DigitalWell

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Security

Services Schedule

1. Service Description

Security services from DigitalWell are provided in three categories described as follows:

- An **On-Prem Service** is a deployment into a customer-controlled environment. This entails implementation of dedicated hardware, or software on a virtual machine that is provided and managed by the customer. The customer will be responsible for providing space, power, and any and all internal cabling that may be required unless clearly stated otherwise on the order form, and/or in the Bill of Materials (BoM) and/or in the Statement of Works (SoW) accompanying or associated with the service.

- A **DigitalWell Private Cloud services (DWPCS)** is a deployment hosted in Digital-Well's own managed infrastructure. DigitalWell are responsible for providing all relevant infrastructure, space, power and network connectivity as detailed on the order form, and/or in the Bill of Materials (BoM) and/or in the Statement of Works (SoW) accompanying or associated with the service.

- A **Software as a Service (SaaS)** is a deployment of a resale cloud-based security service which will usually be charged on a per-user basis as detailed on the order form, and/or in the Bill of Materials (BoM) and/or in the Statement of Works (SoW) accompanying or associated with the service.

These categories are not mutually exclusive so a solution may comprise of more than one category (e.g., On-Prem service combined with SaaS).

Certain features and functionality may also require the implementation of client or third-party software on relevant customer endpoints. DigitalWell will provide an image of the software and it will be the responsibility of the customer to install and update that software via their existing IT systems and processes, unless this function is detailed on the order form, and/or in the Bill of Materials (BoM) and/or in the Statement of Works (SoW) accompanying or associated with the service or a separate managed IT services order.

These services will be fully managed by the client or third-party with no administrative access being provided by DigitalWell to the customer.

DigitalWell will only complete basic technical configuration, the security policy must be provided by the customer. If the customer requires security policy support to be provided by DigitalWell this will be subject to additional professional services charges.

DigitalWell will provide reactive incident management for these categories.

2. Support

Definitions of Support services including incident management, Service Requests, Change Requests, and Service Delivery Management are detailed in appendix 7.

The support for Security services are outlined below – refer to the order form and/or statement of Works (SoW) to confirm which applies to any given service.

Support	Security	
	Manged Firewall Support	Unsupported (Licence Subscription)
Incident - OnSite	X	X
Incident - Remote	Y	X
Hardware Replacement	X	X
Service Request	Y	X
Change Request	X	X
Monitoring/Alerts	Y	X
Back Office (Billing queries, Licence Admin & Renewals)	Y	Y