune)
  - Relocating desktops and associated peripherals from one desk to another
  - Installing new components such as installing new software, or adding a USB printer, where physical access is required
  - Re-tasking workstations for a new user, swapping hard disks, RAM etc, changing installed software.

- Removing workstations and disk wiping (but not disposal)

### 2<sup>nd</sup> Level End User Support includes:

- Changes to single or multiple users or workstations, subject to the standard exclusions in section 6.3
- All general PC and Desktop support issues that cannot be resolved by way of a simple script or checklist, including WAN network access, file and print, internet access, email functionality and operating system issues
- All work required to source and configure hardware, software and any peripherals connected to a desktop, including USB drives, printers, docking stations etc.
- Mobile device support, including Apple and Android devices, ActiveSync email client configuration and synchronization, account setup and maintenance
- Individual file recovery from backup (not including full operating system recovery) where the backup system supports this functionality
- Cleaning viruses and Malware from infected Desktop machines provided antivirus/antimalware software is installed on the machine
- Complex remote access issues (VPN, RDS, Citrix)

### 3<sup>rd</sup> Level End User Support includes:

- All Desktop issues which require escalation to an external vendor for resolution
- All Desktop issues which require research, lab testing or involvement of senior engineers
- All Desktop Security issues with implications for a whole windows domain
- Hardware/operating system compatibility issues, for example incompatibilities between an SOE and new desktop hardware. Errors in server functionality relating to a single desktop machine (For example a desktop operating system which refuses to receive a WSUS update); subject to the standard exclusions in section 6.3
- Recovery of lost or overwritten data other than from a successful backup job

## 6.5. Communications

### 6.5.1. Telephony Support Coverage

Telephony Support includes support of all landline handsets, softphones, PABX systems, Voice Gateways, Audio and Video Conference systems, SIP trunks, ISDN and PSTN lines, and telephony POE Switches. Telephony service requests do **not** include the cost of any new hardware or software licenses, waste disposal costs, or courier and transportation costs if required

### 6.5.2. Telephony Support Definition

#### 1<sup>st</sup> level Telephony Support includes:

- Ticket receipt and Triage (categorization, prioritization, documentation, data capture and appropriate escalation)
- Following call answer scripts and problem resolution checklists for known issues, scripts generally not exceeding 15 minutes, and not affecting more than one user at a time, for example rebooting a handset, or small office SOHO router, checking network connectivity up to the PABX
- Extension changes and assignments
- Tasks that reasonably require on-site support (chargeable on T&M basis unless included within a Service Item), including but not limited to
  - On-site “remote hands” support acting on behalf of remote 2<sup>nd</sup> and 3<sup>rd</sup> level teams to troubleshoot or resolve issues.
  - Handset hardware removal or replacements, warranty returns

- Replacing cables or Re-patching single users at a time
- Installing and configuring a new handset for a user, relocating a handset from one desk to another, including changing extension and group
- Installing a new component such as a wireless headset, or Conference microphone, change extension, user, Switch port etc.

#### 2<sup>nd</sup> level Telephony Support includes:

- Troubleshooting or configuration changes to call groups and hunt groups
- All work required to source and configure appropriate hardware and licenses.
- Conference bridge problems and issues
- Identifying errors and bugs with PABX standard functionality
- Diagnosing network faults and where appropriate Rebooting a router or modem

#### 3<sup>rd</sup> level Telephony Support includes:

- Escalating faults to relevant ISPs
- Ongoing Liaison with 3<sup>rd</sup> party Network providers and carriers in relation to fault diagnosis, performance, and recurring outages
- Forcing failover to a redundant WAN link where a primary link is exhibiting problems
- All telephony issues which require escalation to an external vendor for resolution
- All telephony issues which require research, lab testing or involvement of senior engineers
- Telephony service requests:  
Work that is requested to enhance or alter previous functionality of a telephony system, and which are not required to solve an incident. They are generally performed by more experienced engineers, and in the case of production systems, generally require a correctly completed Change Request form, outlining Scheduled outage windows, Rollback, and testing plans. Telephony service requests may include tasks such as:
  - PABX configuration and maintenance of hunt groups
  - Time of Day functionality
  - Security and global policies and configurations

Major Telephony service requests that are expected to take >4 hours **are excluded** and may be accompanied by a Change Request form, scope of works or other set of defined deliverables.

