



# SQL Server Services

## Service Definition

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## 1 INTRODUCTION

This Service Definition is subject to all terms and conditions of the agreement made between Synoptek, LLC (“Synoptek” or “Company”) and Customer including the Service Order to which it was attached. This Service Definition describes and contains additional terms that apply to Synoptek’s SQL Server services (the “Services”).

This Service Definition reflects Company’s standards at the time the Service Order(s) was issued. Company reserves the right to change any particular standard herein to reflect then current Company best practices or industry standards at its sole discretion with or without notice.

## 2 SERVICE OFFERINGS

Synoptek’s SQL Server service is designed to are designed to ensure monitoring, remediation, and general maintenance for critical and general purpose SQL Server database instances.

Synoptek’s standard services support remotely managed SQL Servers deployed on premise, or in an IaaS hyperscale clouds (AWS, Azure). Azure SQL (PaaS) is not supported in this service. This service is priced per instance.

## 2.1 STANDARD REMOTE SQL SERVER SERVICES

The following features are included for all standard SQL Server (excluding high availability, “HA”) instances

FEATURE AND DESCRIPTION	ADDITIONAL INFO	INCLUDED
<b>24X7 STAFFED ADMIN/IT SERVICE DESK W/ CASE TRACKING &amp; REPORTING</b>	Customer technical contacts and authorized technical team members can submit support issues related to managed SQL Server services	Yes
<b>24X7 MONITORING</b>	Synoptek provides 24x7 monitoring and alerting for database and instance level events.	Yes
<b>INCIDENT MANAGEMENT &amp; REMEDIATION</b>	Synoptek will track, manage, provide root cause analysis, and attempt to resolve any SQL Server instance and high level database errors and alerts and escalate to Remote Database Administration (RDBA) teams as needed.	Yes
<b>PROACTIVE MAINTENANCE</b>	<p>Synoptek provides ongoing execution of database maintenance tasks according to best practices, including but not limited to:</p> <ul style="list-style-type: none"> <li>• Index maintenance</li> <li>• Integrity checks</li> <li>• Statistics updates</li> <li>• System database clean up tasks</li> <li>• Optimizing configuration settings</li> </ul>	Yes
<b>DATABASE INSTANCE PATCH MANAGEMENT</b>	<p>Synoptek will apply any “Cumulative Update,” “Service Pack,” or “Security” updates for managed SQL Server instances on at request of a customer or by Synoptek recommendation.</p> <p>Synoptek will support up to one major release behind the current release (ie. current-1) and provide “best efforts” support for devices beyond two major releases prior (current-2) and for releases that have exceeded the “end of support” (EOS) date, but makes no guarantees of success with best efforts activities.</p>	Yes

	<p>Synoptek will provide Customer with a choice of patching process during on-boarding:</p> <ol style="list-style-type: none"> <li>1. Synoptek’s managed patching process for production systems through a designated patching window.</li> <li>2. Tailored patching schedule contingent upon agreement between Synoptek operations team and Customer.</li> </ol> <p>Only cumulative updates, service packs, and security patches are applied, non-core and/or patches that of the identified types are not applied. Customer may choose to skip a monthly window if they provide at least 3 days’ notice to Synoptek via email.</p> <p>Patches are conducted manually, planned and coordinated with Customer Database Admin’s to avoid disruption to business processes and applications. In the event of an issue with a patched instance, immediately following and as a suspected result of patching, Synoptek will respond as follows:</p> <ol style="list-style-type: none"> <li>1. If the instance does not come back online after any mandatory reboots or restarts of database services, then the Synoptek EOC will notify the Customer and contact a Synoptek Database Engineer to troubleshoot the issue.</li> <li>2. The EOC will be notified in the event of a service failure after the reboot. The EOC will contact a Synoptek Database Engineer to troubleshoot any core service failures and will escalate to the Customer in the event of an application service impact.</li> </ol> <p>There are times when Microsoft releases a critical patch with heightened security risk to address a vulnerability that represents an immediate threat to our Customer’s networks, servers, and/or data. In the event of this, Synoptek will notify the Customer of our intention to perform Emergency Patching of all approved SQL Server instances as far as in advance as possible. The Customer will have the option to respond to the notification to stop the Emergency Patching, otherwise the patching will proceed as scheduled.</p> <p>Customers that manually approve patching will receive notification of the Emergency Patching release along with details of the vulnerability. The notification will also recommend the creation of a ticket to have affected SQL Server instances patched immediately.</p>	
<p><b>DATABASE ACCESS AND AUTHORIZATION</b></p>	<p>Synoptek creates users at customer request, manages logins and access rights to database instance level logins required by Synoptek. Synoptek does not manage application level logins.</p>	<p>Yes</p>

