Ultima Business Solutions Limited

CSP Managed Cloud Services Schedule - Linked

CSP MANAGED CLOUD SERVICES SCHEDULE

1.   Scope

This Managed Cloud Schedule constitutes a part of the CSP Terms and/or the CSP Standalone Agreement (as appropriate) and contain specific terms relating to the Services and Fees for Managed Cloud services; all other terms are as specified in the CSP Terms.

If any inconsistencies should arise between this Managed Cloud Schedule and the Agreement, this Managed Cloud Schedule shall prevail unless expressly otherwise stated.

2.   Description

2.1   Managed Cloud is Ultima's comprehensive service for managing Azure cloud solutions. Delivered by our Technical Support Centre, Managed Cloud combines cutting edge automation, service management practices and business intelligence platforms, alongside our team of highly qualified Azure Support specialists, ensuring your Azure environment performance is optimised whilst reducing TCO.

2.2   An additional empty cloud solution provider subscription named "UMS Subscription" will be added under the Customers Azure tenancy which will be used to host the critical resources of Managed Cloud. Only Ultima and Ultima associated employees will have access to this new, empty subscription. Any attempt by the Customer to gain access to the UMS Subscription will be considered a material breach of this Managed Cloud Schedule Terms, and consequently of the Agreement. Ultima shall thus be able to terminate the Services under this Managed Cloud Schedule and or the Agreement without penalty and in accordance with the Agreement.

2.3   For avoidance of doubt and unless otherwise stated in the Agreement, in the performance of the Services under this Managed Cloud Schedule, Ultima shall not be liable for any loss of data as outlined under the Agreement.

2.4   The Managed Cloud service is provided in one of two service levels: Advanced and Ultimate.

3.   Service Levels:

3.1   Advanced provides comprehensive support for the Customer's Azure environment, plus a set of Realtime management dashboards, and automated systems discovery and proactive monitoring capabilities for selected IaaS, PaaS and SaaS offering Azure. The service also includes options for proactive operating system security patching and a set of automated configuration changes. Furthermore, Advanced includes a set of Service level commitments on service response and resolution times, to supplement the availability service level commitments provided by Microsoft. This tier of service is fully and automatically integrated into ITSM toolset provided by ServiceNow. Customers will gain access to a bespoke portal with an Azure-based service catalogue to request new resources.

3.2   Ultimate builds further on Advanced by introducing a set of additional ITIL aligned service management activities such as formal Major Incident and Problem Management. Ultimate tier builds further on advanced with a wider array of supported Azure services (see support list further on in this Managed Cloud Schedule) as well as more detailed granular monitoring capabilities. Ultimate also includes enhanced reporting, proactive service guidance, flexibility to introduce custom monitoring, designed to maximise Azure environment performance, and far more granular security and cost optimisation.

4.   Service Fees

4.1   The Fees payable by the Customer to Ultima in respect of the Services and uplift percentages under this Managed Cloud Schedule shall be the Fees as set out in the initial Set Up Form or, for additional purchases, as set out in the Change Request Form (or in writing from CSP@ultima.com).

4.2   The Fees shall be based on the percentage of the Customer's Azure Management Portal subscription consumption cost that Managed Cloud is assigned against. Such Fees for avoidance of doubt shall include licensing costs related to Azure subscription-based resources and any resource that falls within the subscription assigned to Managed Cloud.

4.3   All Fees including uplift percentages under this Managed Cloud Schedule are subject to annual review.

4.4   All other terms relating to Fees and payment shall be as provided in the Agreement.

5.   Termination

5.1   Notwithstanding the termination rights of both Parties under the Agreement Ultima shall, subject to providing the Customer with ten (10) Business Days prior written notice, have the right to terminate the Services under this Managed Cloud Schedule by convenience should, during the delivery of the Service, Ultima resolve from its commercial and technical judgement, that the Services will prove not to be commercially viable.

Ultima Business Solutions Limited

CSP Managed Cloud Services Schedule - Linked

5.2   Pursuant to the Agreement, Ultima shall only charge termination compensation (such compensation to be stated in the relevant Statement of Work) ("Termination Compensation") if it is required to do so by Azure subscription or one of its other third-party partners. As at the date of this Agreement no Termination Compensation is payable. Ultima will inform the Customer if this position changes.

