



# AWS Support & Managed Services Service Guide

August 2023

This document is provided for informational purposes only and does not create any offer, contractual commitment, promise, or assurance from SHI. Any benefits described herein are at SHI's sole discretion and may be subject to change or termination without notice. This document does not modify any agreement between SHI and its customers.



## Table of Contents

Introduction .....	3
Global Availability.....	3
Service Offers .....	3
Service Comparison.....	4
Your SHI Support Team .....	5
How to Request Support .....	7
Managing your Service.....	9
Service Description – Professional Service Level.....	11
Service Description – Managed Service Level .....	12
Database Support (Optional Add-on).....	14
Offboarding Assistance .....	15
Response Times and Service Level Agreements.....	15
Supported Services.....	16
Important Links .....	21
Additional Services .....	22

## Introduction

The goal of this document is to provide a detailed description about SHI's AWS Support and Managed Services capabilities including how to request support, how escalations are handled, descriptions of our service levels, and an overview of your SHI support team.

## Global Availability

AWS Managed Services are available to SHI customers in all AWS public AWS regions and AWS GovCloud (US) region. AWS China is not supported. Note that all global support is provided in English.

## Service Offers

AWS Support & Managed Services from SHI provides customers with multiple choices for supporting or managing their AWS infrastructure, allowing the choice and control to remain with the customer.

### Basic

Our Basic support package is the foundation of our Cloud service offerings enabling customers to purchase their AWS infrastructure from SHI. Purchasing your AWS infrastructure through SHI has many benefits that are included in our Basic service level including:

- Access to our SHI One Cloud Management Platform for supported services
- Net payment terms provided (upon credit approval) through SHI so you're not running your entire business on a credit card (or keep it on a credit card through SHI)
- Access to AWS Partner funding programs
- Pricing agreements and volume discounts that customer qualifies for are passed-through directly, all the benefits from SHI at this tier are at no cost to you
- Cloud adoption support including access to self-service support, webinars, events and references to industry general best practice reference architectures
- Simplified billing enabling simple monthly invoicing with custom bill splitting and chargeback processing
- Access to a wide array of fee based public cloud professional and managed services
- Flexible support options (direct support from AWS or direct support from SHI available at higher tiers)

### Professional

The Professional service level is designed for customers who want to retain a hands-on capability for the configuration and management of their AWS environment, while relying on SHI for first call support and as a trusted advisor.

At this service level, customers will have access to SHI's AWS certified engineers and resources relating to architecture and best practices guidance, and all the services of the Basic package. In addition, SHI serves as the sole point of contact for issues relating to the AWS platform.

- All features of the Basic service level
- Technical support of the AWS Platform
- Escalations to AWS engineers, if required, through the Partner-Led AWS Enterprise Support program
- Designated Technical Account Manager assigned to your organization
- Annual Cloud Architecture Reviews to ensure that you're following best practices

### Managed

The Managed service level is designed for customers who need comprehensive 24x7 management, alerting, and incident response for their environment, with SLA's as low as 30 minutes.

The Managed service level includes all the services of Basic and Professional and provides total 24x7 operational support for your Public Cloud environment and includes additional services such as monitoring, patching, operating system support and database management.

- All features of the Basic service level

- All features of the Professional service level
- Support and management for a designated list of operating systems
- Onboarding program to define a list of runbooks
- Best practice configuration of AWS services
- Patch management for designated operating systems
- Monitoring for automated alerts based on system events and defined metric criteria
- Deployment or troubleshooting of new infrastructure based on agreed upon T&M rates in the rate card

## Service Comparison

Services	Basic	Professional	Managed
<b>Simplified Billing &amp; Billing Support</b> SHI can tailor your cloud invoicing process to be aligned to your business requirements. Examples include splitting invoices for chargeback or accounting purpose, consolidating and summarizing invoices.	✓	✓	✓
<b>SHI One Portal Access</b> Access to SHI's Cloud Management Portal, SHI One, which includes visibility and management of cloud support requests and your cloud accounts.	✓	✓	✓
<b>Cloud Adoption Support</b> Resources to help you along your cloud adoption journey – includes onboarding assistance, proactive cost-savings recommendations, best practices, helping your organization understand your cloud bill, and more.	✓	✓	✓
<b>Self-Service Technical Support</b> 24x7 access to documentation, white papers and reference architectures for your cloud platform.	✓	✓	✓
<b>AWS Platform Support</b> Phone, email and ticketing access to support engineers for technical support for cloud services. Support includes unlimited cases with managed escalation back to the cloud provider as necessary.		✓	✓
<b>Technical Account Manager</b> Designated Technical Account Manager to facilitate service onboarding and provide regular service reviews to ensure quality service delivery. Serves as an escalation point for day-to-day operations of your environment.		✓	✓
<b>Annual Architecture Review</b> Your Technical Account Manager will coordinate an annual Architecture Review of any one workload of your choosing to ensure that you're leveraging the latest technical and operational best practices.		✓	✓
<b>Operating System Support</b> Includes access to our cloud engineers for technical support for a designated list of operating systems. Operating system support includes optional patch management.			✓
<b>Management &amp; Monitoring</b> Includes definition of runbooks for proactive management and reactive response to alerts within SLAs. For any reactive alerts includes initial troubleshooting and execution of escalation plan.			✓
<b>Database Support</b> Includes management of database cross region replication, backup, and restoration upon request.			Optional Addon



