



Managed AWS

Service Configuration

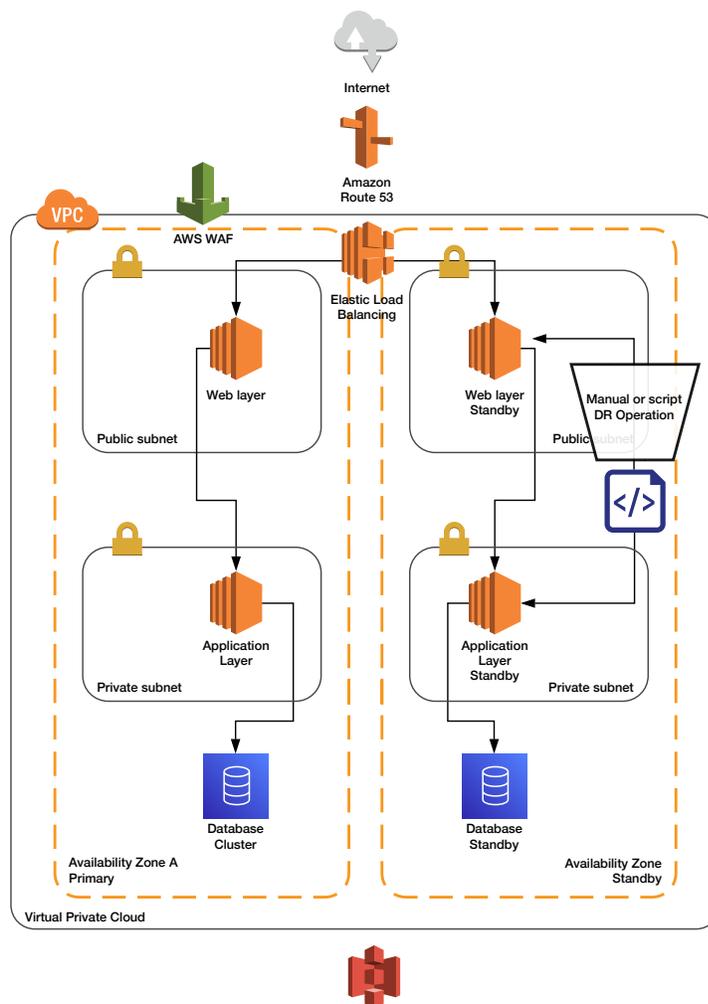
Managed AWS

- Sample Service Configuration
- Cloud Management Features
- Service Operations
- Responsibilities Matrix

Managed AWS

SCTG's Managed Amazon Web Services (AWS) Service provides Assessment, Development, Migration, ongoing Management and Optimization / Evolution of AWS infrastructure so customers can remain focused on their applications and running their business. SCTG best practices are implemented throughout the process to minimize operational overhead and risk. The Managed AWS Services addresses all aspects of cloud infrastructure operations for our customers. The service delivers a complete AWS infrastructure environment including network, compute, memory, storage, and security services. Managed AWS is supported across all AWS Availability Zones, giving Customers the option to deploy resources in in the most appropriate locations.

Sample Service Configuration



SCTG Managed AWS Services are delivered from AWS Availability Zones, giving you the option to deploy resources in different geographies around the world as your business requires. Managed AWS Services can also be connected to SCTG's scalable, redundant global data center network and core routing infrastructure for access to low-latency, high-performance Internet transit in hybrid or multi-cloud configurations.

Cloud Management

Managed Cloud Services from SCTG delivers consistent operations management and predictable results by following industry-standard and proven, internal best-practices. The Service also provides comprehensive tooling and automation to increase efficiency and reduce your operational overhead and risk. The specific services/management functions offered by SCTG as part of the Service include:



Change Management

Managed Cloud Services provides simple and efficient means to make controlled changes to customer infrastructure. For example, if a customer wants to deploy a new VM or additional storage capacity, Managed Cloud Services enables quick and easy change requests through a dedicated self-service console. Changes follow a well-defined approval process, and most changes can be executed immediately through SCTG's automated DevOps process, while others can be scheduled for execution later.



