SQL Server Database as a Service (DBaaS)
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1 SQL Server Database as a Service

Applications are core to organisational efficiency, empowering users with the tools they need at their fingertips. However, applications are only as effective as the database underpinning them. Achieving a responsive and reliable database tier involves significant expenditure, it requires a great deal of experience and continuous commitment to the management of the database, especially as demand grows.

SCC SQL Server Database as a Service (DBaaS) leverages the efficiencies of the cloud to provide a comprehensive solution for organisations wanting to remove the resource overhead of deploying and managing a database environment. This service is delivered from the Sentinel platform which has achieved both Pan Government Accreditation (PGA) and PSN Accreditation for systems up to OFFICIAL and OFFICIAL Sensitive level.

SQL Server Database as a Service is available for the following database releases:
- SQL Server 2008 r2
- SQL Server 2012
- SQL Server 2014
- SQL Server 2016

**Highlights**

The Sentinel SQL Server Database as a Service Offering includes the following highlights:

<table>
<thead>
<tr>
<th>Around the clock management</th>
<th>Gain peace of mind with a service that is backed 24x7x365 with experienced SQL DBA’s looking after your database environment.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performance Management</td>
<td>Our consultants are driven to optimise the performance of your database using the latest tools and years of tuning experience.</td>
</tr>
<tr>
<td>Access to UK Database Experts</td>
<td>Managed by a UK based support team; Database Consultants are available with Security Clearance.</td>
</tr>
<tr>
<td>Up to 99.95% Availability</td>
<td>SCC offers a range of database architectures which are backed by availability SLAs.</td>
</tr>
<tr>
<td>Free up resources to drive your business forward</td>
<td>Our services provides to customers a reduction in their operational costs by allowing resources and cost savings to be repurposed into transformational projects that drive the business forward.</td>
</tr>
<tr>
<td>Delivered from the UK’s first Pan Government accredited cloud</td>
<td>The entire platform inclusive of hardware, software and network is PSN accredited for a multi-tenanted environment and we are a compliant PSN service provider.</td>
</tr>
</tbody>
</table>
2 Service Definition

2.1 Database Management Service

SQL Server DBaaS enables customers to provision SQL Server environments without the need to purchase hardware or manage complex database deployments.

SCC will provision the environment to fit your application, performance tune it and then manage the solution on a 24x7 basis. DBaaS will provide everything you need to deploy a mission critical application through one simple model. Database experts ensure that all areas from administration and backups to tuning and security have been taken into consideration to deliver a true “enterprise class” database environment.

2.1.1 Service Options

Multi-Tenant DBaaS Instance: This service provides clients with a fully managed database provisioned from the SCC DBaaS multi-tenant platform. The multi-tenant edition is ideal for customers who have standard requirements for a managed SQL 2014 Server database.

Dedicated DBaaS Instance: The popular dedicated DBaaS instance provides customers with a fully managed and dedicated SQL Server environment, capable of running multiple databases. This is edition allows customisation of the build and is ideal for customers who have specific build or management requirements.

2.2 Core Service Features

<table>
<thead>
<tr>
<th>DBaaS Feature</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Support Stance</td>
<td>Proactive</td>
</tr>
<tr>
<td>Support Hours</td>
<td>24x7</td>
</tr>
<tr>
<td>Severity One Response Time</td>
<td>30 Mins</td>
</tr>
</tbody>
</table>
### DBaaS Feature

<table>
<thead>
<tr>
<th>Feature</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer On-Boarding</td>
<td>✓</td>
</tr>
<tr>
<td>Event &amp; Incident Management*</td>
<td>✓</td>
</tr>
<tr>
<td>Request Fulfilment</td>
<td>✓</td>
</tr>
<tr>
<td>Proactive Monitoring</td>
<td>✓</td>
</tr>
<tr>
<td>Performance Tuning</td>
<td>✓</td>
</tr>
<tr>
<td>Resource Management</td>
<td>✓</td>
</tr>
<tr>
<td>DB Backup Management</td>
<td>✓</td>
</tr>
<tr>
<td>Enhanced Patching*</td>
<td>+ ✓</td>
</tr>
<tr>
<td>Disaster Recovery Test Support</td>
<td>+ ✓</td>
</tr>
</tbody>
</table>

* Any patching on the Multi-Tenant instance will be security based only. Any major upgrades will be communicated to customers and arranged with prior notice. Customers with specific build requirements may wish to choose the dedicated service.