# Your SHI Support Team

## Account Executive

Your account executive:

- Manages the overall relationship between you and SHI
- Ensures all business transactions are of mutual value and conducted according to sound governance practices
- Acts as an escalation point for any potential customer satisfaction opportunities
- Facilitates the procurement of any contracts required (upgrades, replacements, and remediation) that is outside of the scope of the service level of managed services

## Cloud Adoption Team

Your cloud adoption team:

- Provides proactive general guidance via standard documentation, white papers and reference architectures for AWS products and services for generalized use cases
- Provides awareness of SHI and partner led events and webinars to help enable your organization with your cloud transformation
- Assists with Reserved Instance and Savings Plan purchases and conversions upon customer request
- Responsible for new customer walkthroughs and training related to SHI One Management Portal
- Responsible for new customer walkthroughs of the AWS Console
- Responsible for guiding Basic customers through the onboarding process
- Education and guidance around AWS Partner Programs – Funding Programs and Volume Discount Programs

## Technical Account Manager

Your dedicated Technical Account Manager:

- Regular cadence calls to review customer's cloud adoption journey and desired business outcomes
- Communication and education around best practices for cloud transformation, backed by the Well Architected Framework
- Configuring custom cost reports based on customer requirements, offering insight into costs and potential savings
- Responsible for guiding Professional and Managed customers through the onboarding process
- Monitors and manages the delivery of managed services to ensure smooth onboarding, operations and customer satisfaction
- Leads service improvement meetings with the customer and any appropriate third parties as needed and documents resulting recommendations in a service improvement plan
- Follows through any actions, issues, and service improvement opportunities highlighted at service review meetings
- Manages the overall execution of the service improvement plan (backed by a team of certified cloud engineers)
- Manages the coordination of any work required (upgrades, replacements, and fixes) that is outside of the scope of the service level of managed services
- Reviews upcoming patches for the future month
- Acts as a point of contact for technical escalations by or for the customer

## Service Desk

Supporting the service desk is a team of certified, highly trained, and experienced cloud engineers who perform remote diagnosis and provide level 1, 2 and 3 support for SHI services based upon the agreed service level.

The service desks, located in Somerset, New Jersey and Austin, Texas:

- Provides service interface between you and SHI for all aspects of your service, including receiving, recording, coordinating, and escalating incidents, changes, and requests
- Provide general guidance via standard documentation, white papers and reference architectures upon request
- Work closely with customers to resolve incidents and problems within the agreed service levels.
- Provides a world-class service experience
- Facilitates escalations to the level 2 and level 3 technical support resources as necessary
- Facilitates escalations to the billing and account management teams as necessary
- Acts as the initial point of contact for non-technical account management requests such as adding users, adding accounts



# How to Request Support

Log an incident, change, or request with the service desk using one of the options below.

## Option 1: Log a request online (Preferred Best Practice)

You may log in via the SHI One Management Portal by visiting <https://one.shi.com>.

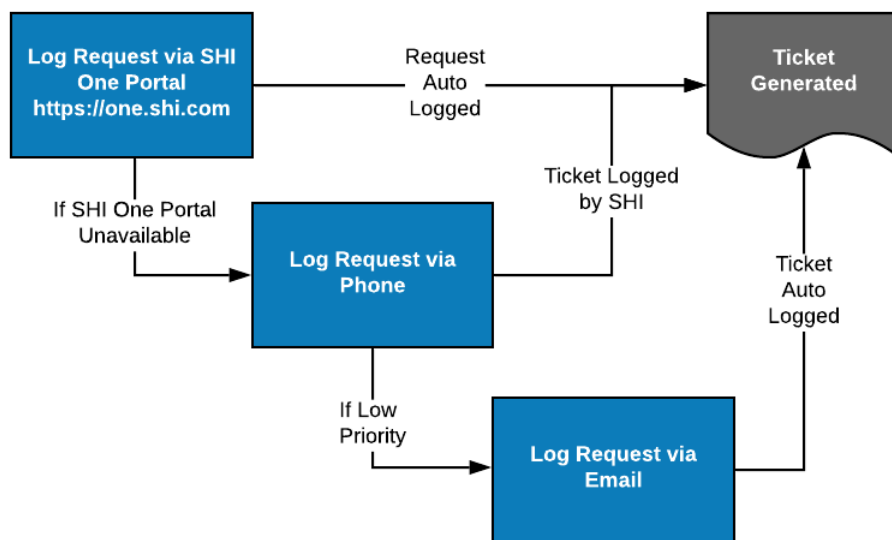
Using the SHI One portal customers can specify the Severity Level directly during ticket submission. If the SHI One Portal is unavailable for any reason, please refer to option 2 below.

