



## **Managed Hosting Service Level Descriptions**

### ***OS Only***

This is intended to provide the customer with the most basic support for their web servers. In this level we provide limited support for the operating system and web server.

#### **Items included at this level include:**

- Manage and maintain the availability of the server Operating System.
- Applying patches/service packs released by software vendor that are free of charge.
- Applying security updates released by software vendor that are free of charge.

#### **Items not included at this level include:**

- Customization of the OS after the initial installation
- Applying patches/service packs released by software vendor that require a fee.
- Applying security updates released by software vendor that require a fee.
- Addition of any OS or web server software “add-ons” that require more than 15 min to implement.
- FTP Services, Mail Services, Database Server Management, Account Management and Content Management.
- Database Functionality Support/Management.
- Server/application performance tuning.
- Software provided by a third party vendor.

### ***Standard***

This level of service is intended to provide the customer with a higher level of management and the ability to encompass more services than just the operating system and web server.

#### **Items included at this level include:**

- All items in OS Only Service level.
- Core web server management. This is intended to cover basic web server functionalities such as accepting www requests and serving pages.
- Management of software related to CORE Internet presence. This includes FTP, SMTP and DNS services that are located on the client’s managed servers.
- Customization of the OS after the initial installation.
- Addition of any OS or web server “add-ons” that require more than 15 min to implement.
- Server Account management.

**Items not included at this level include:**

- Applying patches/service packs released by software vendor that require a fee.
- Applying security updates released by software vendor that require a fee.
- Database Functionality Support/Management.
- Content Management.
- Software provided by a third party vendor.

***Database***

This level provides the highest degree of management for a managed server and is solely available to those systems that deploy a managed MS SQL, MySQL, or PostgreSQL relational database management system (RDBMS). This service is intended for dedicated database use only. No other applications, such as web server applications, can co-exist on a RDBMS unless the application is specifically related to the functionality of the RDBMS

**Items included at this level include:**

- All items outlined in the OS Only Service level
- CORE Database services management. This is intended to cover connections to the database server and to ensure that data can be added and removed from the database.
- Routine database maintenance using tools provided by the db software vendor.
- Manage and maintain RDBMS updates/service packs released by software vendor that are free of charge.

**Items not included at this level include:**

- Managing and maintaining Operating System updates/service packs released by software vendor that requires a fee.
- Managing and maintaining Operating System security updates released by software vendor that requires a fee.
- Creating, managing, and maintaining individual Database (DB) configurations.
- Managing and maintaining RDBMS Clustering setup and configuration.
- Managing and maintaining RDBMS configuration replications.
- Managing and maintaining RDBMS data mirroring.
- Managing and maintaining RDBMS data replications.