+ Supplementary service available at additional cost

#### 2.2.1 Customer On-Boarding

Prior to the service live date SCC shall provide a DBaaS On-Boarding Service in order to address a range of development, design, configuration and data migration requirements subject to any conditions specifically agreed with the customer.

The initial review that is provided will incorporate the following:

- Environment Familiarisation (Data Model, Application Understanding)
- Operational Needs (Patching, Backups, DR Tests, Escalation)
- Architecture Review
- Database Migration (charged additional as a professional service)
- Business Requirements (Understand critical business processes and impact on IT)

#### 2.2.2 Event & Incident Management

Database as a Service operates a mature event and incident Management methodology to sustain our solutions, enabling detection and management of issues that arise through alarms (events), proactive health-checks or contact from customers. Our support team work 24x7x365 to analyse the health of your environment and monitor the operating environment. Our proactive approach ensures best practice service assurance and maximised availability.

#### 2.2.3 Request Fulfilment

The request fulfilment service module allows our customers to request database service changes and enhancements without any additional fees. We completely remove the need for our customers to have
an in-house database administrator. The below table provides an overview of the included service requests:

<table>
<thead>
<tr>
<th>Service Request</th>
<th>Multi - Tenant</th>
<th>Dedicated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start/Stop Database Services</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Create New Database</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Remove Database</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Pause / Resume / Restart / Stop a Database</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Configure a database user and role/permissions</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Perform/ modify/ apply a backup of a database transaction log</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Clear down of database logs</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Perform Database Backup</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Verify a backup operation</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Run a Schema Update Script</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Create/ Modify/ Remove a database Maintenance job</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Create/ Amend Database Mirroring/ Replication/ Sharding</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Amend database security policy</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Configure Database Mail</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Data Export/ Import</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Run a database script</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Create new/ amend/ remove schema</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

### 2.2.4 Proactive Monitoring

Our advanced monitoring platform combines the best of breed commercial tools with internally developed technology. Having managed customer databases for over 17 years our highly tuned platform contains all our experience, base-lining the optimal threshold alerts and performance criteria.

The highly resilient architecture is built to maximize uptime and offer extendibility to monitor customer systems in third party or on premise locations. This hybrid approach to monitoring allows SCC to provide a proactive service for our customers regardless of where your systems are and whether they sit on physical servers or the cloud.
2.2.5 Performance Tuning

Over time as configuration changes are made and data workloads grow our DBAs will work to ensure the database performance doesn’t degrade and is tuned to deliver optimum performance out of the platform for the application. Working from an initial performance benchmark we continually measure our progress and challenge the DBAs to improve the speed of interaction of the database with the application layer.

2.2.6 Resource Management

Using the latest Microsoft SQL function Resource Governor, SCC is able to provide controlled and managed resource to customers down to a database level. By limiting resource consumption our DBaaS is able to provide a consistent service to both multi-tenanted and dedicated environments.

Resource Pools allow SCC to provide a seamless service to all managed databases wherever they are hosted; this provides customers to run different databases in separate Resource Pools as required preventing the domination of resource consumption. SCC will work with each customer to determine the best setup of Resource Pools.

The multi-tenant hosting environment is split into elements called Resource Units with each one being equivalent to approximately half a vCPU and 5GB memory. Resource Units are used and combined as required to create the customer required Resource Pools which can be assigned to databases.