## Option 2: Log a request by telephone

Call the service desk and refer to the customer instructions (also below).

## Option 3: Log a request by email

Email the service desk and refer to the customer instructions (also below). All tickets submitted via email are created as Low priority, please call the service desk to escalate if necessary or submit via the SHI One Management Portal.



*Recommended request submission process*

Once a record has been created, you'll be provided with a reference ticket number for tracking progress and making further inquiries. The person contacting our service desk must have a suitable knowledge of the service and configuration items to enable us to provide efficient diagnosis, support, and resolution.

## Customer Instructions

The service desk will prompt you for the following information. Please ensure you have all relevant details ready:

- Your Organization's Name
- Your Contact Name, Email and Phone Number

For cloud services as well as support and managed services you may be asked to provide the following information:

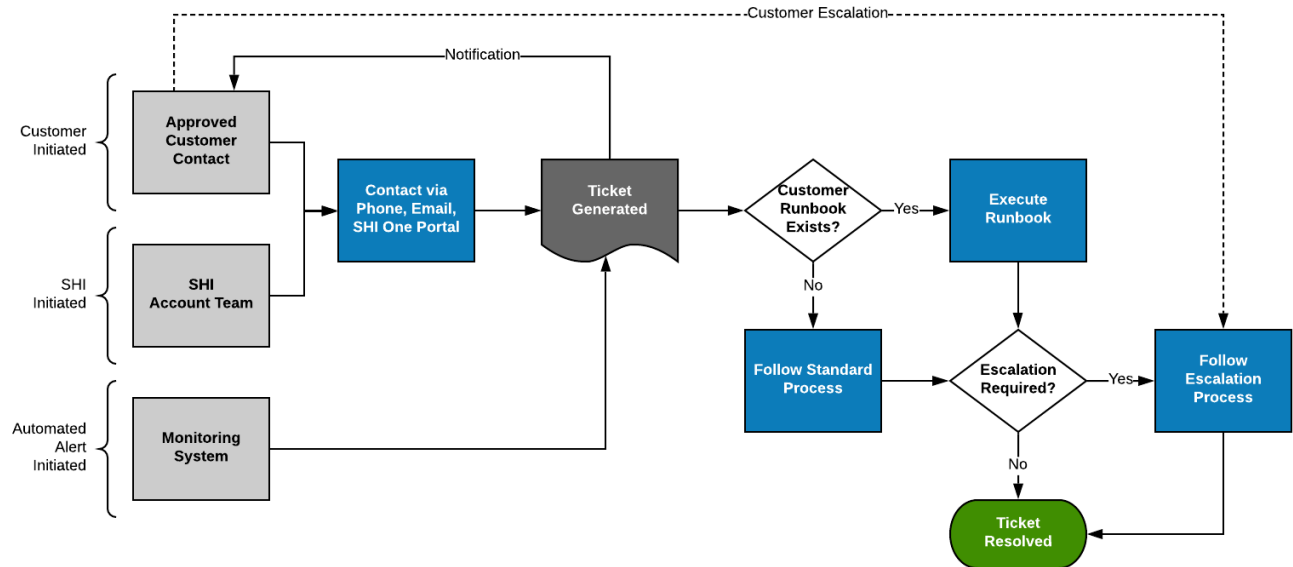
- Resource name, resource ID, IP address, or account number
- Details of the incident, change, or request
- Urgency and impact of the issue (determines request priority)
- Ticket number (if previously logged)

## Contact Information

Phone: 1-888-572-9712

## Request flow

Service requests submitted by the Customer will follow the path outlined below. If a Customer Runbook has not been created for the request or issue, then a Standard Process will be followed. Our Standard Process covers requests for information and basic service troubleshooting.





# Managing your Service

## Important Processes

### Onboarding

For SHI to provide the complete set of services available under the selected service level it is critically important that the Onboarding process be performed with precision and detail. The depth of onboarding varies based on service level.

- For Basic Service Level
  - Capture any billing requirements and chargeback rules if necessary
  - Ensure customer understands how to request support and what support is entitled under the current service level
  - Ensure customer understands escalation process
  - Ensure customer can access the SHI One Portal
- For Professional Service Level
  - All steps under Basic
  - Establish a regular service review cadence with your Technical Account Manager
  - Ensure SHI has all necessary access to systems to provide agreed upon level of service
  - Optionally begin scheduling for the annual architecture review
- For Managed Service Level
  - All steps under Basic and Professional
  - Ensure SHI has all necessary access to systems to provide agreed upon level of service
  - Work with customer to prepare the Customer Service Runbook
  - Implement monitoring, backups, and patching as agreed upon in the Customer Service Runbook

Credentials transmitted during onboarding will be sent via email to the approved point of contact as an attachment. The password for the encrypted attachment will be provided to the approved point of contact via telephone.

