

SERVICE DESCRIPTION

DSCLOUD

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1. INTRODUCTION

The Digital Sense cloud platform (DSCloud) supports a number of delivery models, including Public, Private, and Dedicated. This document provides details of the DSCloud service along with information relating to the consumption and support of the various cloud platforms.

1.1 KEY FEATURES

1.1.1 DSCloud Public

DSCloud Public is a scalable, cost-effective solution based on VMware's Cloud Verified¹ platform. DSCloud Public provides a multi-tenanted cloud platform with secure access to shared management and shared workload resources via VMware Cloud Director.

1.1.2 DSCloud Private

DSCloud Private provides a multi-tenanted cloud platform with secure access to shared management and dedicated workload resources via VMware Cloud Director.

1.1.3 DSCloud Dedicated

DSCloud Dedicated provides a private cloud platform with secure access to dedicated management and dedicated workload resources via VMware vCenter.

1.2 SUPPORTED WORKLOADS

Each DSCloud product supports VMware-based virtual machines across multiple Availability Zones. The solution supports a wide variety of virtual machine configurations and guest operating system licensing options, in addition to 24/7 monitoring and high availability.

1.3 BUSINESS BENEFITS

Benefits of the DSCloud offering include:

- Application mobility, with the ability to move workloads from on-premises to DSCloud;
- Flexible hardware and software consumption models;
- Secure access to resources;

¹ <https://www.vmware.com/vmware-cloud-verified.html>



- Enterprise class support; and
- Multi-region access for cloud workloads.

2. SUBSCRIPTION

DSCloud is provided on a subscription basis, with 1, 3 or 5-year contract terms. For DSCloud Public, there is no minimum commitment required in terms of capacity consumed. There are, however, commercial incentives available for customers committing to minimum capacities and contract duration. DSCloud Private and DSCloud Dedicated do have minimum commitment levels. These are negotiated on a per-tenant basis.

The subscription is comprised of an upfront establishment charge coupled with a per-vCPU and per-GB (vRAM) pricing model. Beyond these basic subscription components, optional fee-based services may also be consumed. Please refer to the table below for service and feature pricing.

Service Item	Unit of Measure	RRP
DSCloud - Per vCPU Core	Per CPU Core per Month	\$19.00
DSCloud - VMware vRealise Operations (Advanced Edition) (Dedicated) - Per Virtual Machine or OSI	Per OSI or VM Per Month	\$9.00
DSCloud - Per GB vRAM	Per GB Ram Per Month	\$22.00
DSCloud - Per vCPU - Standby vCPU for DR Solutions	Per Month (Standby)	\$4.750
DSCloud - Per GB vRAM - Standby vRAM for DR Solutions	Per Month (Standby)	\$5.50
DSCloud - Per vCPU - Active for Activated (or testing) DR Solutions	Per Hour (Active)	\$0.030
DSCloud - Per GB vRAM - Active for Activated (or testing) DR Solutions	Per Hour (Active)	\$0.050
DSCloud - VMware vRealise Network Insight (Dedicated)	Per VM or OSI Per Month	\$10.00
DSCloud - VMware vRealise Automation Enterprise (Dedicated)	Per VM or OSI Per Month	\$30.00
DSCloud - VMware vRealise Operations Tenant App	Per VM or OSI Per Month	\$13.00
DSCloud - Dedicated Management Plane (2 Per Region)	Per AZ Per Month	\$8,499.00
DSCloud - Virtual Machine Cloud Activation Fee - Monthly	Per Month Per VM	\$125.00
DSCloud - Virtual Machine Cloud Activation Fee - Upfront	Per VM	\$1,500.00
DSCloud - Managed Guest Operating System – Fully Managed	Per VM Per Month	\$249.00
DSCloud - Managed Guest Operating System – Monitoring	Per VM Per Month	\$95.00