2.2.7 Back Up Management

Popular with customers looking for sub daily log retention, as addition to the standard server backup process, SCC are able to configure the native backup and log shipping capabilities to provide customers with a more granular solution. The Database as a Service pricing allows for monitoring and management of the backups, however additional charges will apply for the associated compute and storage.

2.2.8 Enhanced Patching

With emergency patching to address security vulnerabilities being delivered via the Event & Incident Management service, this patching module is intended as a quarterly service covering the following:

CPU Patches (Cumulative Patch Updates)

- Quarterly - vendor recommendations for the customer to apply these patches to have proactive rather than reactive maintenance.

RUP Patches (Roll-Up Patches)

- Vendor release of occasional Patches to resolve bugs. SCC will identify the suitability of these in the context of our understanding of the customer environment.

2.2.9 Disaster Recovery Testing

Ensuring that your database is operational and retains its data integrity in the event of a disaster is key to any recovery plan. For customers who have a disaster recovery plan which includes the Database as a Service, this module provides a DBA to assist with a failover test once per annum.
2.3 Service Management

The service incorporates a number of Service Management items as part of the package. These include but are not limited to escalations, change management, new service requirements, road mapping and future proofing, and risk and issue management. When this service is taken with any other SCC Sentinel services then the service management is combined to provide a seamless and consistent service to the customer.

SCC is able to provide optional Service Management items as requested by the customer. These management items could include service reports, service reviews – either on the phone or face-to-face, customer CAB participation, continual service improvement program, account communication beyond that of the account manager, and committed Service Delivery Manager days for other customer requirements. All these optional processes, activities and tasks would be provided at an additional cost.
3 Differentiators

SCC was the first pan-Government accredited provider of a G-Cloud platform. We have experience and capability across all cloud types (private, hybrid, community and public), combined with Information Assurance services that will help support PSN compliance. Potential customers can be assured that our maturity in providing Cloud based services differentiates SCC from a number of other SaaS cloud providers within the Digital Marketplace. Some differentiators include:

- **Accredited** – the entire platform inclusive of hardware, software and network is PSN accredited for a multi-tenant environment and we are an accredited PSN Service Provider (PSNSP). This means that the environment:
  - Offers a re-usable accreditation ensuring that a customer’s own internal security approvals process is significantly reduced
  - Greatly reduces risk
  - Ensures full compliance and assurance of the service according to the code of connections mandated by the PSN Authority for PSNSPs

- **Quality** – Quality and continuous improvement are integral to our business strategy and we continually improve our processes, systems, procedures and people. Our services are underpinned by certification for process and procedures (ISO 9001), environment (ISO 14001), security (ISO 27001), ITIL (ISO 20000), and health and safety (OHSAS 18001)

- **Managed** – the tenancy can be fully managed, reducing the burden on your organisation’s own internal IT staff meaning that the uptime availability provision is leveraged to ensure any failures are handled appropriately and in accordance with agreed procedures. This leaves a customer’s own IT teams to concentrate on their core services and not worry about the underpinning infrastructure

- **UK Sovereignty** – UK Data Centres and therefore not subject to Off Shoring or Near Shoring restrictions

- **Network Operation Centre (NOC)** – Allows us to provide, configure, manage and maintain a new environment or provide cost effective enhancements for an existing solution

- **Security Operation Centre (SOC)** – Where we monitor, assess and protect customers’ enterprise information systems

- **Owned Infrastructure** – Infrastructure fully owned and managed by SCC utilising internal Security Cleared resources, meaning that as Prime Contractor we are accountable for the contract and not reliant on 3rd parties

- **Network Connectivity** – Ability to connect to the Sentinel platform via the Internet and the PSN Government Networks

- **24x7 Support** – SCC employed UK based, Security Cleared, Cloud engineers available 24x7

- **ITIL Aligned Service** – SCC’s Service Management tools and service are fully aligned to ITIL and are certified to ISO 20000 – including Incident, Change, and Problem Management