### Request access to the SHI One Management Portal

1. Visit <https://one.shi.com>
2. Click “Don’t have a login? Register an account” or optionally sign in with one of the SSO services supported.
3. Enter your email address and generate a password. Note your email address must match your organization domain and cannot be a public email such as gmail.com or outlook.com. Additionally, if you’re the contract owner please use the same email that was used during the initial service onboarding form.
4. Verify your email address by clicking the link in the email you received.
5. Next you must be approved by your account administrator, if you are the account administrator and you receive an approval screen then contact the Service Desk for assistance with configuring your initial account administrator
6. Provide any contact information on your profile as requested.

*If you have a Technical Account Manager, they can walk you through this process.*

### Change your list of approved administrators and users

1. Ask each of your users to request access to the self-service portal using the process described above.
2. As the administrator you will be asked to approve each user as they register for the self-service portal, you may assign them as either a User or an Administrator. Users can later be configured with specific Roles. Administrators have full control over the portal.
3. Your list of users can be managed by visiting <https://one.shi.com>
4. Click “Settings”.
5. Click “User Management”.
6. Select the user and modify their role or remove them as needed.

*If you have a Technical Account Manager, they can walk you through this process.*

## SHI Access Requirements

For any service level where the customer is invoicing their AWS infrastructure and services through SHI we require the AWS account to be configured in the following way:

- SHI maintains root account access to the AWS Master Account
- SHI can, upon request, grant customer access into the AWS Master Account using a Cross Account Role
- Generally, Customer maintains root account access to all AWS Linked Accounts

To ensure SHI's ability to provide the services required under the Professional tier the following access must be provided to SHI by customer:

- Configuration of AWS Cross Account Role with appropriate access to Linked Accounts

To ensure SHI's ability to provide the services required under the Managed tier the following access must be provided to SHI by customer:

- Configuration of AWS Cross Account Role with appropriate access to Linked Accounts
- Configuration of SHI Monitoring Solution
- Deployment of infrastructure required for delivery of the service
- Operating System Access Credentials and Instructions
- Database Access Credentials and Instructions (if optionally purchased)

As part of the SHI/Customer payer account setup and configuration, an Organization CloudTrail will be configured which may be used for Security Event Logging purposes. Log retention for the CloudTrail organizational trail will be set with a default retention period of 365 after which point they will be deleted.

## Escalations

The escalation process is used to highlight or flag certain issues within SHI to allow the appropriate personnel to respond to these situations and monitor the resolution, ensuring that unresolved problems don't linger, and issues are promptly addressed.

If an issue is not being processed to your satisfaction, call the service desk assigned to your request and follow the instructions below:

1. Provide your organization's name
2. Provide the ticket number
3. Ask to speak to the service desk manager

## Escalation levels

The following table provides details around escalation levels and contact points:

Escalation Level	Scenarios	Who to Contact	Contact Method
<b>Level 1</b>	Impending SLA breach: <ul style="list-style-type: none"><li>• A logged incident is not progressing to your expectation</li><li>• No response to customer from assigned resource within the time required</li><li>• Failure to act on agreed activities</li><li>• No follow up on a ticket</li></ul>	Service Desk	Contact the Service Desk via telephone or email and ask to escalate the ticket.
<b>Level 2</b>	If you are not satisfied with the results from a level 1 escalation you may escalate to your Technical Account Manager during business hours	Technical Account Manager	Contact your Technical Account Manager directly. If you do not have a Technical Account Manager proceed to level 3
<b>Level 3</b>	If you are not satisfied with the results from a level 2 escalation you may escalate to your Account Executive during business hours. Generally this includes: <ul style="list-style-type: none"><li>• Financial-related issues</li><li>• Concerns or issues related to the escalation process</li></ul>	Account Executive	Contact your SHI Account Executive directly. If you do not know who your Account Executive is, contact the Service Desk to request that information



## AWS Support Escalations

If you are leveraging Professional or Managed support on your AWS account, then SHI serves as your sole point of contact for supporting that account. If AWS ever needs to be contacted for technical escalations, SHI will do so on your behalf by leveraging our Partner-Led AWS Enterprise Support agreement.

If you are leveraging our Basic support from SHI or leveraging a support plan directly with AWS then you should contact AWS directly for any AWS support needs.

## Service Description – Professional Service Level

SHI Professional Service Level offers all services included within the Basic Service Level plus the following features for supported AWS services:

### Incident & Problem Management

SHI's primary objective during disruptive incidents is the timely restoration of service and customer satisfaction. Under our Managed Service Level SHI's best-in-class alerting and monitoring system may have already created a ticket for critical service disruption, however Incidents can also be initiated by named contacts or SHI on the customer behalf.

