

# Scope of Works For Standard Desktop Maintenance Package (SDMP)

## Service Level Agreement

SDMP Standard Desktop Maintenance Package

This service will be provided base on Standard Coverage & Response Time (SCRT) which is 4 by 8 response time with 5 days by 8 office hours.

## Assumption

All call reported is within the scope of coverage.

## Service Overview

This service provides standard desktop maintenance package for customer who needs more specific scope of service to enhance their current support needs. This service covers basically the desktops, notebooks as well as workstations.

## Key Consideration

- ❖ Unlimited service call provided for customer.
- ❖ No fix engineer are assigned and standby throughout the year of coverage.
- ❖ Standard Coverage & Response Time covers 4 by 8 response time 5 days by 8 office hrs.
- ❖ Only cover desktop, notebook and workstation.

## Scope of Coverage

- Provide unlimited unscheduled service call.
  - Service is not restricted by number of call nor hour coverage.
  - Response base on Standard Coverage & Response Time (SCRT)
- Provide Basic Desktop OS Recovery Services (BDORS).
- Provide Basic Hardware Recovery Services (BHRS).
- Provide Extended Application Recovery Services (EARS).
- Provide Extended Administrative Services (BAS)
- Provide Basic Desktop Health Check (SDHC) quarterly.
- Provide Basic Report Services (BRS).

## Service Not Covered

- Service logged after hour of coverage is not covered under this scope of services by default.
- Server, Network devices and Printer are not covered under this scope of services by default.
- Asset management module is not covered under this scope of services.
- Health management module is not covered under this scope of services.
- Project management module is not covered under this scope of services.
- Procurement management module is not covered under this scope of services.
- Consultation management module is not covered under this scope of services.
- PABX system is not covered under this scope of services.
- Hardware is not cover under any of our service maintenance.

## Customer Responsibilities

- It is the customer's responsibility to understand the full coverage and company requirement before acknowledge of agreement.
- It is the customer's responsibility to ensure that an internal staff is available to walk the engineer through during the one day site survey.
- Customers must ensure that engineer does not perform services outside the scope of work.

## Service Completion

All services provided by Advanetwork Technology Pte Ltd come with a Customer Engineering Report (in short CER) and verification before requesting customer for service acknowledgement.

- ✓ \* Verify to customer that problem reported is resolved.