

Managed Operating System

SERVICE DESCRIPTION



Service Overview

Deft's Managed Operating System (OS) is a fully managed service allowing customers to focus on additional aspects of their business. Managed OS includes the licensing, installation, configuration, administration, monitoring, maintenance and support for the Deft-provided OS e. Managed OS is delivered from Deft Data Centers in multiple geographies, giving Customers the option to deploy utilize this service in the most appropriate locations. The Service can be used for servers deployed as part of a Deft Managed Infrastructure service including, but not limited to, VMware Cloud, Amazon Web Services MSP, Dedicated Servers, or customer-owned servers installed in a Deft- managed Data Center.

Deft's Managed OS service allows customers to move the tiresome, but important, work of maintaining and patching Operating Systems (OS) to a trusted partner. With the high number of vulnerabilities and changes in operating systems, a comprehensive and competent approach to OS management, including patch management, is required to insure the safety and integrity of physical and virtual servers.

For OS Management, operating system updates and patches are managed and deployed through a centralized platform, insuring uniform, repeatable deployments. We will work with the Customer to collect information about their server environment and develop a custom plan for their requirements. We will implement an update and patching schedule based on the customer requirements/ timelines and record this plan in a "runbook", which documents the Customer's preferred procedures and schedules for normal patching activities.

We will follow the mutually agreed-upon release schedule for patches and follow all reboot/ maintenance procedures as outlined by customer, providing pre- and post-maintenance notifications for each server.

Supported Operating Systems include:

- Microsoft Windows Server
- Red Hat Enterprise
- AmazonLinux
- Ubuntu
- CentOS

For additional operating systems, please contact a Deft sales executive at sales@deft.com or your account manager.

Day-to-Day Management

Deft's Managed Operating System Service delivers consistent operations management and predictable results by following industry-standard and proven, internal best-practices. The specific services / management functions offered by Deft as part of the Service include:

Licensing

For the Managed OS Service, Deft provides all OS licenses. Customers agree to use these licenses and the related software in accordance with all applicable licensing terms and conditions as set forth by the Manufacturer. Any violation by the customer of the licensing terms and conditions set for by the Manufacturer and Deft may result in immediate termination of the service.

Installation

For the Managed OS Service, Deft provides the installation of all OS software, updates and patches. This includes, but is not limited to, OS validation, OS functionality confirmation, OS image creation and ongoing updates from client selected and OS vendors.

Configuration

For the Managed OS Service, Deft provides the configuration of all OS. This includes, but is not limited to, administrator creation, defining user policy, password policy / OS and OS governance policy creation and environment variable definitions.

Administration

For the Managed OS Service, Deft provides the Administration of all OS. This includes, but is not limited to, maintaining sole access to OS-level software configurations, executing requests for new OS-level users and issuing required updates to password policy / OS and OS governance policy.

Monitoring

For the Managed OS Service, Deft provides the Monitoring of all OS software. This includes, but is not limited to, 24x7x365 real-time monitors and alerts for the OS deployments, 24x7x365 notification and engagement of customer contact(s) should issues arise.

Maintenance

For the Managed OS Service, Deft provides the Maintenance of all OS software. This includes, but is not limited to, regularly scheduled updates to OS software and ad-hoc updates to OS software should emergency updates be necessary, communication of regularly scheduled maintenance and coordination of emergency maintenance.

Maintenance Schedules

Deft maintains regular maintenance schedules, as follows:

- Production: Declared Saturday of Every Month: 4:00am - 8:00am CST/CDT
- Other Environments: Remaining Saturdays: 4:00am - 8:00am CST/CDT

Based on the Managed OS configuration, Deft will perform scheduled maintenance activities on the infrastructure, OS software included as part of the service in accordance with the schedule noted above. Customers will be notified in advance for all scheduled maintenance.

Emergency maintenance may be required and performed without advance notice.

Should a service-impacting emergency maintenance be required, Deft will use commercially reasonable efforts to notify Customer upon execution of the maintenance.

Support

For the Managed OS Service, Deft provides support for all OS software. This includes, but is not limited to, testing of OS updates and patches provided by OS vendors to create official, customer-approved images, 24x7x365 response to customer support inquiries, and provides confirmation of all successful OS software updates.

