



## CENTURYLINK INFRASTRUCTURE & APPLICATION MANAGEMENT SERVICES SERVICE GUIDE FOR APPLICATIONS OPERATIONS SERVICES

This Service Guide ("SG") sets forth a description of the Application Operations services ("Services") for CenturyLink Infrastructure & Application Management Services, including technical details and additional requirements or terms, if any. This SG is subject to and incorporated into the governing agreement and SOW between the parties. The specific details of the Service ordered by Customer will be set forth on the relevant SOW. CenturyLink and Customer responsibilities and service description terms are set forth in this SG.

### SERVICE DESCRIPTION

CenturyLink will manage and monitor Customer's infrastructure applications ("Services"). The only the following applications are covered as in-scope Services under this SG:

- Active Directory (AD)
- LDAP
- Management of DHCP, DNS, WINS
- Backup Management
- File/Print Management
- SharePoint
- Citrix
- Exchange
- Lync
- Antivirus
- Avaya
- VPN
- SPAM Filter - MxLogic

The following functions will be performed for the applications as part of the Services provided:

- 24x7 Monitoring
- 24x7 Management
- Production Support
- User Account Administration
- Software update & patches

### SERVICE OPERATIONS

CenturyLink is responsible for service operations consisting of the following tasks related to the Services:

**(A) Active Directory (AD).** Tasks associated with the Services that are in-scope include:

- User Object Management for People
- User Object Management for Applications
- Workstation, User, Server GPO Management
- OU Creation and Security Delegation
- Security Group Management
- Application Integration
- Directory Health
- Directory Integrated DNS

**(B) LDAP.** Tasks associated with the Services that are in-scope include

- Directory Management for application clients
- User and Group Management
- Security Management and Delegation
- Application Integration
- Directory Health



- Software Upgrades
- Monitoring and Problem Management

**(C) Management of DHCP, DNS, WINS.** Tasks associated with the Services that are in-scope include

- DHCP Server Administration/Management
- WINS Server Administration/Management
- DNS Administration/Management

**(D) Backup Management.** Tasks associated with the Services that are in-scope include

- Setup/ Installs /Upgrades
- Policy Management
- Infrastructure Management
- Equipment/Software Management
- Security
- Troubleshooting Procedures

**(E) File/Print Management.** Tasks associated with the Services that are in-scope include

- File Server Management
- Share & NTFS Permissions
- File Server Resource Management
- Print Services
- Create, Cancel & Delete Print Jobs
- Security Policy Management
- Microsoft Distributed File Systems

**(F) SharePoint.** Tasks associated with the Services that are in-scope include:

- Monitor/Manage IIS Functionality
- Event Log Management
- Disk Space Management
- Patch Management
- Backup Management
- System Documentation
- System Administration

NOTE: Customer will retain responsibility for SharePoint site administration

**(G) Citrix.** Tasks associated with the Services that are in-scope include

- Installation/Upgrade & Configuration
- System customization to application
- User Administration
- System Administration
- Patch Management
- Citrix Package Administration
- Capacity Planning
- System Event Log Management
- License Management
- Documentation for Process Updates
- Load Balancing
- Application Deployment

**(H) Exchange.** Tasks associated with the Services that are in-scope include

- Mail Server Management
- User & Mailbox Management



- Security Management
- Backup Management
- Mail List Management
- System Documentation
- Mobile Messaging Management
- Policy Enforcement

**(I) Lync.** Tasks associated with the Services that are in-scope include

- Lync Attendant Console Management
- Account Management
- Lync Management, Setup and Configuration
- System Documentation
- Documentation for Process Updates

**(J) Antivirus.** Tasks associated with the Services that are in-scope include

- Antivirus Package Management
- Antivirus Process/Policy/Schedule Management
- DAT File Deployment Management
- File Quarantine Management
- System Log Management
- System Documentation
- License Management

**(K) Avaya.** Tasks associated with the Services that are in-scope include

- Service Update Management
- Enhancement Package Management
- Backup Management
- Expanding CallPilot features and adding channels
- CallPilot administrative software on Installation
- Directory Synchronization Extension Installation
- System Documentation
- License Management
- Account Management
- Voice mail bridge to Exchange
- Support Limited to L1 services
- L2 and L3 will be escalated to Customer's vendor

**(L) VPN.** Tasks associated with the Services that are in-scope include

- Installation/Upgrade & Configuration
- User Administration
- Patch Management
- Package Administration
- Capacity Planning
- System Event Log Management
- License Management
- Documentation for Process Updates
- Load Balancing

**(M) SPAM Filter.** Tasks associated with the Services that are in-scope include

- Installation/Upgrade & Configuration
- System customization to application
- Patch Management
- Capacity Planning
- System Event Log Management

- License Management
- Documentation for Process Updates

## RESPONSIBILITY MATRIX

The responsibilities of CenturyLink and Customer associated with the delivery of Services are set forth below. During the transition of Service, CenturyLink and Customer will agree on parameters to be monitored, associated thresholds, actions to be taken and reports to be produced. These parameters along with delivery processes and procedures will be documented in Customer's Service Operations Documentation.

