



ANCHOR MONITOR SUPPORT PACK TECHNICAL SPECIFICATION

The Anchor Monitor support pack provides the basic systems to ensure that the hardware in your server is operational and faults are detected and responded to appropriately.

This document defines exactly what is and is not included in this support pack.

AVAILABILITY MONITORING

A centralised monitoring system automatically checks to see if your server is responding to pings within a designated time. A failure to respond will trigger an alert.

Alerts are delivered to technical staff both via audible and visual alarms in the NOC and SMS notification when they are offsite.

If an alert is raised investigation will be carried out to determine if the nature of the fault relates to hardware or software. If the fault appears to be software the client is notified.

Anchor Custom support can be provided to assist with any software related faults if required.

MANAGED HARDWARE

Anchor Monitor is the most basic level of support which is included with all managed server solutions by Anchor.

In the event that monitoring systems detect a disruption to service which Anchor investigates and finds to be a hardware fault, Anchor will replace the failed components.

A full inventory of spare components is maintained onsite to permit rapid replacement of failed components.

All managed hardware provided by Anchor undergoes rigorous internal testing to afford a high degree of confidence in the equipment deployed.

SUPPORT SYSTEMS

During business hours (8am to 6pm) support is provided via telephone and email. All email requests are tracked via an automated ticketing system to ensure appropriate escalation and response.

All requests and changes are documented by Anchor.

After hours emergency support is provided 24 x 7 via telephone only. Support after hours is provided for the purpose of resolving problems which cause outages, it is not provided for general configuration changes, provisioning or advice.

Support may be further limited in scope where client side development activities result in recurring failure of supported services

SCHEDULE OF ANCHOR MONITOR SUPPORT SCOPE AND DEFINITIONS

Server hardware	
Component testing	Memory is tested for 48 hours using Memtest before deployment. Chassis (including motherboard, I/O controllers), CPU and disc drives are tested for 5 days using the Cerberus Test Control System before deployment.
Spares inventory	An inventory of spare components of same or compatible specification is maintained onsite for all deployed servers.
Operating Systems supported	
Linux	Red Hat Enterprise Linux, Fedora, Debian
Windows	Windows Server 2000/03 Web edition, STD, Enterprise Edition
Software installation	
Operating system supplied packages	Installed by Anchor as requested by the client at the time of server deployment.
Third party packaged and non-packaged applications	Installation provided under Anchor Custom Support.
Software installation	
Operating system supplied packages	Installed by Anchor as requested by the client at the time of server deployment.
Monitoring	
Service availability network checks	Ping, Terminal services
Service availability application layer network checks	None
Fault rectification	
Restarting failed services	Performed by the client. If requested analysis and restoration of all faults can be provided under Anchor Custom Support.
Configuration management	
Configuration management	All initial and ongoing configuration is performed by the client or provided as requested under Anchor Custom Support.
Security management	Performed by the client. Can be provided under Anchor Custom Support as requested by the client.
Performance management	
Application performance research and analysis, client requested application performance changes, diagnosis of hardware limitations.	Provided under Anchor Custom Support.
Patching and updates	
Software updates	All updates are applied to installed applications by Anchor at the time of the server build. Ongoing updates are performed by the client. Updates can be provided under Anchor Custom Support as requested by the client or covered by upgrading to the appropriate support pack.
Migration tasks	
Migration of services/data from/to external hosts, between different application, versions or formats.	Performed by the client. Can be provided under Anchor Custom Support as requested by the client.