

Service Hold & Service Suspension Classifications & Definitions

IT Solutions

The following table constitutes **emergency support definitions** relating to **61+ days of payment delinquency**:

Service or Support Category	Service Hold Action/Limit	Service Suspension Action/Limit
Help Desk Support (24/7/365): <ul style="list-style-type: none">• End User Support (workstations, mobile devices, etc.)• Infrastructure Support (routers firewalls, switches, etc.)• Server Support (On-premises physical servers, virtual servers, cloud-based servers, etc.)• Platform Support (AWS, Office 365)	<p>ITS will allow the client services to run 'as-is' but will not take any action on support incidents, security events, user requests, etc.</p> <p>All help desk service issues and/or requests will be marked as 'Do Not Work' until Service Hold is lifted.</p>	<p>Access to ITS service desk for issue resolution or request fulfillment will be suspended.</p>
Network Operations Center (NOC) Services: <ul style="list-style-type: none">• Automated Alert Monitoring & Notification• Asset Management Service• Patching	<p>ITS will allow the client services to run 'as-is' but will not take any action on support incidents, security events, user requests, etc.</p> <p>All NOC issues and/or requests will be marked as 'Do Not Work' until Service Hold is lifted.</p>	<p>All monitoring, alerting, notifications, and patch services will be suspended.</p>

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IT Solutions

<p>Datacenter Services:</p> <ul style="list-style-type: none"> • Datacenter Services (NearCloud, Dedicated Hosting) 	<p>ITS will allow the client services to run 'as-is' but will not take any action on support incidents, security events, user requests, etc.</p> <p>All datacenter issues and/or requests will be marked as 'Do Not Work' until Service Hold is lifted.</p>	<p>All access to datacenter resources including will be suspended including RDS environment (NearCloud), virtual applications, SPLA licensing, etc.</p> <p>All services and applicable licensing will be suspended.</p>
<p>Security Services</p> <ul style="list-style-type: none"> • ITSecure+ (Dark Web Monitoring, Phishing Testing & Routine Training, Two-factor Authentication, etc.) • Security as a Service (SECaaS) 	<p>ITS will allow the client services to run 'as-is' but will not take any action on support incidents, security events, user requests, etc.</p> <p>All service issues and/or requests will be marked as 'Do Not Work' until Service Hold is lifted.</p>	<p>All services and applicable licensing will be suspended.</p>
<p>Licensing</p> <ul style="list-style-type: none"> • Office 365/Microsoft 365 • Anti-virus/EDR • Malware Protection (Mimecast) 	<p>ITS will allow the client services to run 'as-is' but will not take any action on support incidents, security events, user requests, etc.</p> <p>All licensing service issues and/or requests will be marked as 'Do Not Work' until Service Hold is lifted.</p>	<p>All services and applicable licensing will be suspended.</p>

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IT Solutions

Professional Services	<p>ITS will not issue Work Order or Change Order scope requests for pending projects and any work on existing projects will be put on hold.</p> <p>Any project issues and/or requests will be marked as 'Do Not Work' until Service Hold is lifted.</p>	<p>All open project work will cease immediately, regardless of project status (open, pending, implementation, migration, wrap-up, etc.)</p>
Procurement Services	<p>ITS will not provide standard or renewal quotes to the client for any new or existing equipment.</p> <p>All procurement service requests will be marked as 'Do Not Work' until Service Hold is lifted.</p>	<p>ITS will not provide standard or renewal quotes to the client for any new or existing equipment.</p>