## 6.6. Infrastructure

### 6.6.1. Infrastructure Support Coverage

Infrastructure Support includes support for any virtual or physical computer system **running a server operating system in vendor support**, including Windows Server, Linux, Solaris and OSX. Infrastructure Support also covers support for Server attached devices including Direct Attached Storage. Infrastructure Support also includes SAN controllers, and any workstations running a desktop Operating system but is routinely accessed concurrently by more than one end user.

Infrastructure Support also includes support for the following common software and server functions: Hyper-V, VMWare, and Citrix XenApp, XenDesktop and XenServer, Remote Desktop, Tier 1-2 Backup and Anti-Virus software, MS Exchange, SharePoint (standard support only, does not include support for customisations), SQL Server (Database product support only, does not include support for applications that run on the SQL server), Active directory, DFS, IIS, and other utility software used as a component of a server operating system.

### 6.6.2. Infrastructure Support Definition

### **1<sup>st</sup> level Infrastructure Support includes:**

- Ticket receipt and Triage (categorization, prioritization, documentation, data capture and appropriate escalation)
- Following call answer scripts and problem resolution checklists for known issues, scripts generally not exceeding 15 minutes, and not affecting more than one user at a time, for example creation of user accounts, reset passwords, reset Citrix or terminal services session

### **2<sup>nd</sup> level Infrastructure Support includes:**

- Following call answer scripts and problem resolution checklists for known issues, scripts generally not exceeding 30 minutes, but which may affect more than one user at a time
- Routine Server support issues that cannot be resolved by way of a simple script or checklist, including group policy administration, Permissions, Groups, Profiles, Login scripts, Shares, and other Policies)
- End user Active Directory administration (including definition of Group Policy, Permissions, Groups, Profiles, Login scripts, Shares, and other Policies)
- Tasks that reasonably require on-site support (chargeable on T&M basis unless included within a Service Item), including but not limited to
  - On-site "remote hands" support acting on behalf of remote 2nd and 3rd level teams to troubleshoot or resolve issues
  - Installing or replacing new hardware components and/or peripherals

### **3<sup>rd</sup> level Infrastructure Support includes:**

- Routine server tasks that affect more than one user at a time, for example, Restart Printer spooler service, pause or restart a backup job, remap a network printer
- Reboots of non-production or non-critical servers
- Archiving files where a drive has filled up User level MS Exchange and MS SQL Server configuration and maintenance, (except where defined under application support)
- All server reboots to production servers, planned or unplanned
- Critical Fault Recovery, including taking necessary and appropriate steps to recover business critical services as expediently as possible
- Server hardware failure diagnosis and resolution
- Server software corruption or failure
- Virtualisation support for VMWare, Hyper-V, Xen (including management servers)
- SAN Support
- Domain wide Active Directory configuration or fault diagnosis (including Group Policy errors, Security errors, Login scripts failures or conflict resolution)
- Messaging including MS Exchange, OWA, and Anti-Spam
- Windows Server Components including DFS, IIS, WSUS
- All Server issues which require escalation to an external vendor for resolution
- All Server issues which require research, lab testing or involvement of senior engineers
- Infrastructure service requests:

Work that is requested to enhance or alter previous functionality of a server, and which are not required to solve an incident. They are generally performed by more experienced engineers, and in the case of production servers, generally require a correctly completed Change Request form, outlining Scheduled outage windows, Rollback and testing plans. Infrastructure service requests may include tasks such as:

  - Installing additional RAM CPU or Disk Capacity
  - Upgrading operating systems
  - Installing new versions of applications or major service packs
  - Planned reboots
  - Upgrading attached peripherals such as backup drives, and DAS Storage

## Major Infrastructure service requests

Requests that are expected to take >4 hours or are classified as projects are **excluded**. Major infrastructure service requests may be accompanied by a Change Request form, scope of works or other set of defined deliverables. Major infrastructure service requests may include tasks such as:

- P2V and V2P virtualization migrations
- Data centre migrations
- Consolidation projects
- Re-partitioning and re-sizing disks

## 6.7. Connectivity

### 6.7.1. Connectivity Support Coverage

Connectivity Support includes support for network devices defined as all managed and programmed networking devices, and appliances including Modems, Switches (including SAN Switches), Routers, Firewalls, Wireless Access Points and Wireless Access Controllers, Network Load Balancers, WAN compression and content caching appliances

### 6.7.2. Connectivity Support Definition

#### 1<sup>st</sup> level Connectivity Support includes:

- Ticket receipt and Triage (categorization, prioritization, documentation, data capture and appropriate escalation)
- Following call answer scripts and problem resolution checklists for known issues, scripts generally not exceeding 15 minutes, and not affecting more than one user at a time, for example home office or wireless VPNs connections, reset passwords, checking network connectivity up to the edge switch

