



Service Level Agreement (Service Description) Configuration Service

Code: MS-CONF

Version: 3.1

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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.

Configuration Service

With this service, changes are implemented quickly and specifically via remote access.

Initial Services	CO	CL
Define, set up and test the remote maintenance access	R/A	C/I
Current status - collection & creation of a system list	R/A	C/I

Recurring Services	CO	CL
Configuration changes		
The contractor supports the client's administrator by telephone, email or remote access with standard configuration changes. A configuration change refers to the adaptation of parameters to systems or system components (e.g. assigning rights, adapting firewall rules).	R/A	C/I

Obligation of the client to cooperate	CO	CL
Request for service provision		
The request notification must contain all information required to provide the service (e.g. names, numbers, locations, contact persons) so that the standard change can be triggered and implemented.	C/I	R/A
Appropriate security measures		
The client is responsible for the appropriate security measures (e.g. instructions, activating login, data backups). Any necessary measures in this regard will be taken before a technician from the contractor begins work.	C/I	R/A

Framework conditions for service
The implementation of configuration changes requires the relevant rights to the client's systems and products. These are provided, set up or commissioned by the client before the contractor provides the service.
Tests to verify the functions of the respective system after the configuration change are carried out by the client.
Provision of necessary system documentation and licenses by the client.

Services not included
Installation/deinstallation of hardware or software.
Registration, deregistration or change of registration with providers/partners or the coordination of providers/partners.
Major upgrades: activation of new features, user training
Installing patches or hotfixes
Implementation of projects