- **Financial stability** – A privately owned multi-billion pound organisation, SCC has many years of financial stability and investment capabilities that will ensure continuity of service throughout the life of the engagement with your organisation
• **Greening Government experience and credentials** – SCC is leading the way in responding to the Government's Greening ICT strategy and sustainable procurement agenda, by adopting CAESER (Corporate Assessment of Economic, Social and Environmental Responsibility), an online toolkit which helps companies to demonstrate a commitment to society and the environment.
4 Commercials

4.1 Multi-Tenant Hosting Pricing

<table>
<thead>
<tr>
<th>Deployment</th>
<th>Always-On</th>
<th>Monthly Cost per Resource Unit¹</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single-Site</td>
<td>2 Node</td>
<td>£377</td>
</tr>
<tr>
<td>Dual-Site (VM’s &amp; data replicated to secondary site)</td>
<td>2 Node</td>
<td>£500</td>
</tr>
</tbody>
</table>

¹ Prices include SQL 2014 licensing

² Minimum 1, maximum 10 Resource Units per Resource Pool. 0.5 vCPU and 5GB RAM per Resource Unit

4.2 Multi-Tenant Service Pricing

<table>
<thead>
<tr>
<th>Database Size¹</th>
<th>Entitlement (GB)²</th>
<th>Monthly Cost</th>
<th>Add 10GB</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nano</td>
<td>2GB</td>
<td>£234</td>
<td>£60</td>
</tr>
<tr>
<td>Small</td>
<td>10GB</td>
<td>£270</td>
<td>£48</td>
</tr>
<tr>
<td>Medium</td>
<td>50GB</td>
<td>£330</td>
<td>£36</td>
</tr>
<tr>
<td>Large</td>
<td>250GB</td>
<td>£420</td>
<td>£24</td>
</tr>
</tbody>
</table>

¹ Based on database and transaction logs size, TempDB and system files are excluded

² Does not include storage or backup costs which are based on standard IaaS pricing

4.3 Dedicated Instance Service Pricing

Step 1: Core Agreement

<table>
<thead>
<tr>
<th>Service</th>
<th>Monthly Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>24x7 Managed Service Base Agreement (includes 1 Database)</td>
<td>£1,209</td>
</tr>
</tbody>
</table>

Step 2: Add Additional Databases

<table>
<thead>
<tr>
<th>Service</th>
<th>Monthly Cost (per DB)</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt; 5 Databases</td>
<td>£1,209</td>
</tr>
<tr>
<td>≥ 5 Databases</td>
<td>£999</td>
</tr>
<tr>
<td>&gt; 10 Databases</td>
<td>POA</td>
</tr>
</tbody>
</table>

Step 3: Add Additional Service Modules

<table>
<thead>
<tr>
<th>Service</th>
<th>Cost</th>
</tr>
</thead>
</table>
Advanced Patching | £250 per month
---|---
Disaster Recovery Test | £125 per month
Consulting Day Rate (e.g. Migration) | £1,114 per day

Step 4: Add SQL Licence Subscription (if required)

<table>
<thead>
<tr>
<th>Licence</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>SQL Server Standard Edition</td>
<td>POA</td>
</tr>
<tr>
<td>SQL Server Enterprise Edition</td>
<td>POA</td>
</tr>
</tbody>
</table>

Step 5: Add Sentinel Infrastructure as a Service

Please see IaaS Service Description.
5  Information Assurance

Sentinel has achieved PSN Accreditation for systems at OFFICIAL. The service has also been implemented with the following security features:

- Suitable for OFFICIAL assets under the GSC (Government Security Classifications) Policy
- PGA approved Inter-Domain Gateway – designed to facilitate assured connectivity between higher security domains and lower security domains or for organisations that wish to move more sensitive data assets at OFFICIAL (including the OFFICIAL Sensitive caveat)
- SCC also holds an ISO27001 certification which underpins our business operations and Cloud Platform
- All data centres are highly resilient Tier3+ and UK based
- SCC is a registered sponsor with the Defence Business Services National Security Vetting (DBS NSV) which enables us to sponsor and administer the applications of Security Check (SC) and also Developed Vetting (DV) with the appropriate sponsorship from a customer
- As a minimum, all staff are cleared to Baseline Personnel Security Standard (BPSS)
- In excess of 800 staff are Security Cleared and based in the UK
- Protective Monitoring (aligned with GPG13 - DETER) across all Sentinel platforms at the hypervisor layer and below
6 Service Levels

