

CenturyLink Technology Solutions Service Guide

Business Continuity Software 1.0

Managed SharePoint Service

This Service Guide (“SG”) sets forth a description of the Business Continuity Software SharePoint 2010 Enterprise and Standard (“Service”) offered by CenturyLink, including technical details and additional requirements or terms. This SG is subject to and incorporated into the Agreement and Hosting Service Schedule between the parties. The specific details of the Service ordered by Customer will be set forth on the relevant Service Order. For avoidance of doubt, any references in the Agreement, Schedules, or Service Orders to SSG, shall mean SG.

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Service Description

1. **Standard Service Description:** Business Continuity Software: Managed SharePoint 2010 is a Managed Hosting product. The standard “Service” consists of the packaging, installation, configuration, administration, monitoring, maintenance and support for the software components listed in Section 1.1. The Service Level Agreement (SLA) associated with this Service Guide is the “Managed Hosting Services SLA.”
 - 1.1. **Software Components:** The Business Continuity software is available in the below supported versions and with the below supported services
 - 1.1.1. **Supported Versions:**
 - 1.1.1.1. SharePoint 2010
 - 1.1.2. **Supported Editions**
 - 1.1.2.1. Enterprise Edition
 - 1.1.2.2. Standard Edition
 - 1.1.3. **Supported Services:**
 - 1.1.3.1. Quest SharePoint Services Software
 - 1.1.4. **Supported Operating Systems:**
 - 1.1.4.1. Windows 2008 R2 (64 bit)
 - 1.1.4.2. Windows 2012 (64 bit)
 - 1.1.5. **Supported Hosting Platforms:**
 - 1.1.5.1. CenturyLink Dedicated Cloud
 - 1.1.5.2. Intelligent Hosting
 - 1.2. **Design and Planning:** CenturyLink will provide design and planning tasks marked with an “X” in the CenturyLink column in Table 1.0 Roles and Responsibilities.
 - 1.2.1. **Licensing:**
 - 1.2.1.1. **CenturyLink Provided:** As part of the standard Service, CenturyLink obtains the software licenses required for the Software Components in section 1.1 under the Microsoft Service Provider Use Rights and License Agreement.
 - 1.2.1.2. **Customer Provided:** Customer has the option to obtain software licenses for the Software Components in section 1.1 separately. If Customer chooses to obtain the licenses, CenturyLink will install them as part of the Service. Customer represents and warrants that a written license agreement exists with Microsoft that permits CenturyLink to perform activities described in the proceeding sections. Customer agrees to provide CenturyLink with evidence of licensing as requested prior to the deployment date and periodically as requested to update the status of the license. If Customer fails to provide the license agreement, CenturyLink may, at its option, delay the deployment date or terminate the agreement.
 - 1.3. **Installation** CenturyLink will provide installation tasks marked with an “X” in the CenturyLink column in Table 1.0 Roles and Responsibilities.
 - 1.4. **Configuration:** CenturyLink will provide configuration tasks marked with an “X” in the CenturyLink column in Table 1.0 Roles and Responsibilities.
 - 1.5. **Administration:** CenturyLink will provide administration tasks marked with an “X” in the CenturyLink column in Table 1.0 Roles and Responsibilities.
 - 1.6. **Monitoring:** CenturyLink will provide monitoring tasks marked with an “X” in the CenturyLink column in Table 1.0 Roles and Responsibilities.

