



Service Level Agreement (Service Description) Software Patch Service

Code: MS-PATCH
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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.

Software Patch Service

The system updates carried out periodically by the contractor are the basis for the availability and operational reliability of the client's systems.

Initial Services	CO	CL
Define, set up and test the remote maintenance access to the systems of the client	R/A	C/I
Define the Change Advisory Board (CAB) per service/system and adjust with the client	R/A	C/I
Documentation of the customer infrastructure in a system list (to be filled in by the customer according to the template provided by CANCOM)	C/A	R
Clarification and documentation of dependencies (customer systems or applications)	R/A	R
Testing and documentation of systems/products that are no longer supported by the manufacturer/partner (e.g. Windows Server 2003, hardware without support contracts)	R/A	C/I
Review of the infrastructure together with the customer	R/A	R

Recurring Services	CO	CL
Checking the availability of new software packages		
Before the agreed rollout runs, the contractor checks whether new software packages released by the manufacturer are available and checks the existing manufacturer documentation for these software packages (dependencies, corrected errors, manufacturer specifications and framework conditions, implementation instructions). If a software package is not compatible with other products of the client or concerns irrelevant functions or uninstalled system parts, the installation is suspended or not carried out.	R/A	C/I
Information about available software packages to the client		
If software packages for the client's systems are available from the manufacturer, information about the software packages will be sent to the client during the CAB meeting. This information enables the client to decide whether the software packages should be installed or whether installation is not possible.	R/A	C/I

Patch Service with Planning (CAB)		
This service updates those software products that require a Change Advisory Board (CAB) meeting to be called for the software distribution of the software packages, e.g. a necessary interruption in operations or testing together with the client. The CAB issues the approval for the patch service. The rollout is verified in the change, planned and carried out by release management. This applies, for example, to multi-patching, which involves the rolling out of several software packages on different systems and has dependencies in their sequence.	R/A	C/I
Manage maintenance windows		
Maintenance windows are agreed in advance for the systems and system components maintained by the contractor. Maintenance windows do not necessarily have to be used. The defined maintenance windows are managed by Operation Management, set up in the systems and published to the people concerned. A maintenance window can be used for several maintenance operations. The maintenance operations are arranged by the contractor according to the dependencies and risks within a maintenance window and provided with appropriate reserve times. The client must ensure that all the requirements for a maintenance operation are met during the agreed maintenance windows.	R/A	C/I

Obligation of the client to cooperate	CO	CL
Change Advisory Board (CAB)		
CAB meetings are generally held remotely (telephone or video conference).	C/I	R/A

Framework conditions for service
For software distribution, corresponding rights to the client's systems and products are required. These are provided, set up or commissioned by the client before the contractor provides the software distribution as a service.
Only patches that are made available to partners by the respective manufacturer are installed.

Services not included
Creating or changing software packages (e.g. *.MSI)
Provision of licenses
Management of licenses and license documents (documents, manufacturer-side web access)
Major upgrade: activation of new functions and user training

Software patches outside of the planned patch runs (e.g. security hotfixes), these must be agreed individually
Tests to check the functions of the respective system
Hardware or software components that are required for the software version
Manual data conversions
Necessary adjustments to interfaces or individual developments for the client