The Services shall be provided by SCC in accordance with the following Service Levels:

<table>
<thead>
<tr>
<th>Service Availability</th>
<th>SLA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Multi-Tenant DBaaS (single site) SLA</td>
<td>99.90%</td>
</tr>
<tr>
<td>Multi-Tenant DBaaS (dual site) SLA</td>
<td>99.95%</td>
</tr>
<tr>
<td>Dedicated - Single Active Database SLA</td>
<td>99.00%</td>
</tr>
<tr>
<td>Dedicated - Active/Passive Cluster SLA</td>
<td>99.90%</td>
</tr>
<tr>
<td>Dedicated - Active/Active/Passive DR SLA</td>
<td>99.95%</td>
</tr>
</tbody>
</table>

Service Availability

Dedicated - Single Active Database

24 Hours

Incident and Problem Management Levels

The following table provides a maximum time before a response to an incident is provided by Incident management:

<table>
<thead>
<tr>
<th>Priority-(Severity)</th>
<th>Target Response</th>
<th>Support Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - (Critical)</td>
<td>30 mins</td>
<td>24/7</td>
</tr>
<tr>
<td>2 - (High)</td>
<td>60 mins</td>
<td>8am – 6pm</td>
</tr>
<tr>
<td>3 – (Medium)</td>
<td>4 Hours</td>
<td>8am 6pm</td>
</tr>
<tr>
<td>4 - (Low)</td>
<td>72 Hours</td>
<td>8am 6pm</td>
</tr>
</tbody>
</table>

Priority (Severity) Description

1 - (Critical)

An incident which involves service not available or a serious malfunction of the service with impact on Sentinel’s direct delivery to single or multiple customers

- Total loss of service to all users and no work-around available
- Loss of functionality resulting in Sentinel Customer users/workgroups being unable to continue with normal business processing
- Unavailability of one or more supported services
- Sentinel down
<table>
<thead>
<tr>
<th>Priority (Severity)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 - (High)</td>
<td>An incident which involves service not available with impact on Sentinel’s single or multiple customers or a serious mal-function of the service with potential impact on Sentinel’s direct delivery to customers.</td>
</tr>
<tr>
<td></td>
<td>- Partial loss of service and work-around available</td>
</tr>
<tr>
<td></td>
<td>- Loss of functionality which severely impedes all or some Sentinel services</td>
</tr>
<tr>
<td></td>
<td>- Customers’ users/workgroups being able to continue with normal business processing</td>
</tr>
<tr>
<td></td>
<td>- Partial loss of availability of one or more supported service</td>
</tr>
<tr>
<td>3 – (Medium)</td>
<td>An incident that involves degradation or risk to quality of service with impact on one or more Sentinel customers</td>
</tr>
<tr>
<td></td>
<td>- Issue not impeding Sentinel customers’ users/workgroups from being able to continue with normal business processing</td>
</tr>
<tr>
<td></td>
<td>- Potential to cause more serious issue if not investigated and addressed</td>
</tr>
<tr>
<td>4 - (Low)</td>
<td>An incident for which the final resolution is outside the control of Sentinel and Sentinel has used all reasonable endeavours to mitigate the impact of the incident to the Customer. Sentinel shall advise the Customer of the likely resolution date and shall notify progress against this date.</td>
</tr>
<tr>
<td></td>
<td>General Service related questions and requests for information</td>
</tr>
</tbody>
</table>

The following tables provide a request fulfilment SLAs:

As standard the customer is entitled up to five requests per database instance per month.