#### 2<sup>nd</sup> level Connectivity Support includes:

- Following call answer scripts and problem resolution checklists for known issues, scripts generally not exceeding 30 minutes, but which may affect more than one user at a time
- Diagnosing network faults and where appropriate Rebooting a router or modem or single wireless access points
- Tasks that reasonably require on-site support (chargeable on T&M basis unless included within a Service Item), including but not limited to
  - On-site "remote hands" support acting on behalf of remote 2nd and 3rd level teams to troubleshoot or resolve issues
  - Installing or replacing new hardware components and/or peripherals
  - Replacing cables or Re-patching single users at a time

#### 3<sup>rd</sup> level Connectivity Support includes:

- Escalating faults to relevant ISPs
- All Network Security related issues
- Firewall, Router and Switch programming, configuration and maintenance including VLAN configuration, Routing, QoS, Failover, NIC teaming, DNS, WINS, DHCP etc
- Ongoing Liaison with 3<sup>rd</sup> party Network providers and carriers in relation to fault diagnosis, performance, and recurring outages
- Forcing failover to a redundant WAN link where a primary link is exhibiting problems
- All Network issues which require escalation to an external vendor for resolution
- All Network issues which require research, lab testing or involvement of senior engineers

- Connectivity service requests:  
Work that is requested to enhance or alter previous functionality of a network device, and which are not required to solve an incident. Connectivity service requests are generally performed by more experienced engineers, and generally require a correctly completed Change Request form, outlining Scheduled outage windows, Rollback, and testing plans. Connectivity service requests may include tasks such as:
  - Installing or replacing unmanaged Switches
  - Connecting or decommissioning WAN links
  - Re-patching individual users

#### Major Connectivity service requests:

Requests that are expected to take >4 hours or are classified as projects **are excluded**. Major Connectivity service requests may be accompanied by a Change Request form, scope of works or other set of defined deliverables. Major Connectivity Service Requests may include tasks such as:

- Major IOS upgrades requiring a device configuration save and reboot
- Installing and configuring routers and managed switches
- Re-patching groups of users and other major cabling changes

## 6.8. Microsoft 365

### 6.8.1. Microsoft 365 Support Coverage

Microsoft 365 Support includes support and troubleshooting (but not training) for all Microsoft 365 Services listed as “Supported” in Appendix C. It also includes support and troubleshooting of all connectivity, authentication, and permissions related issues. Issues related to service integration, customisations, 3<sup>rd</sup> party plugins or support for services that has reached End of Support by the vendor **are excluded**.

### 6.8.2. Microsoft 365 Support Definition

#### 1<sup>st</sup> Level Microsoft 365 Support includes:

- Ticket receipt and Triage (categorization, prioritization, documentation, data capture and appropriate escalation)
- Performing basic troubleshooting procedures such as:
  - Showing users how to correctly launch or access a service or application
  - Providing access to the web-based services such as Outlook Web Application (OWA)
  - Password resets and troubleshooting login issues
  - Check and verify normal PC operation (restart application and reboot PC if necessary)
  - Check for similar symptoms in other Microsoft 365 supported services or applications

#### 2<sup>nd</sup> Level Microsoft 365 Support includes:

- Troubleshooting of email client issues, bounced and unreceived emails
- Troubleshooting of calendar issues
- Provide temporary or permanent access to other user’s mailboxes or calendars
- Administration or troubleshooting of email distribution groups
- Assigning new or removing licences to or from individual users
- Following steps described in the vendor (Microsoft) official knowledgebase to resolve commonly known issues

#### 3<sup>rd</sup> Level Microsoft 365 Support includes:

- Support of resource/user permissions
- Activation of online archiving
- Troubleshooting of licencing issues
- Troubleshooting of connectivity and synchronisation issues
- Investigating and managing an instance of vendor service outage
- All issues which require escalation to Microsoft for resolution
- All issues which require research, lab testing, or involvement of senior engineers
- Microsoft 365 service requests:
  - Work that is requested to enhance or alter previous functionality of a Microsoft 365 supported service or application, and which are not required to solve an incident. Microsoft 365 service requests may require a correctly completed Change Request form and may include tasks such as:
    - Upgrading the desktop application of a Microsoft 365 supported service
    - Removal of a Microsoft 365 supported service

Major Microsoft 365 service requests that are expected to take >4 hours **are excluded** and may be accompanied by a Change Request form, scope of works or other set of defined deliverables.