5.3   All other terms and conditions relating to termination shall be as stipulated in the Agreement.

CSP Managed Cloud Services Schedule - Linked

Ultima Business Solutions Limited

CSP Managed Cloud Services Schedule - Linked

6.   Deliverables of the Services

6.1   The deliverables of each Service tier are included in the below table:

Category	Advanced	Ultimate	Component Description
Service Setup & Onboarding Services			
Migration/Setup on CSP Platform & AC	✓	✓	The Ultima CSP team will provide the Customer with all onboarding forms, guides and support services to assist in their migration to the Ultima CSP platform. The Ultima transition team will manage the Customer onboarding process, to ensure all Service components are enabled for the Customer. This will include setting up support Services access, approval mechanisms for subscription and configuration changes, and full proactive Azure environment management via the Ultima Managed Cloud Service. ***N.B This Service does not currently include support for Customers who are using alternate Microsoft licensing programs such as an Enterprise Agreement, nor does it include and support the Customer in switching from an EA to CSP.***
Creation of Azure tenant, new environment configuration and migrations from on-premises or other cloud	T&M*	T&M*	Ultima will provide the Customer with consultancy services, on a billable basis, to scope and implement new Azure environments and migrations from other cloud platforms, such as AWS, or from on prem solutions
Environment discovery and health check report	✓	✓	Ultima will perform an initial audit of the Customer's Azure environment and provide a documented health check output, with associated best practise recommendations.
Critical Security configuration remediation (Max 2 hours)	✓	✓	Ultima will provide up to two (2) hours to technical remediation, as agreed with the Customer, in accordance with the security best practice output from the Azure health check. Ultima will also provide details of any further remediation required and a quote to complete this work. ***N.B Where the Customer declines the recommended security remediation, Ultima will be unable to provide support for any issues relating to this configuration. Furthermore, Ultima will not accept any liability for security breaches as a result of unremedied security issues***
Cloud Discovery configuration and CMDB creation	✓	✓	Ultima will install Azure environment monitoring and discovery toolsets and maintain a live CMDB of the Customer environment. Ultima will also configure its cost optimisation tracking toolset to monitor consumption levels and provide trending data for cost optimisation recommendations.
Subscription Services			

Ultima Business Solutions Limited

CSP Managed Cloud Services Schedule - Linked

Billing and subscription support	✓	✓	Ultima will provide support billing and subscription related queries via the Ultima CSP support team (Mon-Fri 09:00-17:30)
Unlimited subscription additions and removals	✓	✓	Ultima will allow the Customer to make unlimited additions and removals from their subscriptions via the Ultima Services Portal
Azure Service Catalogue - Self Service Portal	✓	✓	Ultima will provide a service catalogue in the Ultima portal, allowing approved Customer contacts to add and remove services from their subscription.
Report - Consumption Report - Monthly	✓	✓	Ultima will provide a monthly consumption and associated invoice
Service Management Services			
24x7 multi-channel ticketing portal	✓	✓	Ultima will provide access to our ITSM portal, allowing the Customer to log and track Service Requests, Changes and Incidents for Azure services.
24/7 break fix Incident Management (see supported products set)	✓	✓	Ultima will provide 24/7 support for technologies detailed in the supported products section of this Agreement. *N.B. Support for any Services not included within the supported products section are not included in this Service.*
Guaranteed response and resolution times	✓	✓	Ultima will provide guaranteed service levels on how quickly it will respond to and resolve Incidents and Service Requests (based on achieving the agreed performance targets for 95% of tickets logged during each calendar month) See service levels section for full details. *N.B Where an issue requires escalation to the Microsoft, or is awaiting further information from the client, this time will be excluded from resolution calculations, due to Ultima have no control over how quickly their parties will respond.*
Problem Analysis, Investigation and remediation	✗	✓	Ultima's Problem managers will proactivity analyse incident trends to identify issue patterns. Where a problem is identified, Ultima will raise a formal Problem record and follow its standard Problem Management approach to address the issue.
CMDB Management	✗	✓	Ultima will maintain a CMDB of all the Customers CI's in Azure and their associated properties and dependencies
Root Cause Analysis reports for P1 issues (within five (5) Business Days of resolution)	✗	✓	Ultima will provide an Incident report for all P1 & Major incidents, within five (5) Business Days of resolution, including an executive summary, timeline of events, details of actions taken to resolve the issue, lessons learned and recommendations to prevent a future occurrence.

Ultima Business Solutions Limited

CSP Managed Cloud Services Schedule - Linked

Change Analysis and Implementation	✓	✓	Ultima will provide a set of predefined automated changes, via the Ultima portal, which will be implemented FOC. All other manual changes can be implemented at a cost of Great British Pound One Hundred (GBP100) per change. This cost is subject to review periodically and can be adjusted if deemed appropriate.
Vendor Escalation (Microsoft)	✓	✓	Incidents which cannot be resolved without Vendor support, will be logged with Microsoft via the Customer's CSP portal, and tracked to resolution.
Report - Capacity Planning and Optimisation	Standard	Enhanced	Ultima will provide a quarterly azure advisor (and advanced optimisation reporting for Ultimate Customers) report detailing environment tuning and cost management recommendations
24x7 Integrated Azure Platform Monitoring	✓	✓	Ultima will configure Azure monitor to alert on a predefined set of alerting metrics, which will be used to trigger remediation actions and the logging of support tickets
Windows AV real-time protection	✓	✓	Ultima will warn if no anti-malware solution is present on Azure VMs and provide Azure anti-malware solution if requested. During on-boarding VMs will be connected to a Log Analytics workspace which has the anti-malware solution installed to gather logs and alert on threats detected. This is an optional service.
Update management of AV software	✓	✓	Ultima will set Azure antimalware automatically update and logs sent to Log Analytics. Update failures will be automatically logged and investigated under incident management. This is an optional service.
IaaS Backup as a Service - 1 per Day	✓	✓	During on-boarding Ultima will configure VMs for Azure Backup and a default retention policy is created if no backup solution is presented.
IaaS Backup as a Service - Customised	✗	✓	Ultimate tier Customers can specify a customised retention policy which will be configured by Ultima after on-boarding.
Backup restoration - 1 per month, per instance	✓	✓	Ultima will perform a test restore of one VM, once per month by Customer request
Quarterly Platform Documentation update report	✓	✓	Ultima will provide a quarterly updated architectural documentation report, detailing current Azure environment configuration
Dashboard - Monitoring Health	✓	✓	Ultima will provide access to a preconfigured Azure dashboard detailing backup storage consumption, backup job status and backup completion state, completions and failures
Dashboard - General Azure Infrastructure	✓	✓	Ultima will provide access to a preconfigured Azure dashboard detailing CPU utilisation, disk space used, available memory, Azure service health, load balancers and storage health