Here's an outline of the SHI Incident & Problem Management process:

1. All incidents are logged as tickets via the ticketing system (see requesting support) or for the best possible experience through the SHI One Portal (<https://one.shi.com>).
2. Prior to assignment, SHI support will carefully review our knowledge base and the Customer Support runbook if applicable.
3. If an engineer is unable resolve an issue within a timely manner, they may escalate the issue up to and including the Public Cloud provider, or Vendor.
  - a. **Please Note:** escalation may require the customer to have the appropriate support agreements in place with Vendors. We recommend documenting which Vendors SHI engineers can engage on the customers behalf as part of the Customer Support runbook, and SHI will follow any required Vendor process to be "authorized" to open tickets on the customer behalf.
4. During a critical situation, SHI engineers will work to restore service as quickly as possible, and document steps performed to a ticket for change tracking purposes. However, if the resolution will affect other services, the customer will be advised and have the option to schedule the work during a maintenance window.
5. An incident is closed:
  - a. With customer approval
  - b. Automatically resolved based on metrics
  - c. Closed on behalf of the customer after three attempts to communicate with customer over 72 hours
  - d. When Public Cloud provider has identified a platform limitation restricting the otherwise successful resolution of the incident

### Service Reporting

SHI provides regular reporting as part of our Public Cloud Managed Service practice. During the review, your Technical Account Manager will review the current state of your Cloud account, including spend, performance, and any proactive measures that need to be taken. They will also review any tickets opened during the previous month and provide any status updates on future-state goals & roadmap. Additionally, any other key items that may come up will also be discussed.

After the initial onboarding phase the meeting cadence may include:

- **First Meeting** – Review of architecture and uptime & SLA requirements; review of end-state architecture roadmap. Review of any immediate changes required to meet uptime & performance SLA's; Review any immediate proactive cost control measures; review of Governance & Security goals; review of AWS Trusted Advisor recommendations.
- **Monthly Meetings** – Review of any tickets opened in the previous month; Discussion of cloud spend; review of any changes; review of the overall performance of the cloud environment, and any proactive changes needed to get ahead of customer objectives. *Note: If the total cost of the managed services is below \$5,000 per month then this meeting is combined with the Quarterly meeting.*

- **Quarterly Meetings** – Review of regular Monthly items; Review of SLA & uptime; Review of progress toward roadmap goals; Evaluation of the roadmap to ensure objectives still meet business requirements.
- **Annual Review** – Overall review of service delivery during the year. Status of goals & objectives and how we tracked toward it; Review of SLAs during the year.

## Service Description – Managed Service Level

SHI Managed Service Level is a service for managing operations of your AWS infrastructure. SHI provides routine infrastructure operations such as patch, continuity management, security management, and IT management processes such as incident, change and service request management.

SHI Managed Service Level offers all services included within the Professional Service Level plus the following features for supported AWS services:

### Architecture Reviews

As part of the on-boarding or one time annually process, our certified experts will perform a review of the customer's current cloud environment and work with the customer to understand their goals and business objectives. We work jointly with the customer staff to identify opportunities for cost savings, operational efficiencies, high availability, security and modernization opportunities, and then create a future-state architecture design & roadmap. During our regular account review process, we will report on status as we jointly work toward the end goal.

### Customer Service Runbooks

During the on-boarding process, the SHI Technical Account Manager will work with the customer to co-develop a customized support runbook to cover the management of the Cloud environment. This runbook will be used for the ongoing support of the environment, including any known incident response items, call routing and escalation points as needed to service any critical alerts during our 24x7 monitoring.

Examples of the details included in the Customer Support runbook include:

- Detailed application information, including SME's and owners
- Approved customer contacts
- RACI chart that covers SHI and Customer roles
- Service levels & response times on a per-application basis
- Known application remediation paths / known issues (Service restarts, etc.)
- Login details & procedures for the environment
- Call-tree for critical issues, including escalations

Development of the Customer Service runbook is critical to the success of ongoing operations, and as such will need to be as comprehensive as possible. Applications, alerts, or services not covered by the Customer Service runbook will be considered a best-effort service level. During our monthly account review process, any alerts not covered by the runbook should be considered for addition.

### Monitoring

SHI will use a combination of platform native, 3<sup>rd</sup> party, and internally developed tools to provide best-in-class monitoring, alerting, and incident response for covered services. Based on the Customer's environment SHI may recommend third-party solutions. Customer is responsible for any incurred infrastructure and licensing charges related to platform native and third-party monitoring solutions.

The SHI standard monitoring and alerting system covers standard Linux and Windows performance counters including CPU, disk, uptime, and critical runtime information, based on our experience with managing customer environments. Additionally, SHI monitors and alerts on security, database, web server (IIS, Apache, NGINX), AWS activity logs, response-time, and Platform-as-a-Service metrics.



Alerts will be classified based on category, origination, severity and Customer Support runbook, and responded to as required. . Additionally, any events raised to SHI through our monitoring system will be retained for the duration of your contract.

## Patching

SHI will install critical operating system & security patches on IaaS VMs during pre-determined maintenance windows as identified in the runbook that meet customer requirements. To protect the integrity of the environment, certain patches may need to be installed outside of these maintenance windows upon customer approval. In certain extreme circumstances, patches may be auto-applied by the Public Cloud provider without notice to either SHI or the customer, that may force a restart of the IaaS VM.