DSCloud - Managed Guest Operating System – Monitoring, Patching and Reactive Support	Per VM Per Month	\$180.00
DSCloud - Microsoft Windows Server Standard Edition	Per Month	\$59.00
DSCloud - Microsoft SQL Server Standard Edition SAL (Subscriber Access License)	Per User Per Month	\$35.00
DSCloud - Microsoft SQL Svr Web Edition - Minimum 2 Cores	Per 2 Core Per Month	\$20.49
DSCloud - Microsoft SQL Svr Standard Edition - 2 Virtual Core Pack (minimum of 4 cores per VM/processor)	Per 2 Core Per Month	\$289.00
DSCloud - Windows Server Datacentre - 2 Cores (Minimum of 8 cores per processor)	Per 2 Core Per Month	\$64.990
DSCloud - Windows Remote Desktop Services SAL	Per User Per Month	\$11.49
DSCloud - Microsoft Windows Server Standard Edition (8 Cores x 2 Sockets Host) 2 Cores (Minimum of 8 cores per processor)	Per VM Per Host	\$72.62
DSCloud - Microsoft Windows Server Standard Edition (16 Cores x 2 Sockets Host) 2 Cores (Minimum of 8 cores per processor)	Per VM Per Host	\$146.00
DSCloud - Windows Server Datacentre - 2 Cores (Minimum of 8 cores per processor)	Per 2 Core Per Month	\$64.99

Table 3 - DSCloud Service Item Pricing

3. SERVICE OPERATIONS

The table below outlines Digital Sense's roles and responsibilities in the delivery of the service offerings. While specific roles and responsibilities have also been identified as being owned by the customer, any roles or responsibilities not contained in this Service Description are either not provided with the service offering or are viewed to be the customer's responsibility. Digital Sense's service level commitments are outlined below.

Service Description	DS	Customer
Provide a cloud environment with multiple Availability Zone options. Including ensuring the service is 'ever-green' (patching, software updates, hardware maintenance, firmware updates, security updates, hardware refresh etc.) for all Digital Sense owned assets.	✓	
Selection of a multi-tenant or dedicated Virtual Private Data Centre (VPDC).		✓
Assist with the selection of the VPDC type based on requirements such as security, applications, software licensing etc.	✓	
Select storage tiers required		✓
Provide access to storage tiers selected	✓	
Provide a VPDC and configure base parameters and establish initial access.	✓	
Provide an online portal for all administration tasks within the VPDC.	✓	



Provide a selection of Public virtual machine templates based on Windows and Linux operating systems.	✓	
Manage VM Tools in guest environment including installation, patching and upgrades.		✓
Create Private templates based on Windows and Linux operating systems.		✓
Virtual Machine creation - vCPU selection to suit requirements of application and/or systems to reside on virtual machine. vCPUs can be configured in specific vCPU increments.		✓
Virtual Machine creation - vRAM selection to suit requirements of application and/or systems to reside on virtual machine. vRAM can be configured in 1MB increments.		✓
Virtual Machine creation – Storage (disk) selection to suit requirements of application and/or systems to reside on virtual machine. Storage disks can be configured in 1GB increments.		✓
Manage all administration aspects of the virtual machines in the guest environment, including virtual machine creation and vCPU, vRAM and storage changes, VM snapshots, affinity rules and storage vMotion.		✓
Manage vMotion operations.	✓	
Manage all patching, software updates, software maintenance, security updates, etc. in the guest environment.		✓
Guest environment Anti-Virus, Malware protection etc.		✓
Virtual machine performance monitoring		✓
Migrate virtual machines into DSCloud from external source (customer site, private cloud, public cloud, third party provider).		✓ ²
Provide inter-data centre connectivity for virtual machine replication, vMotion, Storage vMotion and disk volume-based storage replication including link monitoring and management.	✓	
Provide disk volume snapshots and storage replication of disk volumes by Service Request.	✓	
Submit Service Request via the online service management portal for all disk-based snapshots and storage replication of disk volumes.		✓
Provide a Network Security Zone and VLAN Facility including configuration of initial VLAN.	✓	
Ongoing configuration of Network Security Zone including additional VLAN creation, monitoring and Management, Internal IP address selection and management.		✓
Provide Digital Sense Public IP Addresses where requested.	✓	
Provide 'bring your own' Public IP Addresses.		✓
Provide Internet connection to VPDC at any DSCloud location including management and monitoring.	✓	
Internet link sizing		✓
Internet link utilisation monitoring and capacity management		✓
Establish secure connections to Internet link		✓
Provision of upstream Internet links with sufficient capacity to suit requirements	✓	
Deployment of Edge Service Gateway – DSCloud Private, DSCloud Public	✓	
Deployment of Edge Service Gateway – DSCloud Dedicated		✓
Configuration of Edge Services Gateway		✓
Software Application Licensing and licensing compliance ³		✓

² Digital Sense can assist with virtual machine migrations if required. This can be based on a fixed cost project where a detailed scope and Digital Sense project management methodology is used or on a time and materials basis using the standard Digital Sense Rate Card. Migration techniques and Digital Sense assistance will be determined during the Service Initiation phase.