Ultima Business Solutions Limited

CSP Managed Cloud Services Schedule - Linked

Dashboard - Backup	✓	✓	Ultima will provide access to a preconfigured Azure Dashboard detailing backup infrastructure
Customisation	✕	✓	Ultimate tier customers may request an additional 5 Azure standard monitoring rules are added into the service as well two (2) additional customised dashboards pending feasibility outcome with Ultima.
Security and Compliance Services			
Dashboard - Cloud Security Overview	✓	✓	Ultima will provide access to a preconfigured Azure dashboard detailing real-time security information for on-boarded VMs including malicious traffic detection, outbound connection calls, VM network traffic statistics and top destinations.
Dashboard – Patch & AV Compliance	✓	✓	Ultima will provide a customised real-time Azure dashboard with patch compliance information (based upon Log Analytics update management solution).
Patching - Full for Windows Server Production and Non-Production	✓	✓	If no patching services are in use, Ultima will add on-boarded VMs to an automated patching cycle service by default and apply Windows server updates excluding service packs and update rollups. No remediation of failed patches are included and the Customer may only request rollback from backup. Advanced tier Customers will have an automated patching window every quarter, Ultima tier Customers will have this provided every month. Note that this service is not compatible if an existing patching service is already applied and Ultima will not take on responsibility of an alternative patching service for Azure VMs.
Patching - Critical / Security Patches for Windows Server Production and Non-Production	✓	✓ (bespoke)	If no patching service is in use, Ultima will add on-boarded VMs to an automated patching cycle service by default and apply Windows server updates defined as security and critical. No remediation of failed patches is included and the Customer may only request rollback from backup. Advanced tier Customers will have an automated patching window every quarter, Ultimate tier Customers will have this provided every month. Note that this service is not compatible if an existing patching service is already applied and Ultima will not take on responsibility of an alternative patching service for Azure VMs.
Patching - Full for Linux Server Production and Non-Production	✓	✓ (bespoke)	Ultima will add on-boarded VMs to an automated patching cycle by default and apply all available Linux server updates. No remediation of failed patches are included and the Customer may only request rollback from backup. Advanced tier Customers will have an automated patching window every quarter, Ultima tier Customers will have this provided every month. Note that this service is not compatible if an existing patching service is already applied and Ultima will not take on responsibility of an alternative patching service for Azure VMs.
Patching – Critical/Security for Linux Server Production and Non-Production	✓	✓ (bespoke)	Ultima will add on-boarded VMs to an automated patching cycle by default and security/critical Linux server updates. No remediation of failed patches are included and the Customer may only request rollback from backup. Advanced tier

			Customers will have an automated patching window every quarter, Ultimate tier Customers will have this provided every month. Note that this Service is not compatible if an existing patching service is already applied and Ultima will not take on responsibility of an alternative patching service for Azure VMs.
Track changes between quarterly config reports	✕	✓	Track changes will show any configuration changes between environment configuration documentation for Ultimate tier only (not available for advanced)
CheckPoint CloudGuard Network Virtual Appliance Support	✕	✓	Ultimate tier Customers that already have a CheckPoint CloudGuard as their Network Virtual Appliance or are implementing one via Ultima Professional Services division will receive support for this resource. This excludes cost of licences, Azure compute and implementation costs.

* T&M are activities which are not included in the Managed Cloud service but can be purchased separately via the Ultima account team.

6.2 **Supported Monitoring, Technologies and Activities**

6.2.1 The below tables define the resources and events that are monitored as part of Managed Cloud. This is divided by Advanced tier and Ultimate tier. Ultima reserves the right to amend and update this section 6.2 without prior notice to the Customer if it deems materially necessary in order to ensure the Services are adequately reflected.

Name	Advanced	Ultimate
Percentage CPU -> 95% over 15 minutes average (1 min)	✓	✓
Disk write IO -> dynamic medium over minute average (1 min)	✓	✓
Memory Percentage -> 95% over 15 minutes average (1 min)	✓	✓
Free Disk space under 10%	✓	✓
HTTP 404 -> greater than 1 over 10 minutes average (1 min)	✓	✓
Average Response time for web app	✓	✓
IO write operations per second for web app	✓	✓
CPU Percentage of service plan	✓	✓

Ultima Business Solutions Limited

CSP Managed Cloud Services Schedule - Linked

Memory Percentage of service plan	✓	✓
Threat detected	✓	✓
Update failure	✓	✓
90% Data IO SQL DB	✓	✓
90% DTU PaaS SQL DB (depending on SQL SKU)	✓	✓
90% CPU PaaS SQL DB (depending on SQL SKU)	✓	✓
SQL DB Failed Connections	✓	✓
SQL DB Blocked by Firewall Connection	✓	✓
Delete VM	✓	✓
Power off VM	✓	✓
Deallocate VM	✓	✓
Delete resource group	✓	✓
Delete route table	✓	✓
Delete virtual networks	✓	✓
Delete network interface	✓	✓
Delete load balancers	✓	✓
Delete web app	✓	✓
Restart web app	✓	✓

