

Connect Applications

Service Annex to General Services Schedule –Connect Intelligence

BT Reference No

1 Definitions

The following definitions apply, in addition to those in the General Terms and Conditions and the General Service Schedule.

“Application” means a computer program or programs supporting a business task for Customer, such as order processing, payroll, e-mail and enterprise resource planning.

“Application Hardware” means a computing resource (such as, by way of example but not limitation, desktops, servers, mainframes, etc.) used to run multiple Applications either locally or by connecting to a shared application.

“ALM/APMo Appliance” means BT Equipment installed to provide the Service, Customer Equipment and/or BT Provided Equipment as the context so requires.

“Data Capture Form (DCF)” means the form completed by the Customer and BT, which captures further details of the Service as set out in the DCF and as agreed (where relevant) between BT and the Customer; the Data Capture Form forms part of the Agreement.

“GS Portal” means the portal that the Customer can access for Service information, details of which are provided in the Customer handbook.

“Metrics” means the number of URLs (websites), Sites where the test are to be performed from, frequency of the test, and other levels of detail to be captured as set out in the DCF.

2 Service Description

BT will provide the Customer with the Connect Intelligence Service (the Service), which is one of BT's Connect Applications services.

The standard Service comprises:

Service Delivery – A project manager will be assigned to:-

Manage the installation of the Service at all Sites on the Order.

Install and configure monitor probes.

Configure and/or install access to the GS Portal.

Test the ALM/APMo Appliances to ensure that they are functional and that BT can see the destination probe on the Customer's infrastructure.

Carry out commissioning and acceptance testing of the Service.

Set up a profile on the Connect Applications management system to monitor the Application as agreed with the Customer.

Security Management – BT will provide a secure platform compliant with BT security policy including the connection between BT and the Customer's infrastructure. BT will ensure that only Users can access the GS Portal, with all access being audited by BT. A risk assessment and threat analysis will be undertaken and periodically reviewed by BT.

Service Continuity Management – the Customer can access BT's Connect Applications analysts on a 24 x 7 x 365 basis for support.

Availability Management – including Service outage analysis, resiliency and risk reduction design activities.

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Incident Management –

- Incidents and faults in the Service can be reported to the Connect Applications helpdesk 24x7x365, which will open a trouble ticket.
- Service Incident investigation – subject to BT gathering sufficient Customer data, BT will set alarm thresholds which if broken will result in an alarm being sent to the Connect Applications helpdesk to investigate the cause of the alarm.
- BT analysts and supplier support – BT will assign a named analyst to the Customer as a principal contact. The analyst will prepare a report each month analysing trends in Application performance. The report will identify any Customer infrastructure elements that need attention in order to maintain satisfactory performance. The reporting schedule and reporting period will be agreed with the Customer; the reports will be sent to the Customer within a defined period following the end of the reporting period. The analyst has access to suppliers and escalation within BT where necessary.
- Fault Escalation Procedures – the escalation contacts for BT and the Customer are detailed in the Customer handbook.

Service Review -

- Monthly reports will be provided in standard BT format, including reports on Application performance and Sites by data volume network performance.
- Reporting Platform Access – the Customer can access a dashboard reporting platform via the GS Portal.

Change/Release Management

- BT's Connect Applications infrastructure will be automatically patched with the relevant suppliers' latest critical security patches.
- Configuration and Patch Management – the Customer must advise BT of any changes to its infrastructure during provision of the Service or of changes the Customer wishes to make to the Service. Changes will be documented and target timescales provided for implementation as appropriate. Variations and/or exclusions to the Service Levels (as set out in section 7 of the General Service Schedule) will be recorded at this time.
- The Connect Applications helpdesk will notify the Customer of any release which may impact the Service. ALM/APMo Appliances installed at the Customer's Site(s) will be automatically patched with the latest critical security patches managed by the BT server.

The DCF will capture the precise Customer requirements and any other Service elements to be specified and /or agreed as set out in the DCF. BT will not accept the Order unless the DCF has been completed correctly by the Customer.

2.1 ALM/APMo Monitoring (Standard)

The Service uses a software application which can monitor the performance of the Customer's Applications, as selected by the Customer and subject to any constraints in the ALM/APMo Appliances. The software application resides in dedicated ALM/APMo Appliances.