## 6.9. Standard Applications

### 6.9.1. Standard Application Support Coverage

Standard Application Support includes support and troubleshooting (but not training) for all applications listed as Standard Applications in Appendix B. It also includes support and troubleshooting of all 'Standard Web Applications' including connectivity, authentication, and permissions related issues. Issues related to application integration and customisations are excluded. AutoCAD/Drafting applications and plug-ins for line of Business Applications are supported under Line of Business Application Support.

### 6.9.2. Standard Application Support Definition

**1<sup>st</sup> Level Standard Application Support includes:**

- Ticket receipt and Triage (categorization, prioritization, documentation, data capture and appropriate escalation)
- Performing basic troubleshooting procedures which require no application-specific technical training and would normally be performed by a competent Level 1 service desk engineer. These steps consist of:
  - Showing users how to correctly launch or access an application
  - Determine Impact, Severity and Priority of the incident
  - Check and verify normal PC operation (restart application and reboot PC if necessary)
  - Check for similar symptoms in other applications (MS office, internet browser)

**2<sup>nd</sup> Level Standard Application Support includes:**

- Providing basic support of a level expected of a 2<sup>nd</sup> level service desk engineer who has been trained in the correct support of the relevant application, and who has an available knowledgebase of known issues and resolution steps, and common scripts and checklists relating to the application.
- Resolving email client issues
- Following steps described in the knowledgebase to resolve commonly known issues

**3<sup>rd</sup> Level Standard Application Support includes:**

- Troubleshooting licencing issues

- All Desktop Application issues which require escalation to an external vendor (typically Microsoft) for resolution
- All Desktop Application issues which require research, lab testing, or involvement of senior engineers
- Standard Application service requests:  
Work that is requested to enhance or alter previous functionality of a desktop application, and which are not required to solve an incident. Standard Application service requests may require a correctly completed Change Request form and may include tasks such as:
  - Upgrading the version of MS Office
  - Removing and reinstalling MS Office or a component of MS Office
  - Updating a MYOB desktop client application

Major Standard Application service requests that are expected to take >4 hours **are excluded** and may be accompanied by a Change Request form, scope of works or other set of defined deliverables.

## 6.10. Line of Business Applications

### 6.10.1. Line of Business Application Support Coverage

Line of Business Application Support includes support for specific 'listed' line of business applications. The number of applications supported depends on the agreement. Examples of Line of Business Applications include Financial Software, CRM and ERP systems, database or design packages and all custom written software.

Line of Business Application support typically requires specific business knowledge and training.

### 6.10.2. Line of Business Applications Support Definition

**1<sup>st</sup> Level Line of Business Applications Support includes:**

- Ticket receipt and Triage (categorization, prioritization, documentation, data capture and appropriate escalation)
- Showing users how to correctly load or access a Line of Business Application
- Check and verify connectivity to the relevant application server (including VPN and internet if relevant)
- Following call answer scripts and problem resolution checklists for known application issues, scripts generally not exceeding 15 minutes

**2<sup>nd</sup> Level Line of Business Applications Support includes:**

- Following steps described in the application knowledgebase to resolve common known issues
- Performing common functions such as installing the desktop client software, adding new users, configuring connections (including ODBC and SSL connections) to an application server, resetting a server session
- Installation of desktop application updates, for example upgrading from version 5.1 to version 5.2 of an ERP package. Note that any major version upgrade (for example from version 5 to version 6) or group of software updates requiring > 4 hours to install and test **are excluded** and may be accompanied by a Change Request form, scope of works or other set of defined deliverables.

**3<sup>rd</sup> Level Line of Business Applications Support includes:**

- Any defined Custom maintenance tasks for line of business applications such as routine database "compact and repairs", log file clean-ups, or other routine tasks. (In order to apply, these maintenance tasks must have an agreed process run book documented and signed.)
- Troubleshooting Line of Business Application reporting issues

- All Line of Business Application issues which require escalation to an external vendor for resolution
- All Line of Business Application issues which require research, lab testing, or involvement of senior engineers
- All application issues which require business specific information, i.e. where the application appears to be functioning without system error, yet the user is receiving unexpected data, reports or results
- Line of Business Application service requests:

Work that is requested to enhance or alter previous functionality of a Line of Business Application, and which are not required to solve an incident. Line of Business Application service requests are generally performed by more experienced engineers with specific application knowledge, and generally require a correctly completed change request form, outlining scheduled outage windows, rollback, and testing plans. Line of Business Application Change Requests may include tasks such as:

- Upgrading a Line of Business Application version
- Installing API's
- Custom scripting or any development

Major Line Of Business Application service requests that are expected to take >4 hours **are excluded** and may be accompanied by a Change Request form, scope of works or other set of defined deliverables.