SHI will not be responsible for any patching outside of Operating System patches. SHI will not be responsible for installing customer application patches, releases, deployments, or other non-OS patches. Applications bundled with the Operating System are considered non-OS patches. Please note that any required support agreements, such as Red Hat Network, must be in place and configured before service can be performed.

## Backups

SHI will implement native cloud platform-based backups for all monitored objects that support native backup integration, as required. SHI will work with the customer to align backup windows, frequency, and retention to meet or exceed customer requirements, within the stated SLA's and capabilities of each backup product.

Examples of this include, but not limited to:

- Archival to Glacier storage
- AWS Backup
- EBS Snapshots
- EFS Native backups

Restoration of any data or IaaS machine is included within the service but is limited to the capabilities and SLA's advertised for each service. SHI is not liable for the data integrity or availability of any native cloud backup solution.

SHI constantly evaluates the market for best-in-breed services to provide our customers, and may, at any time, change the product in use. SHI will be wholly responsible for the installation and maintenance of any SHI-provided solution. The use of any 3<sup>rd</sup> party or Marketplace backup solutions will be the customer responsibility to manage and monitor.

## Operating Systems Support

SHI will provide basic Operating System support for generally supported versions of Windows and Linux based on the respective cloud provider. In addition to patching, support will be limited to general troubleshooting, installation of roles & features, packages from default repositories, and general configuration of the IaaS VM. Please note that any required support agreements, such as Red Hat Network, must be in place and configured before service can be performed.

## Deployment

SHI's certified engineers will deploy resources to the environment, either using our library of templates designed by our certified architects, or the customer's standard deployment templates, per request. The deployment of resources will follow the change control procedures described in this document utilizing T&M rates in the rate card. Certain limitations may apply with Marketplace applications, including applications that require entering into agreements with 3rd party providers, and external billing. Design of new deployment templates would be additional cost and treated as a professional service.

## Change Management

Change management includes a standardized set of procedures that enables SHI to deliver changes in an organized manner to help ensure minimum impact and to meet any governance or compliance requirements for environment modifications.

The Service Desk should be your first point of contact on all changes to the environment.

1. All changes will be managed through a ticket, preferably through the SHI One Portal, as this allows for proper historical tracking.
2. SHI will create a ticket for changes that are owned or initiated by SHI. Customers may also elect to create tickets when SHI support is required for any changes owned and initiated by the customer. In addition, the customer may also call our support line and request that a ticket be created.
3. SHI will engage the appropriate engineers and perform the change, keeping the customer fully informed on progress.
4. For changes the customer may perform on their own environment that may cause disruption to any monitored resources, the customer must raise a ticket with SHI to inform us of the pending maintenance with a minimum 24-hour notice.

## Database Support (Optional Add-on)

SHI's industry recognized database experts will provide comprehensive support for native platform services, managed PaaS offers and actively supported editions of MySQL, PostgreSQL, Oracle, Microsoft SQL Server as part of the Managed service level.

Comprehensive support for IaaS SQL Server includes:

- Best-Practice guidance
- Migration guidance for PaaS offerings (RDS, Aurora, Redshift, SQL Server on Linux containers, etc.)
- Database instance setup and configuration
- Installation of support scripts and utilities
- SQL Server Availability Group setup
- Guidance on the implementation of new features (Always Encrypted, Dynamic Data Masking, Row Level Security, etc.)
- User & Security Administration
- Health monitoring using DMVs
- Database backup and maintenance using our scripts (3rd party backup solutions not supported)
- Point-in-time recovery of databases (single-object restore not currently supported)
- Monitoring and alerting for Backup Failures
- Monitoring and alerting of failed SQL Server jobs
- Monitoring and alerting for critical system-level alerts
- Production issues, including excessive locking, blocking, and service outages

The database support add-on also includes support for AWS PaaS database services, including RDS (SQL Server, Aurora), Redshift and DynamoDB, and AWS native tools including Database Migration Service, Schema Conversion Tool, and Performance Insights.

Additionally, SHI offers industry-leading Data Architecture, Business Intelligence/Advanced Analytics, & Big Data/Data Lake services as an additional offering. Please contact your SHI Technical Account Manager or SHI Account Executive for more information.

## Offboarding Assistance

SHI offers off-boarding assistance within 30 days prior to termination of SHI Services. The customer must request off-boarding assistance at least 7 days before such assistance can be provided. Off-boarding assistance can be offered in two forms:

1. Control hand-over: SHI will transfer account control back to the Customer along with access credentials, or
2. Resource termination and data transfer: SHI backs-up all the data, deletes all the data in customer's Managed Environment, de-provisions any active resources in the account, and hands over the data backup to the Customer. At customer's request SHI can transfer customer data in the existing format using any media with which AWS can interface. In addition to data backups, the following customer data can be provided as part of off-boarding assistance:
  - a. Data stored in storage services including logs
  - b. Customer-specific service request templates
  - c. Infrastructure as Code templates for service request templates.