³ Digital Sense can provide certain software licensing for applications and operating systems as an additional option. See fees section for details.



Provide input and participate in software vendor licensing audit where requested.	✓	
Report all incidents to the Service Desk by phone (P1 incidents) and via the online service management portal (P2-P5 incidents).		✓

Table 4 - DS Cloud Service Operations

3.1 INFRASTRUCTURE COMPONENTS

3.1.1 Hypervisor

The DS Cloud solution is built on VMware Cloud Foundation. In a multi-tenant environment (DS Cloud Public and DS Cloud Private), the underlying vSphere environment is not available to customers and all operations are performed through the VMware Cloud Director portal. In DS Cloud Dedicated, Digital Sense makes certain aspects of the vSphere environment (vCenter) accessible to customers. The components that make up DS Cloud are shown in the following table.

vSphere Component	Description	Multi-tenant Environment Access	Dedicated Environment Access
VMware ESXi Server	The virtualisation operating system software that runs on a physical host providing the virtualisation capability.	None	Ability to install additional drivers and 3 rd party applications/tools.
VMware vCenter	A server that is the central point for configuring, provisioning, and managing the virtualised environment.	None	Configuration, administration, virtual machine management and access to remote consoles is permitted using the VMware vSphere client or Web Access.
VMware vSphere Web Access	A Web interface that allows access to vCenter.	None	Access to vCenter
VMware NSX-T	Network Services including firewall, routing, load balancing and VPN	Full Access No Deploy – Fulfilled using Service Request	Full Access including the ability to deploy additional NSX services including edge gateway services and distributed firewall and routing.

Table 5 - DS Cloud vSphere Hypervisor Components

The following table describes the Roles and Responsibilities for the vSphere Host environment in DS Cloud Dedicated.

Service Description	DS	Customer
Install additional Software or 3 rd Party tools on any Host server running VMware ESXi (subject to Digital Sense approval)		✓
Initial configuration of ESXi Servers	✓	



Initial configuration of vCenter Server	✓	
Ongoing configuration of vCenter Server	✓	✓ ⁴
Ongoing configuration of ESXi Servers	✓	
Patching, upgrades, security updates etc of ESXi	✓	
Patching, upgrades, security updates etc of vCenter Server	✓	
Installation and configuration of vSphere web client		✓

Table 6 - DSCloud Dedicated Host Roles and Responsibilities

In DSCloud Dedicated, downtime of the VMware vSphere environment caused by customer installed third-party tool and applications, customer misconfigurations, customer administration at the vCenter console or changes made to the hypervisor environment will be excluded from SLA targets.

3.1.2 vRealize Components

Digital Sense uses VMware vRealize suite to manage aspects of the DSCloud environment. In a multi-tenant environment, a limited subset of the vRealize suite is made available to customers, however certain reporting and automation functions can be requested via a Service Request.

In a dedicated environment, Digital Sense makes certain aspects of the vRealize suite accessible to customers. The components that make up the DSCloud vRealize suite are shown in the following table.

vRealize Component	Description	Multi-tenant Environment Access	Dedicated Environment Access
vRealize Network Insight ⁵	Allows intelligent operations and optimisation for the VMware NSX environment and assists by making recommendations based on detailed analytics.	None – Reports via SR	Full access and visibility of the entire networking and NSX environment. Full administration of NSX and access to troubleshooting features.
vRealize Log Insight	Allows centralised log management for all vSphere components (and any other system where configured).	None – Reports via SR	Full access to the Log Insight dashboard to view log data, error/warning/problem messages etc. Ability to add additional log collection from non-vSphere components within the VPDC.
vRealize Operations Manager	Allows operations management across vSphere	Limited – Access via Tenant App	Full access to the operations console.

Table 7 - DSCloud vRealize Components

⁴ Certain configuration options will be available for customer configuration.

⁵ Additional charges apply



The following table describes the Roles and Responsibilities for VMware vRealize in a DSCloud Dedicated. Note that vRealize Automation is not available on the DSCloud platform.