Incident Management

Managed Cloud Services monitors the overall health of infrastructure resources, and handles the daily activities of investigating and resolving alarms or incidents. For example, in the event of a compute instance failure, SCTG would recognize the failure and follow a pre-defined playbook to rectify the situation in a way that minimizes disruption to the customer's operating environment.



Provisioning Management

Managed Cloud Services enables customers to quickly and easily deploy cloud infrastructure, and simplifies the on-demand provisioning of commonly used, pre-defined cloud stacks. With an infrastructure designed to meet a customer's application needs, Managed Cloud Services' automation and integration allows customers to quickly stand up applications in either test or production environments through a self-service portal.



Patch Management

Managed Cloud Services takes care of all infrastructure system patching. When updates or patches are released from infrastructure vendors, SCTG applies them in a timely and consistent manner. Critical security patches are applied as needed, while others are applied based on the patch schedule set up by the customer. OS patch management is available as an additional service offering.



Access Management

Managed Cloud Services provides rigor and control by applying cloud and SCTG security best practices to customer infrastructure. By configuring default cloud security capabilities SCTG Managed Cloud Services simplifies access management, and removes the complexity of managing multiple authentication mechanisms, enabling customers to use their corporate credentials to access cloud resources.



Security Management

Managed Cloud Services protects customer information assets and helps keep cloud infrastructure secure. With available options like managed firewalls, anti-malware protection, intrusion detection, and intrusion prevention systems, SCTG manages security policies per stack, and can quickly recognize and respond to any intrusion.



Continuity Management

Managed Cloud Services backs up customer public cloud stacks at scheduled intervals that the customer defines. In the event of a failure or outage that impacts the customer's business, or at their request, SCTG can perform a restore of any of backups as needed.



Monitoring and Reporting

With Managed Cloud Services, customers have access to the data SCTG uses to manage infrastructure, including public cloud-supplied data (for public cloud implementations) as well as alerts from other SCTG-supplied monitoring systems. In addition, customers receive a monthly summary of key performance metrics, including operational activities, events and their respective impact, as well as recommendations to optimize platform usage.

Service Operations

The Managed AWS service is monitored by SCTG’s Service Desk. Should any issues or anomalies be detected with the Service, a member of the SCTG Service Desk team will take corrective action as planned and notify the customer.

From time to time, SCTG will perform scheduled maintenance activities in support of the cloud. Customers will be notified in advance for all scheduled maintenance. Emergency maintenance may be required and performed without advance notice. Should a service-impacting emergency maintenance be required, ServerCentral will use commercially reasonable efforts to notify Customer upon execution of the maintenance.

Customers may also view real time and historical graphs of the Service via the SCTG Customer Portal located at <https://portal.servercentral.com>.

ACCOUNT MANAGEMENT SERVICES	
Dedicated Client Relationship Manager	Included
IMPLEMENTATION SERVICES	
Hardware Procurement & Assembly	Included
Data Center Provisioning (Generator-backed Redundant Power, Cooling, Cables, Rack)	Included
Resilient Facility (24x7 Physical Security, Video Surveillance, Fire Suppression, Monitored Access)	Included
Network Provisioning (IP addressing, VLAN Configuration, Physical Cabling)	Included
Feature Validation for Hardware Firmware & Virtualization Software	Included
Infrastructure Configuration	Included
24 X 7 MONITORING SERVICES	
Network Traffic Analysis & Volumetric DDoS monitoring on IP Transit Service	Included
Hardware Health Monitors	Included
Hardware Availability Monitors	Included
Hardware Performance Monitors	Included
Capacity Monitors	Optional
Custom Runbook Coordinated with Customer	Optional
Complex Custom Monitor Development	SOW Based

