DB Availability Monitoring & Patching

Service Schedule

This is a Service Schedule as defined in the Conditions. Where the Services set out in this Service Schedule form part of the Services to be supplied under a Contract (as defined in the Conditions), this Service Schedule forms part of the Contract.

In this Service Schedule, references to Clauses are to Clauses of the Conditions, and references to paragraphs are to the paragraphs of (i) this Service Schedule or (ii) whichever other document is specifically referred to.

Additional Definitions

1.1 **"Database"** – a database application provided from the Supplier's template library for the Customer's own business needs.

1.2 **"Operating System", "OS"** – a software system designed to run directly on physical or virtual hardware which manages the hardware state and allows running of additional application software.

1.3 **"Pulsant Cloud Backup"** – a backup service provided by the Supplier, described in the document "Pulsant Service Description - Cloud Backup".

1.4 **"Resilient Solution"** — A Service configuration involving multiple Servers, designed to provide increased Service availability.

1.5 **"Server"** – a physical or virtual server managed by the Supplier on the Customer's behalf entirely for the Customer's own business needs.

1.6 "**In life**" – Supported databases are 'in life' versions of Windows SQL only. Pulsant recognise the Microsoft "Fixed Lifecycle Policy" and monitor Database software within vendor Mainstream and Extended Support phase as 'in life'.

1.6.1 - In all cases, where vendor Security Updates remain available at no additional cost.

Database Availability Monitoring and Patching (DB AMP)

OS Availability Monitoring and Patching is a prerequisite of DB AMP. This service can only be provided if the underlying Operating System is covered by Pulsant's OS AMP service.

Database Availability Monitoring and Patching – Service Scope and Description

1.7 Pulsant Database Availability Monitoring and Patching Service (DB AMP) provides availability monitoring of the database application software. OS Availability Monitoring

and Patching is a prerequisite of the DB AMP service. i.e., This service can only be provided if the underlying Operating System is covered by Pulsant OS AMP service.

1.8   The Customer confirms that it has considered and accepts full responsibility for all scenarios relating to any failure conditions and functionality of each related or dependent Service where those Services are not provided by the Supplier.

1.9   Database Availability Monitoring and Patching Services are provided to the Customer for so long as the Contract remains in force in accordance with the terms of the Contract and the Supplier's acceptable use, security and access policies and procedures.

1.10   Database Availability Monitoring and Patching Services are subject to payment by the Customer of the Supplier's Charges for installation and support services, as set out in the Order Form or as subsequently agreed between the parties from time to time.

1.11   The Order Form will indicate the level of Service being provided to the Customer.

1.12   The Order Form will indicate whether the Service is to be supplied as a Resilient Solution and whether single-site or multi-site resilience is required.

1.13   The Database Service must be hosted on a physical or virtual Server platform within the Pulsant Cloud infrastructure, with an in life supported version of the Windows Operating Systems running on the Server; the Supplier will provide Database Availability Monitoring and Patching to the following extent:

2   Pulsant will:

2.1   Install a standalone database, providing a default installation and configuration from available options within the Pulsant Cloud template library.

2.2   Monitor the availability of the database engine, using an automated monitoring tool to react and alert to any service-affecting issues.

2.3   Monitor the Service availability and remediate where availability may be at risk, notifying the client where appropriate. Remediation is defined as:

   2.3.1   Notifying the client of service affecting availability, alerting if the service unreachable.

   2.3.2   Investigate service availability and where Pulsant monitoring identifies a root cause to be within the default SQL configuration, Pulsant will work with the client to make configuration changes to help prevent any recurring availability problems.

   2.3.3   Rebooting the server or services.

2.4   For resilient solutions, Pulsant will monitor replication services.

2.5   Where AMP service is supported by a Pulsant Managed Backup Solution; re-deployment of templates would include any Pulsant backup agents required for that service.

> 2.5.1   In case of total service loss, Pulsant will redeploy from template and recover files from backup.

2.6   Apply updates to the database engine and security updates upon request. No automatic patching will be performed by Pulsant.

> 2.6.1   Automatic patching of the Operating System as part of OS AMP will be disabled. Operating System updates will also be available by request only.

3   Service limitations:

Pulsant DB AMP service is supported only for 'in life' versions of Windows SQL as stated in Section 1.6

Major upgrades:

3.1   Pulsant will not perform major version upgrades of the Database software.
A major version upgrade example would be Microsoft SQL 2019 to Windows SQL 2022 (this may be available as a Professional Services engagement).

