

1 Hypervisor Management and Support

eGroup Enabling Technologies will configure VMware vCenter to send alerts to eGroup ticketing system, where issues will be tracked and worked as required. Engineers will periodically monitor vCenter and examine alerts for potential issues.

eGroup Enabling Technologies shall plan and perform the updating, patching, and other vendor recommended maintenance of standalone VMware vSphere hosts on a quarterly basis or as necessary to address vulnerabilities or other service quality issues.

1.1 Client Prerequisites

The following section describes the prerequisites required for successful technical support.

- List Installation and configuration of the vSphere platform
- Support is maintained on the VMware vSphere platform
- Support is maintained on Hardware hosting vSphere platform
- Administrative credentials and any appropriate access

1.2 Areas in Scope

The specific services to be provided by eGroup Enabling Technologies in support of the VMware vSphere hosts, include:

- Tier 3 Help Desk (Reactive support) - Email
- Tier 3 Help Desk (Reactive support) - Phone/Remote
- ESXi updates and maintenance
- Firmware Maintenance to support vSphere build
- Bi-annual platform review for utilization
- Vendor engagement for hardware and support issues

1.3 Areas out of Scope

Areas that are out of scope for this support agreement include, but are not limited to, the following:

- Virtual machine support, maintenance, or upgrades (major versions)
- Changes to network, troubleshooting, or remediation of existing network issues
- Upgrading or moving to pre-release, preview, beta, or early access programs
- Connectivity issues due to VPN, or edge device configurations changes not communicated to eGroup Enabling Technologies
- Hardware changes or expansion not related to failed hardware