Service Description	DS	Customer
vRealize Network Insight		
Deploy vRealize Network Insight virtual appliances	✓	
Compute and storage fees for consumed resources of vRealize Log Insight virtual appliance		✓
Configure vRealize Network Insight including licensing and Proxy virtual appliance	✓	
Add vCenter Server as data source	✓	
Add additional data sources		✓
Analyse Traffic Flows		✓
Generate Traffic Flow Assessment reports		✓
Configure and add IPFIX		✓
Establish and respond to event notifications		✓
Configure SMTP mail server information for event notifications		✓
Perform user management and/or establish LDAP integration		✓
vRealize Log Insight		
Deploy vRealize Log Insight virtual appliance	✓	
Determine Disk requirements for log data based on vSphere components	✓	
Determine Disk requirements for log data based on customer collected log components		✓
Assign disk storage to vRealize Log Insight virtual appliance based on calculated log storage requirements	✓	
Compute and storage fees for consumed resources of vRealize Log Insight virtual appliance		✓
Establish vRealize Log Insight data collection for all vSphere components including ESXi Hosts and vCenter	✓	
Configure ESXi hosts and vCenter to forward syslog data to vRealize Log Insight	✓	
Establish vRealize Log Insight data collection for external components and unstructured log data		✓
Configure other non ESXi devices to forward syslog data to vRealize Log Insight		✓
Configure vRealize Log Insight to send notification events to vRealize Operations Manager	✓	
Troubleshoot vSphere error/warning/problem messages and conduct root cause analysis	✓	
Troubleshoot external system error/warning/problem messages and conduct root cause analysis		✓
Configure syslog forwarding to external syslog server (where required)	✓	
vRealize Operations Manager		
Deploy vRealize Operations Manager	✓	
Determine Disk requirements for vSphere components	✓	
Determine Disk requirements for customer monitored components		✓
Assign disk storage to vRealize Operations Manager based on calculated storage requirements	✓	
Compute and storage fees for consumed resources of vRealize Operations Manager		✓
Install the vRealize Log Insight Management Pack into vRealize Operations Manager	✓	
Configure metrics for performance and availability monitoring including setting thresholds and alerting options		✓



Respond to and action alerts		✓
Capacity management and trend reporting to establish future growth requirements		✓
Notify Digital Sense of ongoing growth statistics and capacity requirements		✓
Configure reporting and generate reports		✓

Table 8 - vRealize Roles and Responsibilities - DSCloud Dedicated

3.1.3 LogicMonitor

Digital Sense uses a software as a service (SaaS) tool called LogicMonitor to monitor and report on infrastructure components within the DSCloud environment. In a multi-tenant environment, the LogicMonitor toolset is not available to customers for monitoring the Host Environment as it is a fully managed service. Several reports are also available from LogicMonitor that provide an overview of the multi-tenant host performance and can be requested by a customer via a Service Request.

However, LogicMonitor can be added to the guest environment as an option should customers want an enterprise monitoring solution as part of the Digital Sense DSCloud environment. This can be configured in either a shared or dedicated IaaS environment. Please refer to the Service Description for Digital Sense Managed System Monitoring for more information.

In DSCloud Dedicated environment, Digital Sense allows access to the LogicMonitor dashboard for the hosts dedicated to the customer. The components that make up the LogicMonitor toolset for monitoring of the DSCloud Dedicated environment are shown in the following table.

LogicMonitor Component	Description	Multi-tenant Environment Access	Dedicated Environment Access
LogicMonitor Collector	A Java-based application that runs on either a Linux server or Windows server within the customer VPDC with access to the Host ESXi Servers to collect performance and availability data	None	The application can be installed on an existing customer server or on a dedicated customer server within the VPDC. The server must have HTTPS access to the internet.
LogicMonitor SaaS Data Centre	The backend of the LogicMonitor solution. All data is securely transmitted to the LogicMonitor Data Centre Servers.	None	Dashboard access can be provided.
LogicMonitor Dashboard	A dashboard for viewing alerts and data collected from each monitored device.	None	Read Only access is provided to the Alerts and monitoring configuration. Customers can request custom dashboards to suit specific requirements.



Table 9 - LogicMonitor Components

The following table describes the Roles and Responsibilities for LogicMonitor in a DS Cloud Dedicated environment.