Ultima Business Solutions Limited

CSP Managed Cloud Services Schedule - Linked

Stop web app	✓	✓
Restart Web Apps (serverfarms)	✓	✓
Delete App Service Plan (serverfarms)	✓	✓
Delete Connection (connections)	✓	✓
Delete Vault	✓	✓
Whenever administrative activity log "all" administrative operations" has "failed" level for Recovery Service Vaults	✓	✓
Delete Scale Set	✗	✓
Administrative Activity Log "All Administrative operations" has "critical" or "error" level, with "any" status and event is initiated by "any" for VMs	✗	✓
Administrative Activity Log "All Administrative operations" has "critical" or "error" level, with "any" status and event is initiated by "any" for App Services	✗	✓
Administrative Activity Log "All Administrative operations" has "critical" or "error" level, with "any" status and event is initiated by "any" for App Services Plans	✗	✓
Administrative Activity Log "All Administrative operations" has "critical" or "error" level, with "any" status and event is initiated by "any" for Recovery Service Vaults	✗	✓
Administrative Activity Log "All Administrative operations" has "critical" or "error" level, with "any" status and event is initiated by "any" for Load Balancers	✗	✓
Administrative Activity Log "All Administrative operations" has "critical" or "error" level, with "any" status and event is initiated by "any" for Virtual Networks	✗	✓
Administrative Activity Log "All Administrative operations" has "critical" or "error" level, with "any" status and event is initiated by "any" for Storage Accounts	✗	✓
Administrative Activity Log "All Administrative operations" has "critical" or "error" level, with "any" status and event is initiated by "any" for Virtual Machines Scale Sets	✗	✓

Ultima Business Solutions Limited

CSP Managed Cloud Services Schedule - Linked

6.3   The following table defines the support technologies and activities that are supported by the Advanced and Ultimate tiers on Managed Cloud.

Note that any limitation or out of scope activity defined below can be forwarded and/or engaged with our professional services division but may incur additional Fees outside of the managed service.

Technology	Activity	Advanced	Ultimate	Limitation and Out of scope activities
Azure Portal	Troubleshoot Azure issues via Azure health	✓	✓	
	Troubleshoot Azure portal, CLI and/or Azure Powershell issues	✓	✓	
	Assist with Azure portal usage	✓	✓	
Azure VMs	Create new Linux or Windows VMs via portal, pre-existing ARM template or CLI	✓	✓	Marketplace images that require application-specific configuration and setup is out of scope. Custom images are out of scope. VM settings need customer definition
	Removal of Azure VMs and dependencies (disks, NIC, public IP, NSG and resource group where appropriate)	✓	✓	
	Start, stop, restart Azure VMs	✓	✓	
	Add/Removal of Azure Hybrid User Benefit	✓	✓	
	Add/Removal of Azure Reserved Instance	✓	✓	A, G and B series do not support this. Reserve instance requirement needs customer definition
	Configure and enable boot diagnostics	✓	✓	
	Resize Azure VM	✓	✓	
	Reset admin password	✓	✓	

Ultima Business Solutions Limited

CSP Managed Cloud Services Schedule - Linked

	Reset RDP configuration	✓	✓	
	Redeploy Azure VM to new host	✓	✓	
	Troubleshoot connectivity issues	✓	✓	
	Move Azure VM to different resource groups	✗	✓	
	Change disk type from standard HDD to premium SSD	✗	✓	
	Troubleshoot ARM template-based deployments	✗	✓	
App Service Plans	Creation of app service plans	✓	✓	
	Scale up (bi-directional) manually	✓	✓	Scaling can be more than 1 step if required
	Scale out (bi-directional) manually	✓	✓	Scaling can be more than 1 step if required
	Troubleshoot performance issues	✓	✓	
	Removal of app service plans	✓	✓	
	Add or remove VNet integration	✗	✓	
Availability sets	Creation of availability sets	✓	✓	
	Deletion of Azure VM(s) from existing availability sets	✓	✓	Possible downtime is out of scope. Extraction of Azure VM is out of scope.
	Removal of availability sets	✓	✓	
	Extract Azure VM from existing availability set	✗	✓	

Ultima Business Solutions Limited

CSP Managed Cloud Services Schedule - Linked

Managed Disks	Creation of new managed disks including mounting and cache settings	✓	✓	Managed disk size will need to be determined by the Customer
	Removal of managed disks	✓	✓	
	Convert unmanaged disks to managed disks	✓	✓	
	Change managed disk mount point to another VM	✓	✓	
	Increase disk size	✓	✓	Will require the host OS to be reconfigured which is out of scope and is the Customers responsibility.
	Take disk snapshots	✗	✓	
	Convert snapshots into new Azure VM	✗	✓	Standard or premium tier required
Web Apps	Creation of web app	✓	✓	
	Removal of web app	✓	✓	
	Troubleshoot general performance issues	✓	✓	
	Perform backup and restores of web app content (standard app service plan or higher only)	✓	✓	
	Add/remove application settings and/or connection strings	✓	✓	We provide no support for application functionality within the web app, just the infrastructure resources
	Modify stack and/or platform settings	✓	✓	We provide no support for application functionality within the web app, just the infrastructure resources
	Add/remove deployment slots	✗	✓	
	Clone web app to another web app	✗	✓	