- 1.6.1. **Application Level Monitoring:** CenturyLink will enable application level monitoring for each environment as they are created within the product configuration.
- 1.6.2. **Notification:** CenturyLink will retain primary notification and resolution responsibilities for all automated environment alerts.
- 1.6.3. **Monitors:** Table 2.0 describes the monitors for the Service.
- 1.7. **Maintenance and Support:** CenturyLink will provide maintenance and support tasks marked with an “X” in the CenturyLink column in Table 1.0 Roles and Responsibilities.
 - 1.7.1. **Patch Releases:** Patch Releases: CenturyLink compiles, packages, certifies, approves and delivers Software patch versions for installation in a Customer environment. Customer must approve the installation by contacting CenturyLink support. Any Outages directly caused by Customer's failure to accept the implementation of a patch will not be subject to SLA Service Credits.
 - 1.7.2. **Change Management:** All changes to the CenturyLink managed applications; systems, network and facilities are subject to CenturyLink's change management process. This process is intended to confirm that work is reviewed for completeness (risk assessment, completed test procedure, metrics for measuring progress, back out procedure, etc.) and accuracy prior to scheduling and implementation.
 - 1.7.3. **Maintenance Windows:** All times listed under the Scheduled Maintenance Windows are local times and subject to change. CenturyLink will use commercially reasonable efforts to perform routine maintenance only during the Saturday or Sunday defined maintenance windows. See Definitions for additional information.
 - 1.7.4. **Support:** Support for the Service is provided through the project manager during installation, content migration and Customer validation. At the point of go-live the Service is passed from project management to CenturyLink Service Center for full 24x7 monitoring and management. The point of go-live is when Customer notifies CenturyLink project manager that the environment is ready to go-live.
- 2. **Customer Responsibilities:** Customer is responsible for all tasks marked with an “X” in the Customer column in Table 1.0 Roles and Responsibilities. Customer acknowledges and agrees that its failure to perform its obligations set forth in Table 1.0 may result in CenturyLink's inability to perform the Services and CenturyLink shall not be liable for any failure to perform in the event of Customer's failure.
 - 2.1. **Provide Customer Contact:** Designate and maintain a Customer Contact during the Service Term (including current contact information). “Customer Contact” means a technical point of contact available 24x7 with sufficient knowledge, authority and access to address configuration issues, event notifications, system or infrastructure modifications and authentication of applicable CenturyLink systems.
- 3. **Additional Services:** At Customer's option and expense Customer can choose to have CenturyLink complete one or more of the tasks in Table 1.0 with an “X” in the Customer column and/or the services listed below. The items can be added to the standard Service (described in Section 1.0) for an additional fee described in a separate Statement of Work (“SOW”) or Service Order. Contact a sales representative for additional information.
 - 3.1. **Quest SharePoint Software:** The Managed Quest SharePoint Software includes configuring Backups, enabling Site Recovery, and Quest Site Administration. Any other methods of Administration can be supported as “non-standard” by engaging CenturyLink Professional Services.
 - 3.2. **Minor Releases:** Minor Releases (see Definitions) require a new installation of the software binaries, which is not included in this Service. CenturyLink recommends that Customer purchase Professional Services (via a Service Order) to upgrade versions (defined in a SOW) as best practice.
 - 3.3. **Major Releases:** Major Releases (see Definitions) require a new installation of the software binaries, which is not included in this Service. CenturyLink recommends that Customer purchase Professional Services (via a Service Order) to upgrade versions (defined in a SOW) as best practice.

Tables and Appendices

Table 1.0 Roles and Responsibilities

Activity	Task	CenturyLink	Customer
Design / Planning	Augmentation of Customer built or third party applications.		X
	Plan and forecast of SharePoint environment based on Customer and technical requirements.		X
	Contingency planning for the complete loss of a SharePoint environment at CenturyLink.		X
	Plan and architecting of a fault tolerant SharePoint design.		X
	License Management: Reporting/Management of MS SharePoint licenses purchased by CenturyLink Customers.	X	
	License Management: Purchasing new MS SharePoint licenses when number of users increases.		X
	Create database		X
	Office Web Applications License Management: Purchasing/Reporting/Management of number of licenses		X
Installation	Provide all required information during initial consultation		X
	Installation of SharePoint (CenturyLink build).	X	
	Installation of the Quest software.	X	
	Deployment of Customer content, code, or configurations within the SharePoint environment.		X
	Add Service Applications that are not listed in the configurable services table or adding additional instances of a supported SA.		X
	The installation of Customer provided code or 3rd party add-on as defined in the		X

