



Service Level Agreement (Service Description) Monitoring as a Service

Code: MS-MON

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Service of the contractor

This document describes the services of the service module, which are provided as part of the contract concluded between the client (CL) and the contractor (CO). The responsibilities of the services described are based on a RACI model. Explanations of terms and contact information for the Customer Service Center can be found under the following [link](#).

Unless otherwise agreed, the following service goals apply as standard: Service time "SNAZ" (NWH) with a response time of 4 hours.

Monitoring as a Service

In conjunction with Care Services, ensures proactive monitoring of systems or system components.

Initial Services	CO	CL
Install the CANCOM monitoring system at the client's site	R/A	C/I
Integrate the on site CANCOM monitoring system in the central service management system at CANCOM	R/A	C/I
Map the components to be monitored in the CANCOM monitoring system and allocate the measuring points	R/A	C/I
Assign the systems, system components and services of the client to the measuring points in the CANCOM Service Management System	R/A	C/I
Classify the urgency, impact and security relevance	R/A	C/I
Define the e-mail address for the notification of the client	R/A	C/I
Set up 2 user accounts for the client's access to the CANCOM Monitoring System incl. remote training for an administrator in the amount of 2 hours	R/A	C/I

Recurring Services	CO	CL
Regular monitoring of systems, system components and services		
The monitoring system is installed locally at a central location of the client and monitors the system components and services agreed with the client using measuring points selected based on the contractor's monitoring standards. Automatic monitoring is carried out by periodically querying the measuring points.	R/A	C/I
Regular recording of measurement data and events		
The monitoring system continuously records data on the individual status of the monitored components and services. For evaluation purposes, data is stored for a period of approximately 15 months, depending on the infrastructure provided by the client.	R/A	C/I

If necessary, the remote access software transmits data from the system and the system components to the contractor for analysis, evaluation or processing.		
Measuring points		
The system uses standard measuring points for each service or system component.	R/A	C/I
Troubleshooting monitoring system malfunctions		
The malfunctions reported by the client (errors or defects in the monitoring system) are analyzed, processed and remedied by the contractor. The contractor backs up the system as part of the service module and, in the event of an error, will restore the data that may contain data that is up to one calendar day old.	R/A	C/I
Transmission and acknowledgement of events in the monitoring system		
Applies to the monitoring templates marked with "Templates Care Services" in the offer: The monitoring system in the client's network transmits the events to the central monitoring system in the contractor's data center. The contractor checks the triggers, evaluates and acknowledges the events in the monitoring system. The monitoring system distinguishes between the following event types: • Information – status changes, incidents or changes to environmental conditions without immediate need for action. • Warning – measured values that show that operational or safety-relevant limit values will soon be reached. The contractor monitors and coordinates suitable measures if this trend persists. • Failure/defect – the operational status of a service, system or system component is no longer given.	R/A	C/I
Verify events and perform initial analyses		
Applies to the monitoring templates marked "Templates Care Services" in the offer: The contractor analyzes whether there is a correlation between events and what extent or cause they have. This is done on the basis of the services shown in the monitoring with their hierarchies or topographical representations. If several events occur at the same time, it is analyzed which event is the central trigger. It is examined whether one or more malfunctions are present. In the event of warnings or failures, the contractor checks whether a ticket already exists and whether other malfunctions or change operations have triggered these events. In the second case, a ticket is opened.	R/A	C/I
Checking operational readiness after events		
Applies to the monitoring templates marked with "Templates Care Services" in the offer:	R/A	C/I

After measures have been carried out, the operational readiness of the monitored systems and services is checked in the monitoring system. If not all system events are reset automatically, this is done manually.		
Consideration of maintenance work on monitored systems		
Applies to the monitoring templates marked with "Templates Care Services" in the offer: Before maintenance work begins, the contractor deactivates monitoring of the affected services, systems or system components for the planned duration. For maintenance work that goes beyond the planned period, the contractor extends the duration of the deactivation. At the end of the maintenance work, the proper functioning of the measuring points is checked and the alarm for the affected elements is reactivated. This procedure also applies to operations in emergency cases.	R/A	C/I
Transmitting event data to the client		
For the monitoring templates marked with "Templates Notification Client" in the offer, the monitoring system transmits the events to the defined email address of the client.	R/A	C/I
Client access to the monitoring system		
Dem Auftraggeber wird lesender Zugriff auf das lokal installierte Monitoring System zur Verfügung gestellt.	R/A	C/I

Obligation of the client to cooperate	CO	CL
Information about operations on monitored systems		
Announcement of the start and end of work for assignments involving monitored systems or services.	C/I	R/A
Information for broadcasting events		
Provision of all technical requirements necessary for the transmission of events to the central monitoring system.	C/I	R/A
Information about system limitations on monitored systems		
The client informs the contractor about monitoring-relevant system changes (reductions, extensions, technical configuration changes, etc.) that are carried out by the client or its partners on monitored systems or services. The client will separately instruct the contractor to make the necessary changes.	C/I	R/A

Framework conditions for service
The client provides a virtual server for the monitoring system (2 in the case of a redundant solution). The server must meet the following minimum requirements: 8 CPU cores, 16GB RAM, 160 GB HDD
The monitoring system is integrated into the client's network. Required protocols such as NETFLOW or SNMP in the client's network as well as access (e.g. via firewalls) to the components and systems to be monitored must be permitted or possible.
No additional software may be installed or operated on the monitoring system
If the event management is carried out by the contractor as well as for systems or services of the client or its partners, all operations must be reported to the contractor in a timely manner before the start and upon completion of the work.

Services not included
Services for the coordination or integration of partners or subcontractors of the client
Configuration changes in the monitoring system
Physical or mechanical extensions or changes to the system
Software developments or adaptations
Creation of software packages for deployment systems
Setting up, removing or configuring measurement points