2.1 DATABASE BACKUP AND RECOVERY SERVICES

The following are backup and recovery services Synoptek can provide for SQL Server instances:

FEATURE AND DESCRIPTION	ADDITIONAL INFO	INCLUDED
<b>NATIVE BACKUP AND RECOVERY ENVIRONMENT SUPPORT</b>	<p>If the Customer Synoptek is taking over the Customer's environment "as-is", Synoptek will provide best effort support to maintain any existing native SQL Server backup configurations and adhere to the objectives in this definition.</p> <p><i>Note: "Best Effort" means Synoptek will set up basic monitoring to ensure backups succeed. In the event of a backup job failure, Synoptek will create a ticket and attempt to remediate the situation.</i></p> <p>Synoptek may require the customer to be migrated to Synoptek's standard managed backup service processes and technologies. If the customer needs to be migrated to the standard service and technology, billable hours will apply.</p> <p>Recoveries due to server or system level outages are supported. Recoveries due to data corruption and Customer caused outages will be billed under "Ad-Hoc" hours (See Ad-Hoc Services section).</p>	<p>Yes</p>
<b>3<sup>RD</sup> PARTY DATABASE BACKUP</b>	<p>If a 3<sup>rd</sup> party or no backup environment exists, Synoptek can provision SQL Server instances with Synoptek onboard or provision managed backup services to provide application-level consistency for supported SQL Server instances.</p> <p><i>Note: An application-consistent backup guarantees data consistency across a database instance and its database object layers, which is necessary for performing granular recoveries for application objects such as SQL table data or recovery and replaying of transaction logs.</i></p>	<p>Optional – Requires Data Protection Service</p>
<b>3<sup>RD</sup> PARTY DATABASE RECOVERY</b>	<p>In accordance to the agreed RTO, Synoptek will perform the following restore requests for SQL Server Instances.</p> <ul style="list-style-type: none"> <li>• File Level Recovery (FLR) for the VM files necessary to restore SQL Server instances</li> <li>• Application Granular Recovery (GLR) for restoring granular object data of SQL Server databases</li> <li>• VM Image Level Recovery for restoring any virtual machines hosting SQL Server instances</li> <li>• Bare Metal Recovery for restoring any physical machines hosting SQL Server instances</li> </ul> <p>In order to meet RTO requirements, Synoptek may elect to rebuild a server and restore critical data afterwards rather than recover from an image backup.</p>	<p>Optional – Requires Data Protection Service</p>

## 2.2 HIGH AVAILABILITY (HA) REMOTE DATABASE SERVICES

Scope of HA services are assessed on a case by case basis and require assessment and consultation with our SQL Server Database Administration team.

FEATURE AND DESCRIPTION	ADDITIONAL INFO	INCLUDED
<b>SQL CLUSTERING</b>	Synoptek will proactively manage the health and availability of a SQL failover cluster. Windows clustering is not supported by this service.	Optional – Requires SQL HA Add-On
<b>SQL AVAILABILITY GROUPS</b>	Synoptek will proactively manage the health and availability of SQL AlwaysOn Availability Groups.	Optional – Requires SQL HA Add-On
<b>LOG SHIPPING</b>	Synoptek will proactively manage the health and availability of log shipping between SQL Server instances.	Optional – Requires SQL HA Add-On
<b>SQL REPLICATION</b>	Synoptek will proactively manage the health and availability object-level replication between SQL instances.	Optional – Requires SQL HA Add-On

## 2.3 AD HOC SQL SERVER SERVICES

Each SQL Server managed servers contract is entitled to up to four hours of “Ad-Hoc” hours per month, usable for the following optional tasks. Any additional hours are billed at the market rate for remote database administration (RDBA) work.

FEATURE AND DESCRIPTION	ADDITIONAL INFO	INCLUDED
<b>SCOPE OF AD-HOC SERVICES</b>	Synoptek will perform Ad-Hoc services as requested by the Customer or on as-needed basis determined by Synoptek Database Admins.	Yes – Up to four hours

