

# DataBasics

## Managed Services Overview and Frequently Asked Questions (FAQ)

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Document Owner: John Lang  
 Service Level Manager: John Lang

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## Introduction

DataBasics provides Managed Services as a business service for customers requiring outsourcing of the management and maintenance of their digital asset management solution. It is linked to the Software Maintenance (SM) agreement to help manage a customer's DAM solution.

## What are Managed Services?

Managed Services consist of the proactive monitoring and management of a business solution to ensure the optimal operational condition. It provides for responses to customer requests to alter solution configurations, preferences and/or settings that are deemed to be within the known operational state of the solution i.e. after implementation and outside of day to day support questions.

The known operational state is a key prerequisite to the provision of Managed Services. The solution must be operational, configured to meet the needs of the business users and suitably documented. As this involves a range of concepts, a known operational state can be further defined by being the state of a solution after DataBasics has delivered the solution into such a state. Generally this will be the result of the deployment of DataBasics Professional Services to implement a new solution or to upgrade an existing solution.

Managed Services are quite distinct from other services DataBasics provide. Managed Services include the total management of a solution rather than the provision, initial configuration, modification or training of a solution – this is sometimes referred to as the 'transition-in' phase of solution deployment. Managed Services can be terminated by a customer and if they continue to use the solution there needs to be an agreement with either internal ITS staff or another organisation to maintain the solution – this may be deemed the 'transition-out' phase.

## Benefits

Managed Services can reduce a customer's internal costs in supporting their business applications of a digital repository or image library, by eliminating the training costs, allocation of resources and other expenses related to ongoing business solution maintenance.

By relying on ITS support from a customer's internal staff where the application is not a major application or platform for the organisation, the outcome at best will be based upon part time involvement. ITS staff have limited resources and abilities to maintain a business solution such as a digital asset management system at the level required.

By outsourcing the services to support a business application, the customer can reduce costs and achieve a better outcome based upon dedicated DAM engineers supporting the solution.

## Service Provision

Managed Services will:

- Provide regular monitoring and maintenance of an existing solution to ensure optimal operation

- Respond to customer's requests to alter configuration of an existing solution
- Implement updates to the software.

"Alteration" is when the known operational state is modified without the need for new business processes to occur. Thus alterations to the known operational state are included in Managed Services.

Managed Services will not:

- Modify or change a known operational state to accommodate new business processes
- Include content management, business level administration and project management.

"Change" is when the known operational state requires new business processes to ensure a suitable outcome is achieved.

## **Delivery**

Managed Services will be delivered at scheduled times based on a customer's requirements over a 12 month period. As part of the service includes regular monitoring and reviewing of the solution, a schedule of activity will be prepared.

If an issue has been identified and deemed covered under Managed Services, a response will typically be within 24hrs. Customer enquiries involving specific actions will receive a response within 2 business days unless other arrangements are in place.

## **Privacy and Security**

As part of the delivery of Managed Services, DataBasics will need technical details for remote access to the solution. To ensure the privacy of the customer and their content, DataBasics will provide an assurance that no content from the customer's site be stored on our premises and that passwords and connectivity details are stored securely.

## Frequently Asked Questions (FAQ)

*Q – What is the difference between CustomerCare, PremiumCare and Managed Services?*

A – There is no overlap. CustomerCare provides advice and assistance on the usage of a solution and PremiumCare is a superset of this, whereas Managed Services provide services to wholly manage and maintain the solution.

*Q – Will the customer be involved in the running of the solution?*

A – The customer will need to provide the infrastructure that the solution is to operate on/within. The customer will have business users operating the solution to gain a business benefit.

*Q – Will the customer still require business level administrators?*

A - Yes

*Q – Will there be any other prerequisites?*

A – Yes. The DataBasics technical team will maintain a prerequisite document that covers everything from provision of access, contact points, and other information that they deem necessary as a prerequisite. This document will be under constant review as environments or personnel change.

*Q - Is there a Service Level Agreement for Managed Services?*

A – Yes.

*Q – Will the customer be required to have a current SM agreement?*

A – Yes.

*Q – Will there be a change in CustomerCare and PremiumCare response times if a customer has Managed Services?*

A – No.

*Q – Will there be a record of regular solution updates/upgrades and alterations?*

A – Yes.

*Q – What will the process be for a customer to request an alteration to the known operational state?*

A – A documented process will be in place that will provide a clear record of who requested the change and why requested.

*Q – Will the solution be unavailable during periods of regular maintenance performed by DataBasics?*

A – Yes. Notifications by DataBasics to the customer when regular maintenance will be performed will occur with sufficient notice.

*Q – Will the customer be able to update the infrastructure that the solution is running on?*

A – Yes. General operating system (OS) and application updates can be performed and are within the jurisdiction of the customer to perform. Suitable notification needs to be provided by the customer to DataBasics when such updates are to be

performed. For example, Java updates, additional applications installation (on servers that are not dedicated), OS or Internet browser updates on workstations, etc.

*Q – Will there be periods of scheduled server or network outages that the customer initiates?*

A – Yes. The customer needs to inform DataBasics when regular maintenance to the infrastructure occurs. This should be a standard email notification sent to DataBasics nominated contact point.

For information on costs and technical requirements, please contact [professionalservices@databasics.com.au](mailto:professionalservices@databasics.com.au) or call 1300 886 238 (+617 3733 1510).