<table>
<thead>
<tr>
<th>Request</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard Request</td>
<td>• Implementation of a standard request.</td>
<td>Next Business Day</td>
</tr>
<tr>
<td>Major Change</td>
<td>• Customer request which needs change board approval</td>
<td>Next Change Window</td>
</tr>
</tbody>
</table>
7  Additional Information

7.1  On Boarding

The SCC DBaaS standard on-boarding will include:

- Creation of client database(s)
- Import of client data (to be provided by client)
- Configuration of users and associated policies
- Configuration of backup and retention policies

Additional services such as assistance with migrating from the customer source environment is available at an additional charge based on standard consulting rates.

7.2  Off Boarding

SCC provides a standard off boarding service for the DBaaS and is based on standard consulting rates. The off boarding service may include the following:

- Drafting a transition plan
- Facilitating the migration of the database environment to another party
- Providing database native backups and reports pertinent to the customers environment

7.3  Service Constraints

The service shall be allocated a maintenance window between the hours of 23:00 and 06:00 and the window shall be allocated during service initiation.

The service shall be Change Managed in accordance with SCC change schedules. Change boards will sit weekly and changes shall be carried out during the subsequent change window.

Configuration changes that cause a reboot/downtime but are deemed urgent shall not impact Availability metrics and SLAs and the associated charging mechanism.

Customers requiring major version upgrades of the database are only available via an additional professional service.

Use of the Multi-Tenant service contains limitations including areas of authentication, agent jobs, collation support and user names. Consultation with the SCC team is necessary to confirm requirements prior to purchase.

SCC will not provide any application or middleware level support as part of the service offerings described within this agreement.

SCC is not responsible and cannot be held liable for degraded performance in case of physical limitations of the purchased platform (memory, CPU, disk space, throughput) or software. SCC will notify the Customer of such limitations and will make recommendations.

The Customer will require network connectivity either via the Internet or via a Government Network in order to access the Sentinel platform.
The Customer will be responsible for ensuring they meet the requirements of the associated Code of Connections.

A migration on to the Sentinel platform will be possible once necessary due diligence and infrastructure sizing exercises have been undertaken. These exercises can be undertaken via SCC as part of a professional services engagement.

In the event the Customer wishes to implement any database software which is not identified on the SCC supported software list, then prior to such implementation the Customer must first agree such with SCC.

As part of any migration on to the Sentinel service, the Customer would be responsible for the following activities:

- Meet the documented requirements as detailed for the database migration in the Scope of Works.
- Procurement, maintenance and management of any data communications lines not identified in the Order Form and/or Agreement.
- Provision, maintenance and management, of any Customer software, operating systems, applications and data which resides on the Sentinel Infrastructure which is not within the scope of the Agreement.
- Administration, management and control of Users access to the Customer’s applications and/or data stored on the Sentinel Infrastructure.

Should SCC determine that the Customer’s usage of the Sentinel Infrastructure is not compliant with best practice guidelines then the Customer must comply with SCC’s reasonable requests for change.

Exclusions

SCC will provide service and support for all aspects of the service as defined within scope of the service. The Service Levels Agreements (SLAs) will measure SCC’s success in the delivery of those services.

Where external factors influence SCC’s ability to deliver against the contractual defined Service then SCC will not be liable for failure to meet the associated SLAs. These include but are not limited to the following circumstances:

- 3rd Parties, not engaged by SCC, fail to deliver services in accordance with their contractual commitments.
- 3rd Parties use of the Sentinel environment outside recommended best practice.
- Where the workload or the levels of utilisation of the Database cause the system to become unresponsive or suffer from poor performance and where those levels of utilisation are deemed outside of the forecasted demand or sizing criteria of the service.
- Where customer requested configuration changes cause application downtime.
- Application Configuration causes Database or Operating System instability.
- Application Level and End User Testing of all patches and security updates.

Any materials and labour provided in these circumstances will be subject to agreement of the parties in writing and;
- Provided on a reasonable endeavours basis (i.e. outside of the Service Levels) unless agreed otherwise by SCC in writing, and
- Charged as additional Ad-hoc Charges.