If off-boarding activities are not completed upon the termination of SHI Services, SHI will hand over the controls of the account(s) to enable the customer to complete any pending activity.

## Response Times and Service Level Agreements

Below are our standard SLAs for each service level and ticket severity. This SLA is for the initial response and assignment of the ticket and does not guarantee resolution to any incident or ticket within this timeframe.

Service	Basic	Professional	Managed
<b>Service Desk (Technical Support)</b>	Self-service portal available 24x7	Available: 24x7 Low: 8 hours Medium: 4 hours High: 2 hours Critical: 30 minutes	Available: 24x7 Low: 8 hours Medium: 4 hours High: 2 hours Critical: 30 minutes
<b>Billing Support</b>	Available: Business hours Low: 8 business hours	Available: Business hours Low: 8 business hours	Available: Business hours Low: 8 business hours
<b>Account Management</b>	Available: Business hours Low: 8 business hours	Available: Business hours Low: 8 business hours	Available: Business hours Low: 8 business hours

Severity Level	Description
<b>Low</b>	Customer is requesting general guidance such as a "How To" information request or support for a billing issue.
<b>Medium</b>	The situation has minimal business impact. The issue is important but does not have a significant current service or productivity impact for the customer. A user or small number of users are experiencing partial disruption, but an acceptable workaround exists.
<b>High</b>	The service is usable but in an impaired fashion. The situation has moderate business impact and can be dealt with during business hours. A user or small number of users, customer, or service is partially affected.
<b>Critical</b>	One or more services are not accessible or unusable. Production, operations, or deployment deadlines are severely affected, or there will be a severe impact on production or profitability. Multiple users or services are affected.

## Customer Obligations and Support Service Limitations

1. Customer will provide reasonable cooperation, accurate information and access as requested by the Reseller personnel providing the Support Services ("Services Team") as may be necessary to enable the Services Team to fulfill its responsibilities under these Terms. It is understood and agreed that the failure of the Customer to perform any such obligation or responsibility or otherwise to meet such deadline(s) will entitle the Services Team to adjust the onboarding schedule to accommodate the effect of the delay.
2. Customer will identify contact(s) who will serve as the main point(s) of contact for support related interactions with the Services Team.
3. For any Reseller-provided tools, Customer may create an administrative username(s) and password(s) to create subaccount(s) for its employee user(s) (each with unique login ID(s) and password(s)).
4. Customer shall be responsible for the acts or omissions of any person(s) who accesses the Reseller-provided tools using passwords or access procedures provided to or created by Customer.
5. The tools used to provide support will be exclusively of the Services Team's choosing. The Services Team may at any time substitute tools used to provide the Support Services.
6. The following items are to be considered out of scope for all service levels defined in this document and would require a separate statement of work.
  - a. Migration of new workloads into the managed public cloud environment.
  - b. Platform migrations between Infrastructure as a Service and Platform as a Service.
  - c. Modifications of infrastructure that fundamentally modify the architecture of the applications.
  - d. Major version upgrades of Operating Systems and Databases.
  - e. Infrastructure, management, and support for non-Azure-native VDI based solutions.

## Support Assumptions

1. Customer will provide a contact for IT-related interactions with Services Team for any IT-related support activities or projects for the Services.
2. Customer and the Services Team will jointly monitor the scope, objectives and timeline associated with the Activation of the selected level of support.
3. Support Services Activation will be performed during normal business hours: Monday-Friday, 8:30am-5:30 pm EST, not including SHI holidays.
4. Any delay in Customer's timely completion of its obligations under this Agreement may result in an extension of the original timeframe for the Support Services.
5. Customer will provide all Support Services Activation feedback within two business days following receipt otherwise, the Support Activation will be considered approved.

## Security and Compliance Disclaimers

Customer agrees that the scope of the Support Services:

1. does not require Customer to have direct access to the Services Team systems or data.
2. does not fall under Payment Card Industry Data Security Standard (PCI-DSS) compliance, Customer has appropriate security controls in place to prevent such access by the Services Team.
3. does not fall under Health Insurance Portability and Accountability Act (HIPAA) compliance, Customer has appropriate security controls in place to prevent such access by the Services Team.

## Supported Services

Customers of Support & Managed Cloud Services can select from the product groups listed below to build their hosted Infrastructure. SHI provides best practice opinions around the product set.

### BELOW ARE THE SUPPORTED AWS SERVICES:

Note: Some products listed below may be subject to different terms, conditions, service level agreements and levels of support.

**General Support:** SHI has support expertise and has developed specific support services.

**Best Effort:** Reasonable activities undertaken to resolve issues but with no guarantee of resolution.

Escalation to internal staff and Cloud Provider as needed.

Customers can deploy resources outside the list documented below; however, SHI does not claim deep expertise in these areas.

