



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
Provide the Release Policy and adjust with the client	R/A	C/I
Define the Change Advisory Board (CAB) per service/system and adjust with the client	R/A	C/I

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 if it affects irrelevant functions or system parts that have not been installed, the installation will be 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, electronic information about the software packages is sent to a defined contact person of the client. This information enables the client to decide whether the software packages should be installed or whether installation is not possible. If this is the case, a change ticket is opened.	R/A	C/I
Update and distribute release policy		
The release policy defined jointly with the client is updated over the duration of the contractual relationship and distributed in the current version after each change. This document regulates, for example, the software distribution methods, package creation, the management and storage of software products (software library) or the product-related conditions.	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 affected. 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
Patch Service		
The contractor installs software packages that do not require any interruption to operations or are considered non-critical by the contractor directly on the client's systems. Typical examples of such software packages are bug fixes, hot fixes, corrections to security gaps or updates to non-critical standard products (e.g. Acrobat Reader, various viewers).	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. This could be, for example, a necessary interruption in operations or testing together with the client. The CAB gives 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 rolling out several software packages on different systems and has dependencies in their sequence. The implementation of the software packages is planned in coordination with the client. The planning also takes into account the dependency on other products or systems, e.g. the simultaneous or gradual upgrading of several systems (hardware or software). Any necessary preparations for the client, such as upgrading other systems, purchasing hardware or data sets, are also defined.	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