Ultima Business Solutions Limited

CSP Managed Cloud Services Schedule - Linked

	Manage TLS/SSL settings	✗	✓	
	Enable/modify access restrictions	✗	✓	Standard or premium tier required
	Enable VNet integration	✗	✓	
VNets	Create new virtual networks	✓	✓	
	Removal of virtual networks	✓	✓	
	Create new subnets	✓	✓	Address space must be available to perform this
	Removal of subnets	✓	✓	Connected devices must be removed before deletion request
	Add new address spaces	✓	✓	
	Modify subnet ranges	✓	✓	Address space must be available to perform this
	Modify address space range	✓	✓	
	Add or modify DNS inheritance	✓	✓	
	Add or remove VNet peering	✓	✓	
	Modify VNet peering settings	✓	✓	This is within the same region only
	Troubleshoot VM connectivity issues	✓	✓	
	Add or remove global VNet peering	✗	✓	
	Modify global VNet peering settings	✗	✓	
VM networking	Add NIC to VM	✓	✓	
	Remove NIC from VM	✓	✓	

Ultima Business Solutions Limited

CSP Managed Cloud Services Schedule - Linked

	Add/modify NIC configuration	✓	✓	Dual homing is out of scope, one (1) IP per VM only.
	Troubleshoot NIC connectivity issues	✓	✓	
Load Balancers	Creation of Azure internal/external load balancer	✓	✓	Basic load balancer SKU is out of scope
	Removal of Azure internal/external lad balancer	✓	✓	
	Create/modify load balancer frontend	✓	✓	Maximum of 10 frontend connections
	Create/modify health probe(s)	✓	✓	Maximum of 10 health probes
	Create/modify backend pools	✓	✓	Maximum of 10 backend pools
	Create/modify load balancing rules	✓	✓	Maximum of 10 load balancing rules
	Troubleshoot health	✓	✓	
	Troubleshoot failover issues	✓	✓	
	Troubleshoot load balancing issues	✓	✓	
Virtual network Gateways (VPN)	Create new Virtual network Gateways (VPN)	✓	✓	Policy-based is out of scope. BGP AS option is out of scope. Active/active setup is out of scope.
	Removal of Virtual network Gateways (VPN)	✓	✓	
	Modify SKU	✓	✓	
	Add/modify/remove connection	✓	✓	
	Create/remove point-to-site VPN	✓	✓	

Ultima Business Solutions Limited

CSP Managed Cloud Services Schedule - Linked

	Troubleshoot VPN connectivity issues from Azure side (site-to-site and point-to-site)	✓	✓	Customer VPN connectivity on customers side is out of scope and customers responsibility
Network Security Groups (NSGs)	Create/remove NSG	✓	✓	
	Add/remove inbound rules within NSG	✓	✓	
	Add/remove outbound rules within NSG	✓	✓	
	Associate/disassociate NSG with VM NIC and/or subnet	✓	✓	
	Troubleshoot connectivity issues relating to NSG rules	✓	✓	
Route Tables	Create/remove route tables	✓	✓	
	Add/remove routes	✓	✓	
	Associate/Disassociate route table with subnets	✓	✓	
	Troubleshoot connectivity issues relating to route tables rules	✓	✓	
Traffic Manager	Create new traffic manager profile as performance, weighted, geographic, priority	✓	✓	Multivalue and subnet is out of scope
	Removal of traffic manager profile	✓	✓	
	Modify existing traffic manager routing method	✓	✓	
	Modify endpoint monitor settings	✓	✓	

Ultima Business Solutions Limited

CSP Managed Cloud Services Schedule - Linked

	Add new external or azure endpoint. Type App Service, App Service slot and Azure public IP supported	✓	✓	
	Modify existing endpoints	✓	✓	
	Disable or remove endpoints	✓	✓	
	Troubleshooting routing or endpoint connectivity issues	✓	✓	
Network watcher	Enable or disable network watcher for a particular region	✓	✓	
ExpressRoute	Create new express route circuit	✓	✓	New connections will need the support of the circuit provider. Managing 3rd parties is out of scope and must be performed by the Customer
	Remove express route circuit	✓	✓	
	Create/modify peerings	✓	✓	
	Troubleshoot ExpressRoute connectivity issues on the Azure side of the connection	✓	✓	
IP resources	Create new public IPs	✓	✓	
	Remove public IPs	✓	✓	
	Modify public IP address	✓	✓	
	Assign/unassign public IPs	✓	✓	
Storage Accounts	Creation of v2 storage accounts	✓	✓	
	Removal of v2 storage accounts	✓	✓	

Ultima Business Solutions Limited

CSP Managed Cloud Services Schedule - Linked

	Management of blob and file services including container creation and deletion as well as file share creation, deletion and quota changes.	✓	✓	Tiering is out of scope on blob
	Download or upload of data to blob container or file share	✓	✓	
	Assistance with file sharing mapping/unmapping	✓	✓	
	Access key request and regeneration	✓	✓	
	Configuration changes and management per storage account excluding Azure AD authentication with Azure files and Data Lake setting	✓	✓	
	Creation, management and deletion of shared access signatures	✓	✓	
	Enable service endpoints to VNet	✗	✓	
	Enable automated lifecycle management for automated tiering of blob data	✗	✓	
	Modify automated tiering configuration for lifecycle management	✗	✓	
	Enable firewall and/or service endpoints to VNets	✗	✓	
Azure File Sync	Create Storage Account	✓	✓	Server Endpoint creation excludes creating folders /shares in the Windows OS.
	Create New File Share	✓	✓	