SHI support can be engaged for special escalation scenarios; however, support may be limited.



Any AWS feature or service not listed below is considered Best Effort.

Service	Best Effort	General Support
<b>Analytics</b>		
Amazon Athena	✓	
Amazon EMR	✓	
Amazon CloudSearch	✓	
Elasticsearch Service	✓	
Kinesis Suite (Firehose, Data, etc.)	✓	
QuickSight	✓	
Data Pipeline	✓	
Glue	✓	
Lake Formation		✓
Managed Streaming for Kafka	✓	
<b>Application Integration</b>		
Step Functions	✓	
MQ	✓	
SQS	✓	
SNS	✓	
SWF	✓	
<b>AWS Cost Management</b>		
Cost Explorer		✓
Budgets		✓
Cost & Usage Reports		✓
Reserved Instance Reporting		✓
<b>Compute</b>		
Amazon EC2		✓
Amazon EC2 Auto Scaling		✓
Lightsail		✓
AWS Batch		✓
Elastic Beanstalk		✓
AWS Fargate		✓
AWS Lambda		✓
Serverless Application Repository		✓
AWS Outposts		✓
<b>Container Services</b>		
Elastic Container Registry		✓
Elastic Container Service		✓
Elastic Container Service for Kubernetes		✓
<b>Customer Engagement</b>		
Amazon Connect	✓	
Amazon SES	✓	

Service	Best Effort	General Support
<b>Database</b>		
Aurora		✓
RDS		✓
DynamoDB		✓
ElastiCache		✓
Neptune	✓	
Quantum Ledger Database	✓	
Timestream	✓	
<b>Internet of Things (IoT)</b>		
IoT Core	✓	
IoT Greengrass	✓	
IoT Analytics	✓	
IoT Events	✓	
<b>Machine Learning</b>		
Amazon Sagemaker	✓	
Amazon Polly	✓	
Amazon Rekognition	✓	
Elastic Inference	✓	
Deep Learning AMI's	✓	
TensorFlow	✓	
<b>Management and Governance</b>		
Amazon CloudWatch		✓
AWS Auto Scaling		✓
Control Tower		✓
Systems Manager		✓
CloudFormation		✓
CloudTrail		✓
AWS Config		✓
AWS Service Catalog		✓
AWS Trusted Advisor		✓
Personal Health Dashboard		✓
License Manager		✓
AWS Well-Architected Tool		✓
<b>Media Services</b>		
Elastic Transcoder	✓	
Elemental Media Suite	✓	
<b>Migration and Transfer</b>		
Migration Hub		✓
Application Discovery Service		✓
Database Migration Service		✓
Server Migration Service		✓

Service	Best Effort	General Support
Snowball/Edge/Snowmobile		✓
DataSync		✓
<b>Mobile</b>		
Amplify	✓	
Cognito	✓	
Pinpoint	✓	
Device Farm	✓	
AppSync	✓	
<b>Networking and Content Delivery</b>		
Amazon VPC		✓
CloudFront		✓
Route 53		✓
PrivateLink		✓
Direct Connect		✓
Global Accelerator		✓
API Gateway		✓
Transit Gateway		✓
App Mesh		✓
Cloud Map		✓
Elastic Load Balancing		✓
<b>Security, Identity, and Compliance</b>		
Security Hub		✓
Identity and Access Management (IAM)		✓
GuardDuty		✓
Inspector	✓	
Amazon Macie	✓	
AWS Artifact	✓	
Certificate Manager		✓
CloudHSM	✓	
Directory Service		✓
Firewall Manager		✓
Key Management Service (KMS)		✓
AWS Organizations		✓
Secrets Manager		✓
AWS Shield		✓
IAM Identify Center		✓
Web Application Firewall (WAF)		✓
<b>Storage</b>		
Amazon S3		✓
Elastic Block Store		✓
Elastic File System		✓

Service	Best Effort	General Support
FSx for Lustre		✓
FSx for Windows File Server		✓
S3 Glacier		✓
AWS Storage Gateway		✓



## Important Links

### Cloud Service Agreement

Find more information about our cloud services, including the service description, legal content, acceptable use policy, third party software terms, minimum requirements, and more.

[View details](#)

### SHI One Management Portal

The service portal enables approved users to log and track service requests as well as interact with many self-service capabilities related to the service.

[Visit portal](#)

## Additional Services

### Cloud Governance Assessment

Professional service to help align customer's AWS environment to cloud governance best practices.

### Rapid Migration Offering

Professional service offering to help customers lift and shift migrate workloads to the public cloud.

### Agile Cloud Engineering

Professional service where customers buy cloud engineering hours to be used at their discretion on an on-demand basis.

### Cloud Architecture Review

Professional service to assess the cost optimization, security, reliability, efficiency, and operational excellence of a customer's cloud environment.

### Cloud Optimization Service

Professional and managed services offer to help customers improve how efficiently they leverage the elastic and on-demand pricing model of the cloud. Provided either as a 1-time service or as an ongoing service.