

Operational Support Services

The operational support services are made up of provisioned services and individual resources.

Provisioned services

- ▶ Initial setup of individual processes for the escalation of issues
- ▶ ISH will be monitoring:
 - a) The accessibility of the platform
 - b) Access to the components of the processing chain Web Server -> Web Adapter -> Application Server -> database
 - c) Execution of the application specific jobs
- ▶ Automatic notification via monitoring systems; telephone notification (by emergency phone/mobile) if necessary

Individual resource

ISH will provide an exclusive assistance for a period of 1 man year (200 x 8 hours). This service will be predominantly but not solely performed by a dedicated support engineer.

- ▶ A regular, at least monthly inspection of the system and analysis of the error log files (Web Server, Web Adapter, Application Server, Import-Logs, etc.)
- ▶ Default configuration of the standard product, coordination and logging of notifications
- ▶ Review of the technical reports in the Intershop Commerce Insight (ICI), if applicable feedback on found issues (e.g. low pipeline runtimes, increasing utilisation of resources, slow response times, etc.)
- ▶ Software related review of the database and if required suggestions related to the configuration, data and index maintenance
- ▶ Extension of the automated monitoring in order to detect known issues early
- ▶ Configuration of the log file management (retention period, compression)
- ▶ Assistance with mass data tasks like data imports, replications et cetera

Requirements

- ▶ The infrastructure including all hard- and software components required for the monitoring tool will be provided by the customer
- ▶ The notification generated via monitoring tool (e-mail, text message) to ISH is guaranteed by the customer
- ▶ The network access for remote maintenance will be provided by the customer
- ▶ Recommendations for system and database configurations stated by ISH will be implemented by the customer in a reasonable time. A period of 1 month for configuration settings and a period of 3 months for source code changes are considered moderate.