

PROV APPLICATION MANAGEMENT SERVICES

OPERATION GUIDE

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INTRODUCTION

ProV's Application Management Services offerings cover monitoring & routine services, managed services support for IFS Application™, IFS FSM, IFS CE, RPA, Database, and Infrastructure. It also includes Customer Help Desk, System Administration and Configuration Services, and range of Expert Customer Services.

ProV provides support for Application and Database Management as part of these services. ProV has developed software robots that perform monitoring and routine services related to IFS Application™, IFS FSM, IFS CE, Database and infrastructure etc., on a 24x7 basis. These robots generate alerts to the support team to fix when any parameter crosses a defined threshold. Proactive monitoring and fixing of probable issues enable customers to have better availability of their system for business operations.

The Application Management Services Operations Guide describes the interactions between our customers and ProV Application Management Services. It provides the basis for each organization to understand their respective roles and responsibilities. This document is not intended to define all business processes in each organization but provides the context in which they will operate and relate to each other.

On-Boarding to AMS

The Success of an AMS activity is dependent on how well the support team understands customer solution, monitoring needs and maintain the necessary knowledge and documentations.

As part of the customer on-boarding, ProV Service delivery manager along with his team shall conduct on-boarding workshops. Typically, on-boarding activities take time from 2 to 8 weeks based on complexity of the customer solution. The activity can be done from offshore and on need basis the functional consultant might require travelling to customer location. Following are the actions done as part of the On-boarding activities.

- Agree on a source code and data movement plan (only if this is required by customer)
- On-boarding workshops to understand the customer solution and specific monitoring needs (Cloud Environment, Database, Application Server, Application, Integration, and data replication).
- Build the consumption plans and proactive services plan for the next 2 months
- Identify and document test cases and stress test the communication channels
- Core team formation and capacity allocation

- Setting up the governance model and structure
- Identify Metrics and form review plans as per frequencies mutually agreed
- Ensure all documentation (Run books, manuals, reporting templates, technical SOPs, detailed escalation plan and procedures), practices, processes and tools are in place
- Setup the ticketing tool and configure the parameters.
- Setup the necessary access rights for the team.
- Provide pilot support and sign-off the transition activity.

Customer Responsibility

Necessary access rights and the governance procedures must be made aware to ProV before starting the AMS services. Any changes to such a governance procedure must be informed to ProV in well advance. A core team from customer end must be set up and introduced to ProV team and also required access rights to tools and services must be granted and also the access rights must be revisited at regular intervals and do the necessary adjustments based on the demand.

In the receipt of Application Management Services, Customer should explain the issue she is facing or the request in details. And also, customer must make sure that their key users available for any further clarification needed by ProV

Application Management Services

ProV is responsible for providing the procured services in English language. Application Management Services are provided by a global network of experts, located in Sri Lanka, India, and Philippines. Operational layer of Extra Customer Care and Proactive engagement service for premium customers is provided by way of designated customer care advocate or as a service layer or combination of both, which ever most appropriate for the designated customer.

Based on the request or when there are legislative needs, ProV could consider placing local customer care advocate provided that customer is willing pay any additional fee if a such an additional fee is incurred to ProV

Test Environment Access

Customer is responsible for providing a test environment which ProV could access subject to the governance procedures defined by the customer. The test environment must be frequently refreshed based on the production data. And, also the on-demand environment refresh may be needed, in the resolution ticket with higher severity.



The governance procedure with respect to the accessing of the test environment and the level of access required must be understood & agreed upon, documented, published, and strictly followed by ProV in the provision of AMS services.

If there is any additional access is needed in performing a specific task, the necessary access must be sought out and until such a permission is received the task must be put on hold and customer must be informed accordingly.

The effects of governance procedures with respect to the resolution of tickets and the requests must be understood and agreed upon by both parties before starting the AMS services.

ProV uses test environment in their "Customer Help Desk" and "System administration and Configuration Services "functions to better understand the customer issues and requests.

Production Environment Access

Production Environment access will be needed in the provision of "Monitoring & Routine Services", "Managed Services Support", "System Administration & Configuration Support "and "Customer Expert Services ". The level of access is dependent on the nature of the task.

The level of access needed and the governance procedures to be followed must be understood, documented, published by ProV before starting the AMS services. And such a governance procedure must be strictly followed by ProV

If there is any additional access is needed in performing a specific task, the necessary access must be sought out and until such a permission is received the task must be put on hold and customer must be informed accordingly.

The effects of governance procedures with respect to the resolution of tickets and the requests must be understood and agreed upon by both parties before starting the AMS services.