## 6.11. Database Support

### 6.11.1. Database Support Coverage

Database Support covers any Microsoft SQL-based databases, and extends the inclusions listed in the server support section above. Database development falls outside the scope of support.

### 6.11.2. Database Support Definition

**Database support includes:**

- Ticket receipt and Triage (categorization, prioritization, documentation and escalation)
- Maintenance items as defined in the maintenance schedule
- Configuration of SQL maintenance plans, respond to notifications and resolve issues as required
- User account creation and administration including groups, permissions and roles
- Following steps described in the knowledgebase to resolve common known issues
- Diagnosing faults including connection, access, performance and replication issues
- Configuration of connection profiles and networking protocols
- All database issues which require escalation to an external application vendor for resolution
- Execution of SQL scripts and functions as directed by third-party vendors to resolve application issues
- Database service requests:  
Database service requests are work that is requested to enhance or alter previous functionality and generally require a correctly completed Change Request form, outlining Scheduled outage windows, Rollback, and testing plans. Database service requests may include tasks such as:
  - Upgrading an SQL instance
  - Relocating databases and instances

Major Database service requests that are expected to take >4 hours **are excluded** and may be accompanied by a Change Request form, scope of works or other set of defined deliverables.

## 6.12. Security Support

### 6.12.1. Security Support Coverage

Security Support coverage includes troubleshooting and resolution of all minor security incidents. These include phishing emails, virus and malware removal from individual workstations, running virus scans on workstations and mobile devices and issues with file and folder permissions.

Major security incidents typically take more than 4 hours to resolve and **are excluded**. Examples of major security incidents include denial of service attacks, email relays, virus infections across multiple workstations, reportable data breaches and incidents requiring consulting or detailed investigation and reporting.

Security Support coverage also includes service requests such as installing and updating antivirus and anti-malware desktop applications, changes to password policies, administration of customisable whitelisting and blacklisting and other configurable policies for any included services.

Major Security service requests that are expected to take more than 4 hours to complete **are excluded** and may be accompanied by a Change Request form, scope of works or other set of defined deliverables.

## 6.13. Self-Service Support

### 6.13.1. Self-Service Support Coverage

Self-Service Support provides end users with a predefined set of service requests accessible via dedicated F-Connect forms. To ensure automation and expedited processing, users must submit requests through the designated forms in F-Connect. Requests submitted outside of these forms may incur additional T&M charges unless covered by a support plan.

### 6.13.2. Self-Service Support Definition

**Self-service support includes:**

- Access a Shared Mailbox
- Call Diversion (Teams)
- Convert User to Shared Mailbox
- Forward Another User's Mailbox
- Forward My Mailbox
- Geo-blocking Exemption Overseas Travel Request
- New Shared Mailbox
- Out of Office Message
- Update User Details
- Standard software installation

## 6.14. Microsoft Intune Support

### 6.14.1. Microsoft Intune Support Coverage

Microsoft Intune support provides comprehensive device management and security through Microsoft Intune, including deployment, monitoring, and support for Windows devices. It ensures seamless device enrolment, application deployment, and compliance monitoring, with remote assistance and regular performance reporting. Microsoft Intune support requires an eligible Total Support plan in addition to a Microsoft 365 licencing tier that includes Microsoft Entra ID P1 or P2 and Intune.

### **6.14.2. Microsoft Intune Support Coverage**

#### **Microsoft Intune Support includes:**

- Automatic device enrolment and management with Intune.
- Configuration of Intune connector for hybrid Entra joined environments.
- Setup of Autopilot enrolment status page
- Standard security baseline for Windows devices.
- Configuration of OneDrive backup
- Access to self-service support resources, including an Autopilot user guide and FAQs
- Unlimited remote support for device deployment.
- Device compliance monitoring and proactive issue resolution.
- Monthly performance and security
- Standard software installation

#### **Microsoft Intune Support excludes:**

- Custom Group Policy Object (GPO) migrations.
- Legacy application support that requires special configurations.
- Onsite support and training
- Advance security hardening or support beyond standard baseline.