Customers may also view real time and historical information regarding the Service via the Deft Customer Portal located at <https://portal.deft.com>.

Customer Success & Service Operations

The foundation of every Deft Managed Operating System Service is collaboration. All customer success and service operations workflows have been designed to minimize response time, mitigate risk, and optimize collaboration so knowledge transfer occurs when and where necessary.

We recognize your business, and your customers, operate 24x7x365. We have designed and operate our business to be here for you, whenever and however necessary to ensure your success.

Customer Success Team

Deft provides each customer with comprehensive resources to deliver ongoing service and support for your cloud environment. From sales, solution architecture and certified engineer support on our Service Desk, to customer success and executive management sponsorship, you will have experts with you every step of the way.

How to Contact Deft Support

Deft uses cases to identify incidents and provide support to our clients until the incident is resolved. Case identification and review is conducted using the Deft Customer Portal. Each Deft client is supplied with accounts that are permissioned to create, update and view their cases.

Case Creation – Customer Portal

Support cases submitted to Deft are submitted using the Deft Customer Portal, accessible at <https://portal.deft.com>

To create a support case:

- Log into the [Deft Customer Portal](#).
- Select “Create Case”.
- You receive an automatic confirmation of the successful case creation, including the case number.
- Deft Service Desk staff review the case for accuracy, confirm the Severity Level, and send acknowledgement of case receipt to you.
- Deft Service Desk agent & Network Engineer work to resolve the support case.
- Case updates are provided at set intervals as determined by the Severity Level.
- Case is Resolved & Marked for Closure.

Case Creation – Customer Portal

We recognize there may be times when a support case required the immediacy only a phone call can provide. Support cases may be created by calling the Deft Service Desk at +1 (312) 829-1111, Ext. 2. Telephone submitted support cases utilize a similar support operation, with a few modifications.

To create a support case:

- Call the Deft Service Desk at +1 (312) 829-1111, Ext. 2.
- Deft Service Desk Agent verifies caller identity, captures relevant information, creates the support case, and assigns a Severity Level.
- Deft Service Desk agent & Cloud Services Engineer work to resolve the support case.
- Case updates are provided at set intervals as determined by the Severity Level.
- Case is Resolved & Marked for Closure.

Case Escalation Paths

Deft provides several, formal options for support case escalation. Escalations occur to set a support case to a desired Severity Level, as outlined below.

Primary Escalation Paths

This method is preferred as it is the most efficient method for raising the Severity Level of a case. To create a support case, you will:

- Log into the [Deft Customer Portal](#).
- Navigate to the appropriate case.
- Click the “Escalate Case” link.
- Select the desired Severity Level and submit.

Alternate Case Escalation Paths

Additional Case Escalation paths are also available. However, it is important to note that Alternate Case Escalation Paths will not be as expedient as the Preferred Escalation Path.

Alternate Escalation – Case Response

You may submit a response to an existing case and simply request an escalation to the desired Severity Level. The Severity Level will be raised once a Service Desk Agent has reviewed and processed the request.

Alternate Escalation – Phone Support

- You may call the Deft Service Desk at +1 (312) 829-1111, Ext. 2.
- The Deft Service Desk Agent will verify the caller’s identity and the support case number. You verbally request escalation to the desired Severity Level.
- The Deft Service Desk Agent updates the case accordingly.

Service & Support Response Time

All Deft Managed Operating System Service customers can set the severity level of their support cases. The severity level you select will determine the response time. You can select the following severity levels when submitting a support case:

Severity Level	Description	Response Time SLA
Critical / Level 1	Critical Issues include business-critical system outages or issues causing extreme business impact.	15-minute response time
High / Level 2	High Severity Level issues include the impairment of production systems, impaired application performance, and moderate business impact.	30-minute response time
Normal / Level 3	Normal Severity Level issues include standard service issue requests and minimal business impact.	1-hour response time
Low / Level 4	Low Severity Level issues include general information requests, questions and guidance from Deft MSP team members, arranging prescheduled maintenance activities.	4-hour response time
Informational / Level 5	Informational Issues include general questions, how-to style requests, or reports.	24-hour response time

As standard business practice, Deft’s Service Desk acknowledges all support cases within 15 minutes of case creation. The response times identified in the table above represent the average time required to remediate such issues. Please note the response time to resolution of your issue may vary based upon circumstances and configurations unique to your business and your cloud architecture. Any support cases created without a severity level selected will be set to “Level 3 – Normal” by default.

