

Software- und Organisations-Service GmbH

JOB SCHEDULER – MAINTENANCE AND SUPPORT



Services Overview	Basic	Special	Individual
Maintenance Service	Quarterly	Quarterly	on demand
Online Support Service	x	x	x
Response Times to Support Requests	48 h	24 h	by agreement
Online Conferencing with <i>webex</i>	x	x	x
Telephone Assistance during Standard Support Hours	x	x	x
Onsite Visits (VPN, SSH)			x
Automated Monitoring of Jobs			x



Detailed Service Description

Maintenance Service	Service Level
<p>Maintenance releases of the Job Scheduler are published on a quarterly basis. Bugfix releases are published more frequently when required.</p> <p>For individual service levels we deliver new releases as soon as available and communicate workarounds on demand.</p>	<p>⇒ Basic</p> <p>⇒ Special</p> <p>⇒ Individual</p>
Online Support Service	Service Level
<p>Our Support Service accepts your support requests 24/7. Requests and responses are exchanged by mail and are visible in the support web interface. Each customer has an individual service area where messages and solutions are shown.</p> <p>The Support Service creates a history of support requests and solutions for your convenience. For details see http://www.sos-berlin.com/support</p>	<p>⇒ Basic</p> <p>⇒ Special</p> <p>⇒ Individual</p>
Online Conferencing mit <i>webex</i>	Service Level
<p>We offer support sessions with <i>webex</i> online conferencing. Second Level support specialists conduct root cause analysis during the web session. Upon request our specialists will work directly in our own environment and implement the solution with you.</p>	<p>⇒ Basic</p> <p>⇒ Special</p> <p>⇒ Individual</p>
Telephone Assistance during Standard Support Hours	Service Level
<p>Our support team consists of experts at troubleshooting, problem diagnosis, and resolution identification.</p> <p>Telephone Assistance services are provided during business hours which are Monday to Friday between 8:00 and 17:00 CET.</p>	<p>⇒ Basic</p> <p>⇒ Special</p> <p>⇒ Individual</p>
Onsite Visits (vpn, ssh)	Service Level
<p>For full service we directly access your server system via vpn or ssh to identify and resolve problems upon request.</p>	<p>⇒ Individual</p>
Automated Monitoring of Jobs	Service Level
<p>A separate Job Scheduler is operated for automated monitoring of system resources and jobs. The Job Scheduler checks configurable aspects of the system 24 hours a day. For example disk space, main memory, successful completion of jobs etc. In case of error a message is sent to our support team, which will identify the problem and communicate the solution to the customer.</p>	<p>⇒ Individual</p>