<b>Responsibility – Applications Operations Services</b>	<b>CenturyLink</b>	<b>Customer</b>
<b>Procure:</b>		
• Monitoring tools.	✓	
• Server and storage devices.		✓
• OEM hardware support contracts that are consistent with applicable SLAs.		✓
<b>Define:</b>		
• User authorization standards.		✓
• Group policy definitions for all Service domains.		✓
• Virus software policies and exclusions.		✓
• AD certificates.		✓
• Acceptance testing following OS patches to production systems and storage.		✓
<b>Implement:</b>		
• DNS services.	✓	
• User authorization standards.	✓	
• Group policy definitions for all Service domains.	✓	
• Virus software policies and exclusions.	✓	
• AD certificates.	✓	
• Acceptance testing following OS patches to production systems and storage.	✓	
<b>Installation and maintenance of:</b>		
• Server and storage devices in all data centers.	✓	
• Disk devices.	✓	
• OS and antivirus patches.	✓	
<b>Monitor, analyze and respond to Incidents and non-conformance issues:</b>		
• Server Operating Systems (OS) for availability (i.e. up/down status).	✓	
• Server file systems for space utilization.	✓	
• Server CPU utilization.	✓	
• Backup jobs and processes.	✓	
• Print queues.	✓	

<b>Responsibility – Applications Operations Services</b>	<b>CenturyLink</b>	<b>Customer</b>
<ul style="list-style-type: none"> <li>Alerts that are received when faults occur or monitoring thresholds are exceeded.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Assigning Incident tickets to pre-determined resolver groups based upon alert information.</li> </ul>	✓	
<b>Create, modify and deactivate:</b>		
<ul style="list-style-type: none"> <li>Server and storage OS configurations.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>User additions, changes and deletions.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>DNS and WINS records.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Group policies.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>AD certificate additions, configurations, changes and deletions.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>AD schemas and administrative accounts.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Antivirus software policies and exclusions.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Antivirus signatures.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Disk space allotment.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Security roles and profiles.</li> </ul>	✓	
<b>Analyze and complete:</b>		
<ul style="list-style-type: none"> <li>Remote Restoration of Service for Incidents within the scope of CenturyLink's Services.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Problem Management.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Service Requests.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Change Requests.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Minor System Changes.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Major System Changes, which will require a Change Order.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Capacity plans.</li> </ul>	✓	
<b>Analyze and complete Restoration of Service for Incidents assigned to Customer or Customer's Third Party.</b>		✓
<b>Consult with Customer on:</b>		
<ul style="list-style-type: none"> <li>Group policy definitions for all Service domains.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Antivirus software policies and exclusions.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Design of security roles and profiles.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Addition of physical/virtual servers and disk.</li> </ul>	✓	
<b>Consult with CenturyLink on:</b>		
<ul style="list-style-type: none"> <li>Group policy definitions for all Foundation Service domains.</li> </ul>		✓
<ul style="list-style-type: none"> <li>Antivirus software policies and exclusions.</li> </ul>		✓
<ul style="list-style-type: none"> <li>Design of security roles and profiles.</li> </ul>		✓
<ul style="list-style-type: none"> <li>Addition of physical/virtual servers and disk.</li> </ul>		✓
<b>Approve or validate:</b>		
<ul style="list-style-type: none"> <li>DNS services.</li> </ul>		✓

<b>Responsibility – Applications Operations Services</b>	<b>CenturyLink</b>	<b>Customer</b>
<ul style="list-style-type: none"> <li>User authorization standards.</li> </ul>		✓
<ul style="list-style-type: none"> <li>Group policy definitions for all Foundation Service domains.</li> </ul>		✓
<ul style="list-style-type: none"> <li>Virus software policies and exclusions.</li> </ul>		✓
<ul style="list-style-type: none"> <li>AD certificates.</li> </ul>		✓
<ul style="list-style-type: none"> <li>Applications are operational following Minor System Changes.</li> </ul>		✓
<ul style="list-style-type: none"> <li>Acceptance testing following OS patches to production systems and storage.</li> </ul>		✓
<b>Operation of:</b>		
<ul style="list-style-type: none"> <li>Patch Management at Hardware, Operating System and Database.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Server and storage backup systems.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Storage allocation for new files and when existing files exceed pre-determined thresholds.</li> </ul>	✓	
<b>Report on:</b>		
<ul style="list-style-type: none"> <li>SLA performance.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Actual Service volumes relative to expected levels.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Capacity utilization.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Problem Management activities, including root cause analysis, recommendations and project status.</li> </ul>	✓	