Remote Access

The customer is responsible for providing ProV Application Management Services the ability to connect to the environment(s) by remote access. Passwords and associated information required for remote access are held in a secure and auditable manner by ProV and are restricted to the personnel who have specific need to access them.

For the collaborative element of remote support, the required method is to use the proprietary Microsoft Teams™ solution for understanding and review. For any fix, we have to utilize RDP through VPN



Debug and Deployment Tools

All the tools required for debug or deploy software by default must be provided by the customer. If there is any change to this rule, this must be specifically agreed upon the commercial agreement signed by both parties.

Access to OEM Ticketing Tool

Customer must provide the required access to the ticketing tool of OEM, if customer needs ProV to directly communicate with OEM in the resolution customer tickets

Accessing “ProV Go To” and Application Management Services Teams

The ProV Go To is the first service layer in ProV AMS. Designated key users at customer end could contact “ProV Go To” through the ticketing tool agreed upon.

Standard customers could contact the “ProV Go To” and Application Management Services primarily through the ticketing tool or email.

Premium customers can contact “ProV Go To” or ProV AMS Teams over Internet Communication Channels such as Teams (Preferred), WhatsApp and Signal during the supported hours for Severity 1 and 2 tickets, in addition to communication through the ticketing tool or email.

Customer Care Advocacy Service

Platinum customers will be provided with customer care advocacy services through “Extra Customer Care & Proactive Engagement” Service layer. Platinum customers could contact their customer care advocate or customer care advocacy service desk through internet communication channel such as Teams (Preferred), WhatsApp and Signal during the supported hours for Severity 1 and 2 tickets for accelerations and escalations.

ProV Go To

The “ProV Go To” is the first layer of ProV AMS. The main job of ProV go to help the customer with noncomplex tickets and collect the information required to further processing of the tickets .

This layer will gather the information related to the issue/request, business impact of the issue customer is facing or the urgency of the request, to which service item in the offering customer ticket/request falls into and as to what is the next step customer expecting etc. And also, they will set the severity of the tickets based on ProV standard definitions.

Ticket Count

Each sub service item in “Manage Service Support”, “Customer Help Desk” and “System Administration & Configuration Services” will be counted as a sperate ticket in provision in Application Management Services. For an example “recreating and issue be laisse with OEM to get the resolution” (**Customer Help Desk**) and “installation

of resolution" (**Managed Services Support**) and "functional testing" (**Customer Help Desk**) will be counted as 3 tickets. If there is any mismatch of opinions between service delivery team and customer with respect to definition of ticket, customer could escalate the matter to support and services director.

Ticket Closure

Once the owner considers a ticket/request to be resolved, the owner will set the state to "Completed" and contact the customer to request permission to close it.

Offboarding a Customer

During the lifetime of provision of Application Management Services, there will be a time customer wants us to offboard them. Upon the receipt of written cancellation request for AMS services, ProV and Customer need to agree upon formal exit procedure and an existing governance model. This existing procedure should include the activities, timelines, responsible parties, approval process, and the cost. All the activities must be signed off by the customer within a week time after the completion of activity by ProV. If customer fails to sign off within given time frame, ProV considers given the activity as completed.

Following are the activities included in customer offboarding after formally initiate the offboarding process

- Agree on a detailed transition plan (Monitoring & Routine Services, Severity 1 and 2 tickets etc.)
- Handover WIP functional/technical work to customer /Designated 3rd Party Solution Provider according to a mutually agreed schedule by ProV and customer
- Handover all the solution documents to customer /Designated 3rd Party Solution Provider
- Handover the solution to Customer/Designated 3rd Party Solution Provider according to a mutually agreed schedule between ProV and customer
- Export the customer production data and handover to customer/ Designated 3rd Party Solution Provider according to a mutually agreed schedule between ProV and customer
- Remove test/production instances
- Package the source code and export to designated repository (This is relevant only when ProV has been tasked to maintain the customer source code)



- Remove, copy of source code from ProV repository
- Handover the user credentials possessed by ProV
- Handover all the open tickets to customer /Designated 3rd Part Solution Provider according to a mutually agreed schedule by ProV and customer
- Export the ticket history from ProV ticketing system and handover to customer/designated 3rd Party Service Provider.
- Remove the VPN connection to customer environment /ProV cloud
- Block the service key to the customer

Based on the complexity, this process may extend to 2-8 weeks.

Disclaimer

No obligation or precedent of any nature is set or implied by this document, such matters being entirely specified in, and governed by, other legal documents signed and agreed by the parties to which they relate.