### 7.4 Termination

If, at any time either party makes default or commits any breach of its obligations under this Agreement and (upon receiving written notification from the other of such default or breach) fails to remedy the default or breach within 14 days, or is involved with any legal proceedings concerning its solvency, or commences liquidation or threatens to cease trading, or if serious doubt arises as to its solvency, then the other party shall immediately become entitled (without prejudice to its other rights) to terminate this Agreement forthwith by notice in writing to the other.

a) Upon termination of this Agreement by the Supplier for whatever reason the Supplier shall, without prejudice to its other rights and remedies, be paid:

(i) the outstanding balance of charges due in respect of any works or Services carried out or provided under this Agreement prior to the date of termination and:

(ii) the price of equipment, software or services ordered by the Supplier on behalf of the Customer for which the Supplier has paid or is legally bound to pay.

Termination of this Agreement for whatever reason shall not bring to an end any provision hereof which expressly or by implication comes into or continues in force after the date of termination.

#### 7.4.1 By Consumers (i.e. consumption)

A G-Cloud service shall commence on the Effective Date and shall, unless specified otherwise in the Order Form, continue for the Initial Term and shall remain in force thereafter unless and until terminated by either Party giving to the other not less than 60 days written notice, but shall be subject to earlier termination as referenced within the Termination/Consequence of Termination section of the standard SCC G-Cloud terms and conditions.

#### 7.4.2 By the Supplier (removal of the G-Cloud Service)

A G-Cloud service shall commence on the Effective Date and shall, unless specified otherwise in the Order Form, continue for the fixed term, but shall be subject to earlier termination as referenced within the Termination/Consequence of Termination section of the standard SCC G-Cloud terms and conditions.

### 7.5 Ordering and Invoicing Process

SCC will provide ordering of G-Cloud services via an Account or Customer Service Manager.

A list of G-Cloud services can be compiled with quotations for those specific services. Once the Customer is satisfied that the requirement is met, it can then be converted into an order.

Once the services are enabled and confirmation of the ordered G-Cloud services is delivered to the Customer an invoice will be generated against the ordered based on the agreed commercial terms.

Should the Customer’s usage of the Service increase or decrease from the contracted volumes during any period then this will be reflected in the next monthly invoice.
7.6 Customer Responsibilities

The customer responsibilities will be as follows:

- To request all system restores via the service change process or via the service desk
- To provide a Data Governance policy for the backup, restore and data retention of the Customer data incorporating policies for possible media handling, where required
- To appropriately licence the database environment or acquire licences through SCC
- Agree and approve in a timely manner (via the Service Change Procedure) the purchase of additional IaaS resource capacity when advised by SCC
- Responsibility for the content or validity of the data residing on the service
- To ensure there is no excessive system restores required as a result of inappropriate use of the system or negligence by the User community
- Procurement, maintenance and management of any Customer data communications lines not identified in the Technical Specification. This shall need to be properly defined and provided according to the appropriate code of connection
- Provision, maintenance and management, as the case may be, of any Customer managed software or equipment.
- Administration, management and control of Users access to the Customer’s applications and/or data stored on the Secure Storage as a Service, Sentinel Infrastructure
- Should SCC determine that the Customer’s usage of the Sentinel Infrastructure is not compliant with best practice guidelines, the Customer must comply with SCC’s reasonable requests for change
- Agreeing a Patch Schedule including maintenance windows with SCC
- Raising any Customer Request Tickets for patching
- Providing its consent, not to be unreasonably withheld or delayed, to the implementation of any new patches by SCC.
- The Customer acknowledges that SCC is reliant on the Customer for direction as to the extent to which SCC is entitled to use and process personal data.

7.7 Training

Any training provided will be charged for as a professional service.

7.8 Trial Service

SCC is happy to invite paid for trial periods for this service based on a minimum term of 3 months.
For more information contact

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