Service Level Agreements

The Managed OS Service is governed by Deft's Service Cloud Application Management Service Level Agreement.

Within this, we provide two Availability SLAs for Managed Operating System customers:

- [Availability SLA, Standard Cloud Application Management](#)
- [Availability SLA, High Availability Cloud Application Management](#)

The SLAs for your Managed Operating System Service will be dependent upon the configuration(s) selected by Deft and you. You can find current version of the Cloud Application Management Service Level Agreement on our website at <https://www.deft.com>.

Account Reviews

Deft offers quarterly and annual Account Reviews for all Managed Service Partnerships. These collaborative sessions aim to provide greater visibility into the technical, operational, financial and business aspects of your company and your Cloud. Account Reviews also provide you with a way to offer direct feedback, including areas of improvement, on the status of your Partnership with Deft.

An Account Review agenda includes:

- Introductions
- Technical, Operational, Business Updates
- Service & Performance Metrics / Dashboard Review
- Optimization Recommendations
- SLA Adherence & Support Ticket Review
- Access Control List (ACL) Review
- Question & Answer / Discussion

Upon completion of each account review, you should be confident that we are flexing our services and approach to meet you where you are and have a plan to take you where you want to go so that you can focus on what matters most for your customers and your business.

Responsibility Matrix

We are committed to solving your Operating System challenges so you can focus on what matters most.

Each Deft Managed Services Partnership operates with the understanding that there are two parties involved in supporting your environment: your in-house experts and ours.

The Managed Operating System Service, including all Deft-operated hardware and software, is monitored by our Managed Services Team and Service Desk. Should any issues or anomalies be detected with the Service, a member of the Deft Managed Services Team or Service Desk team will take corrective action as planned and notify the customer.

From time to time, we will perform scheduled maintenance activities on the infrastructure supporting the service. Customers will be notified in advance for all scheduled maintenance. Emergency maintenance may be required and performed without advance notice. Should a service-impacting emergency maintenance be required, we will use commercially reasonable efforts to notify Customer upon execution of the maintenance.

The following sections define the roles and responsibilities for the Service:

Deft

- Deft is responsible for all Operating System software licensing including OS License Keys, SPLA License Management with OS vendor and maintaining OS licensing in good standing with the software manufacturer.
- Deft is responsible for Installation of all Operating System software including OS installation, OS functionality validation, creation of master (hardened) OS images.
- Deft is responsible for Monitoring of all Operating System software including 24x7x365 alert management, real-time customer notification of issues and issue resolution.
- Deft is responsible for Configuration of all Operating System software including administrator creation, defining user policy, password policy / OS governance policy creation and environment variable definitions
- Deft is responsible for the Administration of all Operating System software including maintaining OS patches and updates, maintaining ongoing virus signature updates and execution of requests for new OS users.
- Deft is responsible for the Maintenance of all Operating System software including monitoring and testing of OS patches patches and the update of hardened, coordination of OS updates and maintenance windows, providing confirmation of successful testing and deployment OS updates.
- Deft is responsible for the Support of all Operating System software including completion of all break/fix services required to repair and/or replace OS versions and master (hardened) images, provides real-time 24x7x365 issue management and resolution services and responses to customer support inquiries.

Customer

- Customer is responsible for providing Deft with a list of active OS administrator users and maintaining this list. Customer will designate and maintain a Technical Contact who can be made available to Deft for troubleshooting or questions.
- Customer is responsible for reporting service disruptions or changes to Deft using the Deft Customer Portal. Customer is responsible for the installation, configuration, administration, management and support of all applications loaded onto the master (hardened) OS-enabled servers.
- Customer is responsible for requesting OS patches when known to be applicable to or required by customer's core applications. Customer is responsible for maintaining the list of authorized personnel on the Deft Customer Portal.

About Deft

Deft offers managed cloud services, cloud consulting, business continuity solutions, and managed data center services. We work with companies, large and small, that see IT as their critical success factor.

Deft is a SOC 2 audited company and PCI-DSS compliant.

We are proud to be an 8-time Inc. 5000 Honoree.

Learn more by visiting www.deft.com or give us a call at +1 (312) 829-1111.