	<ul style="list-style-type: none"> <li>• New feature implementation (SSRS, SSAS, SSIS)</li> <li>• Management and deployment of SSIS Packages</li> <li>• Encryption implementation</li> <li>• ETL process creation and maintenance</li> <li>• SQL Server Instance upgrades</li> <li>• Database migrations, data refreshes</li> <li>• DBA support during a customer's new application release process</li> <li>• Ongoing monitoring for SQL blocked processes and deadlocks</li> <li>• Remediation of blocked process and deadlocks with Customer or Synoptek application developers</li> <li>• Performance troubleshooting on the user database or transaction co</li> <li>• Query or index optimization</li> <li>• Identification of poor running or high resource queries. Work with C Synoptek application developers to optimize queries and execution</li> <li>• Service broker support on the messaging or transaction level. Work or Synoptek application developers to troubleshoot.</li> <li>• In depth hardware performance benchmarking and analysis for SQL instances and databases.</li> <li>• Other investigative monitoring and alerting</li> <li>• Auditing setup and configuration and management</li> </ul>	total of Ad-Hoc tasks.
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## 2.4 DATABASE CONSULTING ENGINEER (DCE) SERVICES (OPTIONAL)

Synoptek recognizes that you may have custom needs that are not met within the standard definition of these services. Synoptek offers Designated Consulting Engineers (DCE) hours to be assigned to your account to work on custom initiatives. These are sold in reserved hours and are for the duration of your contract term.

## 3 SUPPORT

Synoptek service and support operates 24x7x365. Customer-reported problems pertaining to managed SQL Server service offerings will result in the opening of an incident ticket. Synoptek will log, track, and isolate the problem, and either resolve the issue or escalate to the appropriate vendor.

### 3.1 REQUIREMENTS FOR SERVICES

- ▶ Managed SQL Server services require that one or more Customer servers are managed by Synoptek and use database software under licensing and provided by Synoptek. If the customer is using one of Synoptek's standard technologies, in some cases, the customer may provide their own software. In cases where customers provide their own software, the customer is responsible for maintaining support on the software.

### 3.2 SYNOPTEK RESPONSIBILITIES

- ▶ Synoptek will create an Incident Ticket for each actionable alert received from monitoring.

- ▶ Synoptek will troubleshoot and resolve failures and other problems as they arise. Frequent failures identified as the result of application issues outside the direct control of Synoptek will require the assistance of the Customer or customer-designated 3<sup>rd</sup> parties to resolve these issues (see Customer Responsibilities, below);
- ▶ Synoptek will perform Customer-requested configuration changes to the Service, including making changes to the database policies. Specialized configurations outside of standard backup policies will be fulfilled using a Synoptek Professional Services engagement and are subject to an hourly rate.
- ▶ Synoptek will provide incident and problem management services as it applies to database services.

### 3.3 CUSTOMER RESPONSIBILITIES

- ▶ Periodic review to ensure newly added database instances are added to managed services contracts.
- ▶ Providing timely escalation instructions for support issues that Synoptek is unable to resolve due to lack of information or for issues deemed out of scope;
- ▶ As security is application-dependent, the Customer is responsible for the overall security of data and applications running in their environment. Synoptek is not responsible for the security or the integrity of software or data installed in the environment;
- ▶ Notify Synoptek if there is customer-managed maintenance that would interfere with a Synoptek's managed SQL services activities.
- ▶ Providing Synoptek notification any production level changes that could impact Synoptek's ability to remotely monitor or provide managed SQL Server services (ex: customer-induced changes to system permissions or network IP addressing).

### 3.4 CHANGE MANAGEMENT

Synoptek will provide the following change management elements:

- ▶ Management of changes to processes and procedures to maintain the health and availability of the database instance or the service offering platform.
- ▶ Management of changes to processes and procedures to release new code versions, hot fixes, and service packs related to the tools used to manage database instances or the service offering platform.

The Customer is responsible for:

- ▶ Management of changes to their servers, operating systems, custom or third-party applications, and administration of general network changes within your control.
- ▶ Notification of changes to Synoptek of material significance that could impact service offering execution or integrity included, but not limited to any change that would impact server availability.
- ▶ Administration of self-service features provided through applicable consoles, up to the highest permission levels granted to the Customer, including but not limited to VM and network functions, database administration capabilities, user configuration and role management, general account management, etc.

Responsibility for the end-to-end security of the Service Offering is shared between Synoptek and the Customer. Synoptek will provide security for the aspects of the Service Offerings over which we have sole physical, logical, and administrative level control. The Customer is responsible for the aspects of the Service Offerings over which the customer has sole administrative level access or control. The primary areas of responsibility as between Synoptek and the Customer are set forth below.

Synoptek will use commercially reasonable efforts to provide:

- ▶ **Information Security:** Synoptek will protect the information systems used to deliver the Service Offerings for which Synoptek have sole administrative level control.

The Customer is responsible for the following:

- ▶ **Information Security:** Customer is responsible for ensuring adequate protection of the information systems, data, content, or applications that the Customer deploys and/or access on the Service Offerings. This includes but is not limited to any level of patching, security fixes, data encryption, access controls, roles, and permissions granted to your internal, external, or third party users.