Ultima Business Solutions Limited

CSP Managed Cloud Services Schedule - Linked

	Create Storage Sync Service	✓	✓	
	Create Sync Group	✓	✓	
	Create Cloud Endpoints	✓	✓	
	Create Server Endpoints	✓	✓	
	Monitor Server endpoint health in the portal = Error	✓	✓	
	Monitor Files are failing to sync to a server or cloud endpoint	✓	✓	
	Monitor Registered server is failing to communicate with the Storage Sync Service	✓	✓	
	Monitor Cloud tiering recall size has exceeded 500GiB in a Day	✓	✓	
PaaS SQL database	Create new PaaS SQL databases	✓	✓	
	Removal of PaaS SQL databases	✓	✓	
	Change configuration of DTU level	✓	✓	V-core is out of scope
	Enable/disable geo-replication	✓	✓	
	Enable/disable TDE	✓	✓	
	Provide connection strings and SA account details	✓	✓	
	Point-in-time restoration	✓	✓	
PaaS SQL Server	Create new PaaS SQL Server resource	✓	✓	

Ultima Business Solutions Limited

CSP Managed Cloud Services Schedule - Linked

	Removal new PaaS SQL Server resource	✓	✓	
	Enable/modify Azure AD admin	✓	✓	
	Add/Remove client IP access	✓	✓	
	Enable Long-term retention/recovery	✗	✓	
	Modify long-term retention configuration	✗	✓	
	Create failover groups	✗	✓	
	Enable service endpoint to VNet(s)	✗	✓	Integration service environments and Integration accounts are out of scope. Transformation services are out of scope. Code-based logic apps are out of scope.
Azure AD	Create new Azure AD accounts (if AD Connect not in use)	✓	✓	Accounts required to be made on-premises in Active Directory is out of scope if AD Connect is in use
	Remove Azure AD accounts (if AD Connect not in use)	✓	✓	
	Update user information	✓	✓	
	Manage Azure AD specific user permissions	✓	✓	
	Invite users from other tenancies (Azure B2B)	✓	✓	
	Create Azure AD groups and assign/unassign users	✓	✓	
	Apply users and groups under subscriptions, resource groups and/or resources using RBAC rules	✓	✓	
	Troubleshoot Azure AD connect issues	✓	✓	

Managed Cloud Services Schedule v1.2 linked to CSP Terms and UBSTOBV02.0 and subsequent iterations, 19 August 2023

Ultima Business Solutions Limited

CSP Managed Cloud Services Schedule - Linked

	Modify Azure AD Connect OU filtering	✓	✓	
	Add or remove custom domain names and verification	✓	✓	
	Create app registration	✓	✓	
Key Vault	Create Key Vault	✓	✓	Standalone HSM version is out of scope
	Removal of Key Vault	✓	✓	
	Add/Remove passwords or secrets as requested	✓	✓	
	Alter RBAC permissions to the vault and its resources	✓	✓	
Azure Backup	Backup Azure VMs (VM level)	✓	✓	Management of Azure backup vault, retention and vault creation is out of scope
	Restore Azure VMs (VM level)	✓	✓	
	Restore Azure VM disks only	✓	✓	
	Monitor backup failures	✓	✓	
	Troubleshoot Backup failures	✓	✓	
	Management of Azure vault	✕	✓	
	Troubleshoot vault errors outside of backup failures	✕	✓	
	Create/modify retention policies	✕	✓	
	Backup SQL databases from Azure SQL VM	✕	✓	

Ultima Business Solutions Limited

CSP Managed Cloud Services Schedule - Linked

	Backup storage account data	✕	✓
	Restore SQL data from vault	✕	✓
	Restore storage account data from vault	✕	✓
	Define and manage an isolated VNet	✕	✓
	Perform one (1) test VM-level restore. Verify VM boots and RDP access is available	✕	✓
	Troubleshoot advanced backup failures	✕	✓
Azure automation	Creation of Azure automation accounts	✓	✓
	Removal of Azure automation accounts	✓	✓
	Management/modification of update management feature	✓	✓
Antimalware	Add Microsoft Antimalware extension to Azure VMs, default configuration	✓	✓
	Removal of Microsoft Antimalware extension of Azure VMs	✓	✓
	Troubleshoot Microsoft Antimalware extension errors	✓	✓
	Monitor and detect threats from Microsoft Antimalware extensions	✓	✓
Patch Management	Apply VMs to default groups per onboarding questionnaire and onboard Azure VMs into patching solution	✓	✓

Ultima Business Solutions Limited

CSP Managed Cloud Services Schedule - Linked

		Quarterly	Monthly	
	Perform patching process for specified Azure VMs in a provided patch window(s) for production, non-production patch VMs Patch service is optional and is not compatible with any other patching service or previous configurations.	Quarterly	Monthly	Custom patch window is available on request. Ultima is not responsible if an existing patch configuration or service is in use, and the Azure patching service will not be compatible/usable in this scenario.
	Rollback VM if unresponsive due to patching	✓	✓	VMs must be already backed up during onboarding discovery to be eligible for patch management. Application issues post reboot are out of scope
	Provide one (1) Emergency patch window	✓	✓	
	Monitor patch failures	✓	✓	
	Provide two (2) Emergency patch windows	✗	✓	
Azure Dashboards	Provide readable and standardised dashboards for customers	✓	✓	
Azure Monitor	Provide monitoring of default built-in metrics and log activities based on automated resource scan. Provide action groups for email and ITSM. Provide automated incident ticket generation on monitoring thresholds to be investigated per required SLA. Azure Monitor is pre-configured to monitor the following resource types:			
	Azure VMs	✓	✓	
	Azure Disks	✓	✓	
	Update Management	✓	✓	
	AntiMalware Threats	✓	✓	