	CenturyLink Standard product offering.		
	The installation of patches that change or add new functionality within SharePoint or fix existing bugs. Excludes security patches.	X	
	The installation and configuration of federation services to provide single sign on functionality for the SharePoint environment.		X
Configuration	Configure SharePoint to perform in the most effective and efficient way possible given the Customer and technical requirements.		X
	Initial configuration of the Quest software.	X	
	Initial configuration of SharePoint.	X	
	Configuration of SharePoint Service Application beyond installed defaults.		X
	Use Site Administrator to Configure SharePoint.		X
	Configure SharePoint to perform in the most effective and efficient way possible given the Customer and technical requirements.		X
Administration	Control the lifecycle of all Changes. The primary objective is to enable beneficial changes with minimum disruption to SharePoint services.	X	
	Install patches that change or add new functionality within SharePoint or fix existing bugs. Excludes security patches.	X	
	The upgrade of SharePoint to the next major release provided by Microsoft.		X
	The migration from an existing SharePoint environment to a CenturyLink hosted SharePoint environment.		X
	Application Shutdown/Restart.	X	
	Site Creation/Manage/Delete (Site Sharding).		X
	Customer Code or Add-ons, i.e.: Install / Update .Net code in Production		X
	Third Party Feature Support: Support of any non-native third party SharePoint plugin or service application used within the		X

	SharePoint environment		
	The addition, modification or removal of end users SharePoint accounts within Customer created SharePoint Sites.		X
	Addition, modification or removal of end users accounts to the infrastructure that hosts the SharePoint environment.	X	
	Backup Software Access Administration (Initial): Granting of rights to the proper staff to install, configure, and manage the backup software	X	
	Backup Software Access Administration (On going): Granting of rights to the proper staff to install, configure, and manage the backup software		X
	Site Management: Creation, deletion and management of sites within SharePoint		X
	SharePoint site testing of Application Content		X
	Configuration, management, and deletion of SharePoint backups using the native SharePoint backup features.		X
	Validation of core SharePoint functionality once successful restore operation has been completed.		X
	Functionality testing against application content hosted within SharePoint.		X
	Maintain and Manage the support contract with Quest	X	
	Management of the backups, including running new backups daily and removing old backups.		X
	Access Administration: Provide Customer access to use the Recovery Manager software.		X
	Full Re-store: Restoring SharePoint objects (Request)		X
	Request to restore the entire SharePoint Farm.		X
	Full Re-store: Restore entire SharePoint Farm (Complete).	X	

	Full Re-store: Validating that the farm infrastructure was successfully restored (SharePoint Validation).	X	
	Full Re-store: Validating that the farm content was successfully restored (Content Validation).		X
	Procure and maintain Vendor Support: Obtaining and maintain the vendor support for the backup software.	X	
	Upgrade to a newer version of Quest software.	X	
	Lifecycle Control Change: The primary objective is to enable changes to be made, with minimum disruption to SharePoint services.	X	
	The upgrade of SharePoint to the next major release provided by Microsoft.		X
	Facilitate Migration from an existing SharePoint environment to a CenturyLink hosted SharePoint environment.		X
Monitoring	Planned review of SharePoint related logs to identify potential problems.	X	
	Respond to and create cases for any items identified via SIA.	X	
	Review of SharePoint logs related to the fulfillment of an incident or request.	X	
Maintenance and Support	Troubleshooting of the core SharePoint components. This excludes Customer content, 3rd party applications, or other custom configurations.	X	
	Troubleshooting of Customer built or third party applications.		X
	Support of service applications such as Excel, Visio, Managed Metadata, and search services as defined by the CenturyLink standard product guide.	X	
	Management of the user's permissions to use the software.		X