Service Description	DS	Customer
Provide virtual machine for LogicMonitor Collector software (can be either dedicated server or shared on server with low utilisation such as DNS server etc.)	✓	
Install LogicMonitor Collector software	✓	
Compute and storage fees for consumed resources of LogicMonitor Collector server		✓
License and maintain LogicMonitor relationship	✓	
Configure LogicMonitor for monitoring vSphere hosts	✓	
Configure LogicMonitor for monitoring other devices	✓	
Build and maintain default vSphere dashboards and monitoring panes	✓	
Build and maintain customer specific dashboards and monitoring panes	✓	
Establish initial user access to management console	✓	
Perform User Management for access to console and dashboards	✓	
Event Management	✓	
Escalation Management	✓	✓

Table 10 - LogicMonitor Roles and Responsibilities

3.2 SUPPORT

The service offering includes support for reported problems as they relate to DS Cloud service availability.

Service Description	DS	Customer
Provide a fully managed cloud service including ensuring the service is "evergreen" (patching, software updates, hardware maintenance, firmware updates, security updates, hardware refresh etc.)	✓	
Develop initial network design (if required)	✓	✓
Deploy hardware and assets on-site where required	✓	
Provide suitable data centre facilities for onsite deployed hardware (including environmental aspects – rack space, power, UPS, air-con and security etc.)		✓
Provide elevated security accounts for operation, maintenance and customer environment support as required		✓
Proactively monitor and resolve incidents within the DS Cloud environment	✓	
Forward automated events and alerts from proactive monitoring to customer ⁱ	✓	
Maintain and manage object storage resilience policies	✓	
Maintain and store audit logs	✓	
Provide data protection online user portals	✓	
Provide customer contact details for escalation		✓
Provide customer contact details for operational reports		✓



Provide customer contact details for alerting		✓
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Table 11 - Support

3.2.1 Service Specific SLAs

Digital Sense provides a standard set of SLAs for Incident, Major Incident and Service Request management (and these apply to problem, change and release management in support of Incident management). These SLAs are based on business impact and urgency, are assigned a priority of 1-5 and are ITIL aligned. See the Standard Common SLA document for details on Incident and Service Request SLAs.

For this service, the table below details specific Service Levels that will apply to the DSCloud service.

Service Level Agreement	Target Value
System Availability	99.99%
Storage Tier Performance	As per DSStore Service Description
DSCloud management portal availability	98%

Table 12 - DSCloud SLAs

For this service, the table below details specific Service Levels that will apply to DSCloud Service Requests. See the Standard Common SLA document for details on Service Request SLAs

Service Level Agreement	Response and Implementation Time
Virtual machine creation, changes and removals including Security Zone, VLAN and NSX requests via SR	P3 – Medium Priority
Snapshot, vMotion, Storage vMotion and Replicate virtual machine via SR	P2 – High Priority
Disk volume-based snapshot or storage-based replication for disk volume	P3 – Medium Priority
Access to additional storage tiers	P3 – Medium Priority
Ad-hoc remote hands support	P2 – High Priority
Reporting: Simple	P3 – Medium Priority
Reporting: Complex	P4 – Low Priority

Table 13 - DSCloud Service Request SLAs

3.2.2 Service Specific Reporting

In addition to the standard reports provided as part of the operational services, the following table details the reports delivered that are specific to this service.

Service Specific Report	Delivery Mechanism	Frequency
Simple: DSCloud Availability report	Email	As requested



Simple: Volume usage report	Email	As requested
Simple: Snapshot utilisation report	Email	As requested
Simple: Virtual machine usage report (vCPU/vRAM allocated)	Email	As requested
Simple: Virtual machine storage usage report (storage allocated)	Email	As requested
Complex: Virtual machine utilisation report	Email	As requested
Complex: vRealize reporting ⁶	Email	As requested

Table 14 - DSCloud Reporting

The Service Management Meeting (SMM) is held periodically to review all aspects of the service.

3.3 ACCOUNTS

Access to DSCloud components by Digital Sense staff will be required to perform maintenance and support activities. Digital Sense staff will not have access to customer virtual machines.

3.4 TRANSITION ACTIVITIES

DSCloud is based on a standard configuration, however certain aspects of the service are tailored to match the customer's environment. For users of the DSCloud Dedicated solution, a brief service initiation phase is required to ensure that the appropriate connectivity is in place. The Service Initiation phase includes design workshops and planning sessions with a detailed design document developed (if required).