The Service uses the following techniques:

Data Capture – capturing and identifying data into application types and application flows.

Data Analysis – providing monthly reports based on the results of the data capture.

The Service also uses a range of BT Equipment that facilitates suitable scalability, resilience and management of the software and appliances used by the Customer. BT Equipment will be deployed and configured at designated Customer Sites. BT will manage the Service through a centralised management platform.

The Customer will be provided with 24 x 7 x 365 access to the GS Portal for report viewing.

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The Service can also be provided to Customer Equipment and to BT Provided Equipment; in either case this will be shown on the Order. The Customer agrees that BT has the exclusive right to manage the configuration of Customer Equipment and the BT Provided Equipment but BT shall notify and consult with the Customer of any such configuration management which BT intends to carry out.

2.2 Web Performance Monitoring Service (Optional)

Web Performance Monitoring is an on-demand Web and mobile application monitoring solution that enables the Customer to optimise its Web application availability and performance. There is a minimum number of Metrics set at 100,000 (one hundred thousand). The Customer can order less than this minimum number, however if the Customer does so, it acknowledges and agrees that it will be charged for 100,000 (one hundred thousand) Metrics. BT will work with the Customer to agree the tests that are required to monitor web urls. BT will configure the agreed tests on Web Performance Monitoring platform. The Customer will be provided with access to the GS Portal for report viewing, available at any time.

2.3 Application Incident Investigation (Optional)

In addition to the standard Service, the Customer may order Application Incident Investigation, which provides the ability for the Customer to define performance thresholds (as agreed with the Customer) for its critical Applications. If these thresholds are breached, the Connect Applications Helpdesk will proactively investigate the cause of the performance breach and make recommendations for resolution. BT will work with the Customer to define the thresholds for Application Incident Investigation to ensure that these match the performance requirement of the Applications being proactively monitored.

3 Service Delivery

BT will configure and install ALM/APMo Appliances and conduct a set of standard tests to ensure that the configuration is functioning correctly. The Operational Service Date in respect of each Site shall be the day on which BT advises that such testing is successfully completed. Charging will commence on the Operational Service Date.

4 BT Service Management Boundary (SMB)

The SMB is the LAN port on the ALM/APMo Appliance provided at a Site.

For the avoidance of doubt, the SMB is for the Service only, and will not be deemed as defining the SMB for any other Services provided by BT.

5 The Customer's Responsibilities

- 5.1 For each ALM/APMo Appliance installed by BT, the Customer will provide a LAN switch port, two (2) static IP addresses, and any configuration of firewalls and LAN switches to allow appropriate data to be captured for reporting purposes. Suitable accommodation for the ALM/APMo Appliances must be provided by the Customer.
- 5.2 The Customer is responsible for providing and maintaining the Customer's own LAN, Data Centre and Application Hardware.
- 5.3 The Customer will give BT reasonable notice of any infrastructure maintenance on services not provided by BT that could reasonably be expected to impact the

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performance of the Service. In any event the Service Levels in section 7 of the General Service Schedule will not apply where such maintenance impacts the Service.

- 5.4 The Customer is responsible for obtaining the relevant approvals from its supplier if the Service is to be supplied on another provider's VPN service.
- 5.5 For the Web Performance Monitoring, the Customer is responsible for deciding the tests and the details of the web URLs to be monitored. Customer delays in providing this information may impact Service delivery and in these circumstances the Service Levels in section 7 of the General Service Schedule will not apply.
- 5.6 The Customer is responsible for ordering and paying any Charges for any necessary configuration changes, if applicable (e.g Site moves, adding/removing Applications).BT will advise the Customer of the Charges in advance and if the Customer wishes to proceed, the Customer will place an Order with BT.

6 Change Management

Customer changes in the Customer's network configuration and WAN infrastructure are subject to prior written agreement with BT. Changes in the Service are subject to agreement between BT and the Customer.

7 Service Levels

Section 7 of the General Service Schedule applies to this Service.

8 Customer Data

Any Customer data captured by BT in the delivery of the Service will remain the Customer's data and BT will only process this data to the extent necessary to deliver the Service or in accordance with the instructions of the Customer. At all times both Parties will comply with their respective obligations under applicable, data protection and privacy legislation, and the confidentiality provisions of the Agreement.