INFRASTRUCTURE ADMINISTRATION (PROACTIVE SERVICES)	
Hypervisor Administration	Included
Configuration Changes per Customer Requests	Included
Device Configuration, Backup & Monitor for Changes	Included
Change Management Leveraging the SCTG Change Control Process	Included
Change Management coordination with Customer	Included
Firmware Patching & Updates	Included
Full Creation, Management and Administration of VMs	Optional
24 X 7 SUPPORT (RETURN TO SERVICE & VENDOR ESCALATION)	
Hardware Troubleshooting	Included
Hardware Replacement	Included
Hardware Maintenance	Included
Access to 24x7 Network Operations Center (telephone, web, and email)	Included
Access to Customer Portal w/ Customer-Defined Roles	Included
Ticket Response Time - Promised	15 minutes

Responsibilities

The following section outlines the scope and limitation of support that SCTG offers for this Service.

SCTG RESPONSIBILITIES
SCTG will maintain all software and hardware that provides the compute, network, and storage infrastructure for the Managed Enterprise Cloud.
SCTG will monitor the Managed Enterprise Cloud for uptime and availability. This includes any network switches, general Internet connectivity, storage devices, and any other equipment necessary to provide the Managed Enterprise Cloud service. This does not include customer virtual machine monitoring.
SCTG will retain exclusive administrative access to the hardware and virtualization infrastructure of the Managed Enterprise Cloud for the duration of the agreement.
SCTG will be responsible for hardware and virtualization infrastructure support, including return-to-service and vendor escalation.
SCTG will perform periodic software and security updates, install additional capacity, and replace any faulty hardware within the underlying infrastructure, per the manufacturers recommendations and industry best practices. Changes will occur during declared maintenance windows that will be agreed upon in advance with the Customer
SCTG will perform periodic software and security updates, install additional capacity, and replace any faulty hardware within the underlying infrastructure, per the manufacturers recommendations and industry best practices. Changes will occur during declared maintenance windows that will be agreed upon in advance with the Customer
CUSTOMER RESPONSIBILITIES
Customer is responsible for creating, maintaining, and managing any virtual machines, virtual machine templates, ISO or image catalogs, and IP address tracking of assigned IP pool. Customer is also responsible for managing and securing the underlying guest operating system including any script, application, or operating system updates.
Customer is responsible for managing and securing the underlying guest operating system including any script, application, or operating system updates.
Customer is fully responsible for the installation and operation of any and all scripts and applications installed on any customer managed servers or virtual machines.
SCTG will not troubleshoot or provide any support relating to malfunctioning scripts or applications. Customer is responsible for maintaining the latest version of any and all installed scripts and applications, as well as the security of all scripts and applications installed on VMs. SCTG does not provide security auditing or disinfection of exploited software or servers. If a Customer needs support regarding a specific script or application, please contact the software vendors support resources.
Customer is responsible for monitoring the guest operating system of the VM. SCTG offers in-guest VM monitoring as a service. Please contact sales@servercentral.com for additional information.
Customer is responsible for installing, configuring, and maintaining all Customer-operated infrastructure and applications connected to the Service
Customer is responsible for maintaining current backups of customer-owned data. SCTG offers a fully managed backup service for physical and virtual servers, including VMs. Please contact sales@SCTG.com for more information.
Customer is responsible for maintaining the list of authorized personnel on the SCTG Customer Portal and AWS Cloud Portal. Customer is also responsible for maintaining any user accounts created for the Enterprise Cloud. SCTG is not responsible for any unauthorized access to the AWS Cloud due to out of date access list information.
Customer will designate and maintain a Technical Contact who can be made available to SCTG for troubleshooting or questions.

Additional Questions

For more information, visit <https://www.servercentral.com/managed-aws/> or contact us at (312) 829-1111 and sales@servercentral.com.

About ServerCentral Turing Group (SCTG)

SCTG offers [cloud-native software development](#), [AWS consulting](#), managed [cloud infrastructure](#), and global [data center](#) services. We work with companies, large and small, that see IT as their critical success factor.

SCTG is a Type II AT-101 SOC 2 audited company and PCI-DSS compliant. We are proud to be an 8-time Inc. 5000 Honoree.

Learn more at www.servercentral.com or call us at (312) 829-1111.