Implementation of the service uses the design document and the Digital Sense Transition Methodology to ensure that the transition of services is executed successfully. The service initiation and transition phase include:

- Understanding future cloud workload capacity and growth;
- Reviewing current security and encryption policies and aligning these with the standard Digital Sense design;
- Designing of the connectivity solution;
- Planning the timing and implementation of the service in line with the transition methodology;
- Presenting a transition plan for customer approval; and
- The implementation of the transition plan and design.

⁶ Digital Sense uses vRealize for operations and reporting within the DSCloud environment and this can be used to provide detailed VPDC customer reports.



The cost of the service initiation could vary considerably depending on the complexity of the migration and transition. The cost-of-service initiation will be based on the effort required for each implementation as detailed in the transition plan developed.

3.5 MONITORING

Digital Sense will provide the following monitoring services:

- Monitoring of the DSCloud solution at the physical, logical, and network layers and ensuring availability as per the agreed service levels.

The customer is responsible for the following monitoring activities:

- Monitoring of customer-operated endpoints, applications, and networks to ensure access to the DSCloud service is maintained.

Service Description	DS	Customer
Monitoring		
Configure the standard set of identified events, thresholds, and the required resources to be monitored for infrastructure services	✓	
DSCloud platform and related network fabric monitoring	✓	
Maintain monitoring tools and backup service software	✓	
Monitor in scope infrastructure housekeeping routines	✓	
Log events and notifications, including resource affected, specific event type, and time of detection	✓	
Notify the appropriate contact when an Incident has been detected in accordance with the notification procedures as defined in the incident and problem management section.	✓	
Respond to, and take appropriate action on alerts relating to the DSCloud environment	✓	
Document and maintain procedures to be followed in the event of a DSCloud alert event	✓	
Provide monthly DSCloud capacity reports	✓	

Table 15 - DSCloud Monitoring

3.6 SERVICE REQUESTS

Customers may request services from the standard service catalogue. Many of these services can be initiated by a customer using the online service management portal however customers may request these to be completed by Digital Sense. Service requests are executed based on the standard Digital Sense operational services for Service Requests. The following table details the service catalogue items.



Service Request Description ⁷	Quantity	Cost per SR ⁸
Create new virtual machine (MP)	None	\$55.00
Change virtual machine vCPU or vRAM allocation (MP)	None	\$20.00
Remove virtual machine (MP)	None	\$20.00
Snapshot virtual machine (MP)	None	\$20.00
vMotion virtual machine	None	\$55.00
Storage vMotion virtual machine storage (MP)	None	\$55.00
Replicate virtual machine	None	\$55.00
Create disk volume-based snapshot	None	\$55.00
Create storage-based replication for disk volume	None	\$110.00
Create new Security Zone or VLAN (MP)	None	\$55.00
Request access to additional storage tiers	2 per annum	\$110.00
Deploy NSX Edge Gateway Service	1 per VPDC	\$500.00
NSX Configuration Requests		
Configure NSX Edge Gateway Service	None	\$280.00
Configure and enable NSX Edge Firewall	None	\$110.00
Configure Firewall Rules – per rule	None	\$22.00
Configure and enable NSX VPN	None	\$110.00
Configure VPN Connections – per VPN	None	\$55.00
Configure and enable NSX Router	None	\$110.00
Configure routes – per route	None	\$22.00
Configure and enable NSX Load Balancer	None	\$110.00
Configure load balancing – per load balance	None	\$55.00
Other NSX admin and configuration	None	POA – Rate Card
Ad hoc remote hands support	None	Rate Card per 15min
Software vendor licensing audit participation	None	POA – Rate Card
Report – Simple	12 per annum	\$110.00
Report - Complex	None	POA

Table 16 - Service Request Pricing

3.7 INCIDENT AND PROBLEM MANAGEMENT

Digital Sense will provide incident and problem management services aligned with ITIL recommended practices. These services will include detection, classification, escalation, and resolution, and will be recorded in Digital Sense's IT Service Management Tool (ServiceNow). These Incident and Problem Management services only relate to the provided service and covers:

- DSCloud solution availability, including software, hardware, and networks operated by Digital Sense to deliver the service.