Table 2.0: Monitors for SharePoint Server Service

Monitor	Trap Freq.	Description
SharePoint 2010 Administration	1 min	The SharePoint Administration service is not running
SharePoint 2010 Timer	1 min	The SharePoint Timer service is not running
SharePoint 2010 Tracing	1 min	The SharePoint Tracing service is not running
SharePoint Server Search 14 *Make note that this is not monitored by default – separate install	1 min	The SharePoint Search service is not running
Quest Recovery *Make note that this is not monitored by default – separate install	1 min	The Quest Recovery services are not running
Quest Recovery Backups *Make note that this is not monitored by default – separate install	1 min	Monitors event log to verify backups complete successfully
IIS CPU Usage	5 Min	The IIS inetInfo process is over 90%
IIS Memory Usage	5 min	The IIS inetInfo process memory usage is greater than 90% of the total server memory
IIS ASP State Service	1 min	The IIS ASP.net State service is not running
IIS Admin Service	1 min	The IIS Admin (inetInfo) service is not running
IIS WWW Service	1 min	The IIS W3SVC service is not running
IIS Application Host Helper Service	1 min	The IIS Application Host Helper service is not running
IIS WAS Service	1 min	The IIS WAS service is not running
Windows Event Log	Instant	The Event log is polled for IIS Errors related to the web server components of IIS
IIS WWW Port Check	5 min	Alarms if TCP Port 80 is not listening
IIS Blocked Requests	5 min	Alarms when a request was denied because a user defined bandwidth threshold was exceeded
IIS Not Found Errors	5 min	Alarms when a 404 error is generated

Definitions and Terms

Automated Service Procedures (ASPs): Step-by-step methodologies that can be configured per event and per server, based on Customer's unique support requirements. ASPs allow the service provider to improve service restoration procedures and customize communications with Customer to facilitate interaction while working on incidents.

CenturyLink Monitoring: Configurable for client service needs, including auto-notification, application log matching, and automated service procedures (ASPs).

CenturyLink Service Center: The primary organization for resolving infrastructure issues that is staffed 24/7/365 to respond in a timely manner to incidents and requests pertaining to Customer IT infrastructure.

Quest SharePoint Administration Software: Software add-on that provides administration tasks within SharePoint.

High Availability: A Service that removes the single point of failure and reduces downtime significantly.

Scheduled Maintenance Windows: A period of time designated in advance by CenturyLink, during which preventive maintenance that could cause disruption of service may be performed. Current Scheduled Maintenance windows are:

- Americas: Saturday 00:00AM to 5:00AM; Sunday 00:00AM to 5:00AM
- EMEA: Saturday 02:00AM to 6:00AM
- APAC (Except Japan): Saturday 21:00 (GMT) AM to Sunday 01(GMT)
- Japan: Sunday 04:00 (JST) to 8:00 (JST)

Major Release: Major Releases (X.y.z) are vehicles for delivering major and minor feature development and enhancements to existing features. They incorporate all applicable error corrections made in prior Major Releases, Minor Releases, and Patch Releases. Software Provider typically has one Major Release per year.

Minor Release: Minor Releases (x.Y.z) are vehicles for delivering minor feature developments, enhancements to existing features, and defect corrections. They incorporate all applicable error corrections made in prior Minor Releases, and Patch Releases.

Packaging: is the process of creating a meta-program that in turn automatically installs software across multiple computers. The meta-program typically includes a set of default properties for the applications it installs.

Patch Release: A patch is a small piece of software that is used to correct a problem with a software program or an operating system. Patches are often called "Patch Updates" and are Critical or Security related.

Service Level Agreement: A service-level agreement (SLA) is a document describing the level of service expected by a customer from CenturyLink, laying out the metrics by which that service is measured, and the remedies or penalties, if any, should the agreed-upon levels not be achieved.

Service Pack: A service pack contains all Hotfixes or Cumulative Updates since the last Service Pack or the initial Release to Manufacturing (RTM) version of the software.

SLA Credit: Service Level Agreement Credits are refunds given by CenturyLink to a Customer if the service falls below a contractually agreed service levels.

Software Binary: A binary file is a file whose content must be interpreted by a program or a hardware processor that understands in advance exactly how it is formatted.

Software: The SharePoint server software in binary form, any other machine-readable materials (including, but not limited to, libraries, source files, header files, and data files).

Software Provider: The third party that makes and sells software products described in section 1.0.

Statement of Work: A statement of work (SOW) is a formal document that captures and defines the work activities, deliverables, and timeline a vendor must execute in performance of specified work for a client. The SOW usually includes detailed requirements and pricing, with standard regulatory and governance terms and conditions.

Upgrades: Upgrades mean a Major Release or Minor Release of the software.