# 7. APPENDIX A: CLOUDCALL LICENSE INCLUSIONS

FEATURES		BASIC USER	STANDARD USER	PREMIUM USER	COLLABORATION USER
Entry Telephony	Calling Waiting	•	•	•	•
	Calling Line ID Delivery Blocking	•	•	•	•
	Calling Number Delivery	•	•	•	•
	Customer Originated Trace	•	•	•	•
	Privacy	•	•	•	•
	SMDI Message Desk	•	•	•	•
	Third-Party MWI Control	•	•	•	•
	Zone Calling Restrictions	•	•	•	•
	LDAP Integration	•	•	•	•
Standard Telephony	Call Forwarding		•	•	•
	Call Transfer		•	•	•
	Three-Way Conference		•	•	•
	Do Not Disturb		•	•	•
	Call Pickup		•	•	•
	Hunt Groups		•	•	•
	Last Number Redial		•	•	•
	Call Return		•	•	•
	Speed Dial		•	•	•
Call Park		•	•	•	
Premium Telephony	Busy Lamp Field			•	•
	Shared Call Appearance			•	•
	Instant Group Call			•	•
	Call Notify			•	•
	Hoteling			•	•

FEATURES		BASIC USER	STANDARD USER	PREMIUM USER	COLLABORATION USER
	Music on Hold			•	•
	Anonymous Call Rejection			•	•
	Premium Mobility			•	•
	Simultaneous & Sequential Ring			•	•
	Selective Call Forwarding			•	•
<b>Video</b>	Video Calling	○	•	•	•
<b>Mobility</b>	UC-One PC/MAC and Mobile			○	•
	Instant Messaging			○	•
	Presence			○	•
	File Transfer			○	•
	Click-to-Call			○	•
	Contact Integration			○	•
<b>Advanced Features Options</b>	Web Collaboration	○	○	○	○
	Conferencing	○	○	○	○
	Desktop Integration	○	○	○	○
	Auto Attendant	○	○	○	○
	Receptionist Console	○	○	○	○
	Call & Contact Centre	○	○	○	○
	Call Recording	○	○	○	○
	Unified Messaging <ul style="list-style-type: none"> <li>• Voicemail</li> <li>• Fax to email</li> <li>• Outlook Integration</li> </ul>	○	○	○	•

• Included

○ Optional

# 8. APPENDIX B: STANDARD APPLICATIONS

<b>STANDARD APPLICATIONS</b>
<b>Microsoft Office Suite</b>
Microsoft Office Professional
Microsoft Project (excl. Project Server)
Microsoft Visio
<b>Standard Web Applications</b>
Google Apps
Microsoft Office Web Apps
Web-based Apps (connectivity, authentication)
<b>Other Common Desktop Apps</b>
Adobe Creative Suite
PDF Readers (e.g. Adobe, Nitro)
<b>File Sharing</b>
Box
Dropbox
e-Folder
OneDrive
ZeeDrive
<b>Messaging &amp; Collaboration</b>
GoToMeeting
Slack
Yammer
Zoom Meetings
Microsoft Teams Meetings
<b>Standard Accounting Applications</b>
Auskey
MYOB
Reckon/Quickbooks
Xero
<b>Exclusions</b>
Integration and app customisations
Microsoft Office plug-ins for Line of Business Applications (covered under LOB Application Support)
MYOB EXO (covered under LOB Application Support)

## 9. APPENDIX C: MICROSOFT 365

MICROSOFT 365 SERVICES		SUPPORTED <sup>1</sup>	BEST EFFORT <sup>2</sup>
Microsoft 365 Online Services and Applications	Bookings	■	
	Excel	■	
	Lists	■	
	OneDrive	■	
	OneNote	■	
	Outlook	■	
	Planner	■	
	PowerPoint	■	
	Project	■	
	Publisher	■	
	Stream	■	
	Sway	■	
	Teams	■	
	To-do	■	
	Visio	■	
	Word	■	
	Yammer	■	
	Access		■
	Forms		■
	Power Apps / Power Automate		■
SharePoint		■	
Microsoft 365 Analytics Services	MyAnalytics	■	
	Workplace Analytics		■
	Power BI		■

1- See Section 6.8 for Support Coverage and Definition.

2- Best Effort support is limited to basic troubleshooting steps **only** as listed under '1st Level Microsoft 365 Support' in Section 6.8.



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This Service Catalogue is issued under and subject to the terms and conditions of the First Focus Master Services Agreement (the "MSA") which together with any current or future Statements of Work or Service Catalogues issued under the MSA are to be referred to collectively as the Agreement (the "Agreement") by and between First Focus and the Customer.