The customer is responsible for incident and problem management activities including detection, classification, escalation, and resolution relating to:

- Customer-operated platforms, applications, or services leveraging the DSCloud service;
- Customer-operated endpoints (such as Internet browsers or web applications) that use DSCloud; and

⁷ Service Requests marked with (MP) can also be executed through the DSCloud Management Portal at no additional cost.
⁸ The cost per Service Request in excess of the included quantity.



- Customer-operated networks that the above-mentioned services used to access DSCloud.

Service Description	DS	Customer
Incident Management		
Maintain Digital Sense Incident Management processes and policies	✓	
Incident creation in Service Desk Tracking System. Each time an authorised person contacts the Service Desk and provide a unique reference number for each case	✓	
Provide logs and route support for incidents and service requests according to the escalation process	✓	
Open incident tickets for genuine automated alerts	✓	
Assign incident priority to each incident	✓	
Perform incident notification according to the escalation management procedures	✓	
Evaluate incident impact to SLA	✓	
Resolve incidents, interface with third parties where required to assist in incident resolution	✓	
Close incidents upon confirmation of successful resolution	✓	
Problem Management		
Maintain customer Problem Management processes and policies		✓
Compile RCA post-incident	✓	
Review and present RCA Findings	✓	
Review incident and RCA information	✓	
Identify problems, diagnose root causes and initiate actions to improve or correct the problem including interface with third parties as required to resolve problems	✓	
Adopt RFC process for Problem Management to link with change control	✓	
Periodic trending analysis of problems based on a review of #, types and status	✓	
Report on problem management activity	✓	

Table 17 - Incident and Problem Management

3.8 SECURITY

The responsibility for the end-to-end security of the DSCloud solution and hosted workloads is shared between Digital Sense and the customer. Digital Sense will provide the security for the aspects of DSCloud over which it has sole physical, logical and administrative level control. The customer is responsible for the aspects of the service over which it has administrative level access or control. The primary areas of responsibility between Digital Sense and the customer are detailed below. Digital Sense will use commercially reasonable efforts to provide:

- Physical security of data centre locations hosting DSCloud;
- Information security of the DSCloud platform, including operating environment, account security, and security of supporting infrastructure;
- Network security of the DSCloud platform, including network transit under the control of Digital Sense;



- Security monitoring of the DSCloud platform, including intrusion detection and vulnerability prevention within Digital Sense operated networks; and
- Patching and vulnerability management of the DSCloud platform, including regular security patching of platform vulnerabilities.

The customer is responsible for:

- Information security of all applications, endpoints, and services accessing the DSCloud platform on your behalf;
- Network security of all applications, endpoints, and services accessing the DSCloud platform; and
- Security monitoring of all applications, endpoints, and services accessing the DSCloud platform.

3.8.1 Compromised Infrastructure

Digital Sense reserves the right to suspend servers or any related elements or whole customer accounts if compromised servers are detected. This step is to ensure continued availability of the service and protect Digital Sense's infrastructure and business operations.

4. BUSINESS OPERATIONS

This section summarises the processes for ordering, scaling, renewing, suspending, and terminating the service.

4.1 ORDERING AND INVOICING

Details of ordering and invoicing are included in the standard Digital Sense Master Services Agreement (MSA), available from your Digital Sense account representative.

4.2 RENEWAL

Digital Sense reserves the right to not renew any service offering at the end of its subscription term. If this is the case, Digital Sense will notify you 30 days prior to the end of the subscription term.

4.2.1 Auto-Renewal

The service will be automatically renewed at the end of the subscription term unless you notify Digital Sense in writing 30 days prior to the end of the subscription term.



4.3 SUSPENSION AND RE-ENABLEMENT

In the event that an account is suspended for non-payment or any other reason, Digital Sense will restrict access to all service components and block all traffic across its public IP addresses. Digital Sense will retain these service components with configurations and data intact until the issue is resolved or the subscription expires or is terminated. Service re-enablement will be initiated immediately upon resolution of the account issues that led to the suspension. Public IP traffic blocks will also be removed.

4.4 TERMINATION

Upon termination of the contract, customer data will be retained on the DSProtect platform for 30 days. It is the responsibility of the customer to work with Digital Sense to obtain a copy of the data (if required) prior to its removal from the service.

5. GLOSSARY