Ultima Business Solutions Limited

CSP Managed Cloud Services Schedule - Linked

	PaaS SQL Databases	✓	✓	
	PaaS Web Apps	✓	✓	
	Recovery Vaults	✓	✓	
	Azure VPNs	✓	✓	
	VNets	✓	✓	
	Network Interfaces	✓	✓	
	Load Balancers	✓	✓	
	Route Tables	✓	✓	
	Azure Activity Log	✓	✓	
	Scale Sets	✗	✓	
	Granular Error or Critical states on all resources defined in this list	✗	✓	
	Increase retention to six (6), nine (9) or twelve (12) months	✗	✓	
Compliance	Provide access to Azure advisor recommendations and Azure Security Centre.	✓	✓	
Compliance (Azure Policy)	Create/assign built-in policies	✗	✓	
	Troubleshoot compliance issues	✗	✓	Modification to built-in policy settings only. Custom policies are out of scope.

Ultima Business Solutions Limited

CSP Managed Cloud Services Schedule - Linked

	Modify policies	✗	✓	
	Troubleshoot policy issues	✗	✓	
Compliance (Azure Sentinel)	Review automated cases that are generated	✗	✓	
Resource Providers	Enable resource providers as requested on subscription	✓	✓	
	Disable resource provider as requested on subscription	✓	✓	
Quotas	Increase core quota for subscription	✓	✓	
	Increase VM-type quota for subscription	✓	✓	
VM scale sets	Create new VM Scale Set	✗	✓	
	Removal of VM Scale Set	✗	✓	
	Troubleshoot scale set availability issues	✗	✓	
	Manual scale increase or decrease on request	✗	✓	Be aware changes to availability set may result in downtime
Application Gateway	Add or remove Application Gateway for frontend or internal	✗	✓	
	Troubleshoot connectivity problems	✗	✓	
	Add or remove backend pools	✗	✓	
	Troubleshoot routing rules	✗	✓	
	Add/Remove WAF rules	✗	✓	

Ultima Business Solutions Limited

CSP Managed Cloud Services Schedule - Linked

Azure Frontdoor	Add or remove Frontdoor service	✕	✓	App Service only
	Add or remove backend pools	✕	✓	
	Add or remove routing rules	✕	✓	
	Troubleshoot routing rules	✕	✓	Prevention and detection modes both supported
WAF service	Add or remove WAF	✕	✓	
	Disable/enable rules in default rule set	✕	✓	Maximum of 10 custom rules
	Add/remove custom rules	✕	✓	
	Assign/unassign WAF to Front Door (frontend)	✕	✓	
Azure Firewall Service	Create/remove Azure Firewall	✕	✓	
	Manage public IP of Azure Firewall	✕	✓	
	Create/remove Azure Firewall Subnet on associated VNet	✕	✓	
	Create/remove rules within Azure Firewall	✕	✓	
	Create/remove DNAT rules	✕	✓	
	Troubleshoot connectivity issues	✕	✓	
Logic Apps	Create/remove logic apps	✕	✓	Custom actions and triggers are out of scope.
	Troubleshoot built-in triggers and actions	✕	✓	
	Troubleshoot API connections	✕	✓	

Ultima Business Solutions Limited

CSP Managed Cloud Services Schedule - Linked

	Regenerate access keys	✗	✓	
	Create/manage access control	✗	✓	
	Troubleshoot access control issues	✗	✓	
	Restore previous version from point-in-time	✗	✓	
Data Factory	Create/remove data factory instance	✗	✓	
	Troubleshoot data factory instance availability issues	✗	✓	Custom pipeline troubleshooting is out of scope, template-based pipelines only.
	Troubleshoot pipelines or copy data routines	✗	✓	
Azure Site Recovery	Management of Azure vault	✗	✓	
	Troubleshoot ASR errors or failures	✗	✓	
	Management of configuration server on-premises (if valid)	✗	✓	
	Management of ASR updates	✗	✓	
	Troubleshoot update failures	✗	✓	
	Troubleshoot configuration server errors or connectivity issues (if valid)	✗	✓	
	Add/remove network mapping in Azure	✗	✓	
	Add/modify replication policies	✗	✓	
	Add/remove Hyper-V sites/hosts	✗	✓	

Ultima Business Solutions Limited

CSP Managed Cloud Services Schedule - Linked

	Troubleshoot Hyper-V sites/hosts connectivity issues	✕	✓	
	Regenerate key and reapply if required	✕	✓	
	Define and manage an isolated VNet	✕	✓	
	Perform one (1) test failover restore. Verify VM boots and RDP access is available	✕	✓	Five (5) default policies on creation, customer can add three (3) more on request. Initiatives are out of scope.