Monitoring and Support:

3.2   Pulsant will not monitor performance of database functions (e.g. search and queries).

3.3   Pulsant will not support any tool, application, or configuration outside of the Pulsant Cloud template library install.

3.4   Pulsant will not provide training to clients on the functionality and use of the database software.

Migration:

3.5   Pulsant will not provide migration or data transformation work.

Reinstallation:

3.6   Pulsant will not redeploy the Database System, unless required by the failure of a server provided by Pulsant (this would be available as a Professional Services engagement).

3.7   Install or reinstall any applications or services outside the boundaries of the template deployment.

4   Chargeable work:

Certain activities outside the normal management scope of the service can be performed by Pulsant as chargeable work. These are an engagement and sit outside of any Service Level Agreement, examples include:

4.1   Installation of major upgrades to the Database Application or Operating System.

5   Additional

5.1   Resiliency guarantees shown in table 6.3 will cease if critical recommendations are not actioned by the Customer, where required.

5.2   The Customer is responsible for ensuring that the Service does not interfere with operation of other services not managed by the Supplier, for example patching schedules that conflict with other critical activities elsewhere within the Customer's infrastructure.

5.3   The Supplier or an approved partner will be the sole administrator of the Server, and no Server administration activities will be performed by the Customer or any other party without the knowledge and express written agreement of the Supplier.

5.4   Management and availability of the Customer's Active Directory is the responsibility of the Customer.

5.5   All installation, configuration and entitled use of applications, including any applications not found within the Base Template, is the responsibility of the Customer.

5.6   For resilient configurations, the Customer will ensure that all database applications comply with the recommendations made by the Supplier during the Service onboarding process.

5.7   The Supplier will not be responsible for security vulnerabilities within the Customer's operations or Customer-managed applications or infrastructure.

6   Service Levels

6.1   The Supplier will use its reasonable endeavours to deliver the following Response Times and Availability as classified in the tables below.

6.2   Incident Response Times

Event Priority	Definition	Service Hours	Response Time
P1	• Total loss of production service; or • A significant revenue, operational, or safety impact on the entire company; or • Service degraded, affecting the entire company	24/7/365	Within 15 minutes
P2	• Partial loss of service affecting the company; or • Service degraded, affecting multiple departments or a single site; or • There is the potential of significant revenue, operational, or safety impact to the company if not resolved quickly	24/7/365	Within 30 minutes
P3	• Service degraded, affecting non-production services; or • Loss of service affecting a single user	Business Hours	Within 1 Hour
P4	• Degraded service affecting a single user	Business Hours	Within 2 Hours
P5	• Request for information	Business Hours	Within 4 Hours

6.3   **Service Availability**

6.3.1 The Supplier will use its reasonable endeavours to deliver the following Service Levels in respect of the Services as set out in the table below.

Measure	Description	Value	Fee Credits
Service Hours	The hours during which the service and SLA is provided	24/7/365	
Availability: Non-Resilient Solution	% of the service hours during which service availability is guaranteed (excluding Planned Maintenance)	99.85%	Pro rata proportion of the Monthly Charges for any Non-Availability Period
Availability: Single-site Resilient Solution	% of the service hours during which service availability is guaranteed (excluding Planned Maintenance)	99.995%	Pro rata proportion of the Monthly Charges for any Non-Availability Period
Availability: Multi-site Resilient Solution	% of the service hours during which service availability is guaranteed (excluding Planned Maintenance)	100%	Pro rata proportion of the Monthly Charges for any Non-Availability Period

6.4   Fee Credits

6.4.1 Any Fee Credits which fall due pursuant to this paragraph 3.4 are payable subject to and in accordance with the Conditions.

6.4.2 A pro rata proportion shall be calculated according to the number of complete minutes in the relevant calendar month and the number of complete minutes of Non-Availability in that calendar month.

6.4.3 "Monthly Chargewhere" means the recurring Charges for the relevant Component for the relevant calendar month, net of VAT.

6.4.4 "Availability" means the percentage of the Service hours during which Service availability is guaranteed, not including Planned Maintenance.

6.4.5 "Non-Availability" means a period of time during which the relevant Service is unavailable in breach of the Availability Service Levels set out in paragraph 3.3 above.