6.4   Service Management and Governance

6.4.1   Response and resolution KPIs

6.4.1.1   As part of this service Ultima provides the following Service Level commitments:

Service Measurement	Response Target	Resolution Target	Metrics (KPI)
Priority 1 Tickets	15 Minutes	4 hours	95% achieved ticket resolution per month
Priority 2 Tickets	4 hours	8 hours	95% achieved ticket resolution per month
Priority 3 Tickets	1 Day	2 Days	95% achieved ticket resolution per month
Priority 4 Tickets	2 Days	4 Days	95% achieved ticket resolution per month

6.5   Service Contacts

6.5.1   Approved Customer Contacts

6.5.1.1   The table below defines the order of contact made from the Technical Support Centre when alerting the Customer to an issue or event identified as part of the solution. The table further describes Customer individuals who are authorised to approve Change Requests on the environment.

6.5.1.2   Ultima will create accounts for our web-based portal, for each of the escalation points listed. This will allow users to view and create Incidents, as well as Change Requests.

6.5.1.3   The first point of escalation listed will be the primary point of contact for all updates from the Technical Support Centre regarding Incidents and Change Requests. It is recommended the first escalation point is a shared mailbox or distribution list to ensure an individual is not contacted when absent.

1st Escalation Point			
Name		Office Tel	
Position		Mobile	
Email		Contact Hours	
Change Requestor	Yes/No	Change Approver	Yes/No
Notes			

2nd Escalation Point			
Name		Office Tel	
Position		Mobile	
Email		Contact Hours	
Change Requestor	Yes/No	Change Approver	Yes/No

Ultima Business Solutions Limited

CSP Managed Cloud Services Schedule - Linked

Notes	

3rd Escalation Point			
Name		**Office Tel**	
Position		**Mobile**	
Email		Contact Hours	
Change Requestor	Yes/No	Change Approver	Yes/No
Notes			

In addition to your Service Escalation Contacts, please also provide details of additional authorised contacts permitted to log Incidents and approve Change Requests under your Managed Service.

Name	Contact Information	Additional Incident Contact	Additional Change Requestor	Additional Change Approver
		Yes/No	Yes/No	Yes/No

6.6   Ultima Contacts

6.6.1   All contact for technical assistance must go through the Technical Support Centre in the first instance. In the event escalation is required the Customer must follow the escalation points below.

Technical Support Centre	
Name	TSC
Office Number	0118 9027326
email	support@Ultima.com
Portal	https://support.ultima.com

Escalation Point	
Name	Ultima Service Management Team
Office Number	0118 902 7343 (8am-6pm Mon-Fri)
email	tscescalation@Ultima.com (8am-6pm Mon-Fri)

6.7   Service Management Processes

Ultima Business Solutions Limited

CSP Managed Cloud Services Schedule - Linked

6.7.1   Incident Management

6.7.1.1   Ultima defines incidents as any event which is not part of standard service operation, or any event that is causing or has caused an interruption to normal Service.

6.7.2   As part of the incident management process, Ultima will:

6.7.2.1   record the incident in our ITSM tool and provide a unique reference number of the ticket;

6.7.2.2   prioritise the Incident in accordance with the following Impact and Urgency matrix;

Priority	High	Medium	Low
High	P1	P2	P3
Medium	P2	P3	P4
Low	P3	P4	P4

	Impact	Urgency
High	Organisation-Wide, Multiple Segments	Event Underway, Core Service
Medium	Multiple Users, Moderate Impact	Event Flexible, Supporting Service
Low	Single User, Minimal Impact	Non-Urgent, Not Affecting Service

6.7.2.3   promptly investigate the incident and escalate to 3rd line consultants, where required, for investigation of more complex issues;

6.7.2.4   escalate tickets to Microsoft, via the customers Azure portal, where an issue requires vendor investigation due to a suspected platform issue;

6.7.2.5   provide regular updates for the full duration of the support case; and

6.7.2.6   retain overall responsibly for the support case at all times until resolution.

6.8   Major Incident Management

6.8.1   Ultima defines major incidents as those which result in a complete failure of the customer environment or failure of components which stop the company's ability to trade or would result in major reputational impact.

6.8.2   As part of the Major Incident management process, Ultima will:

- follow the process set out in the Incident management process;

- assign a Major incident manager to coordinate Ultima, Customer and third-party resources;

- provide and chair a major incident call bridge;

- provide hourly Major incident updates to agreed customer contacts; and

- provide a post incident report within five (5) Business Days of resolution of the incident.

6.9   Problem Management

6.9.1   Ultima defines a "Problem" as the cause or potential cause of one of more incidents.

6.9.1.1   As part of the Problem management process, Ultima will:

- record all problems in the Ultima ITSM tool and link all associated Incidents;

- promptly investigate the Problem and coordinate Ultima resources to test and validate the suspected root cause;

- where the root cause relates to an Ultima supported Azure component, coordinate resources to apply a problem fix;

- where it does not, provide the investigation output to the customer to review and implement accordingly; and

- provide a problem closure report within five (5) Business Days of problem closure.

6.10   Change Management

Ultima Business Solutions Limited

CSP Managed Cloud Services Schedule - Linked

6.10.1   Ultima defines changes as the activities which modify, remove or add any supported services or service components to the customer Azure environment.

6.10.2   As part of the Change Order process, Ultima will:

- record all requests for Change Orders in the Ultima ITSM platform;

- provide a list of FOC supported changes via the Ultima Support portal;

- ensure that all changes have received the relevant Customer approval before implementation;

- complete all change activities in accordance with those set out in the Change Order; and

- document the output of the change in the Change Order.