



## Product sheet

### 1. General Description of the System Administrator Service

Our IT support services are provided according to the ITIL principles developed for IT professionals. We keep your devices up-to-date, provide documentation and go through the necessary monthly maintenance. In case of a failure or a request, our operators provide a solution or escalate the task to our engineers, if needed. Our specialist solves the issue remotely through our remote management system or on site, at a mutually agreed time. All work processes are fully administered from receiving the report to completion. Your report is received via [helpdesk@gbl.hu](mailto:helpdesk@gbl.hu) support e-mail or, in case of issues related to the mailing system or communication, by calling +36 1 444 9 555. In case of central errors outside working hours we are available through our emergency line. Our clients can monitor our monthly IT support activities via their access to the support ticket system or from the system reports. We provide a transparent view of IT systems presenting what to expect from an infrastructure and also what should not be expected from it. If necessary we work out proposals for system development in order to assure that the client's idea meets the IT solution. IT operation is successful when reasonable solutions are found both professionally and financially tailored to the demands and the size of the company.

#### Availability

- ✓ provision of ITIL-based services and human resources
- ✓ IT infrastructure monitoring
- ✓ provision of licenses for the remote management system
- ✓ operating a support ticket system
- ✓ operating a password management system
- ✓ phone contact
- ✓ operating an emergency line (for central errors)

#### The usage of the quarterly operative timeframe

- ✓ maintenance
- ✓ resolving incidents and fulfilling requests
- ✓ IT project suggestions and planning
- ✓ research
- ✓ meetings
- ✓ documentation
- ✓ procurement





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## 2. The features of the services

### SLA

ITIL category	Priority	Definition	SLA runtime	SO / RT	SLA
Incident	P1 - Emergency	an error triggering the shutdown of the system or affecting 70% of the entire infrastructure	M-S all day	Solution Offer	2 hours
Incident	P2 - High	central error that affects the general operation	M-F 8 AM - 6 PM	Solution Offer	4 hours
Incident	P3 - Normal	non-central error that affects the general operation	M-F 8 AM - 6 PM	Solution Offer	8 hours
Fulfillment of request	RT, RFI	general request or request for info by the user	M-F 8 AM - 6 PM	Response Time	8 hours
Standard change	Standard Change	the management of general issues at an agreed time	none		unique
Change management	Project	development and expansion tasks requiring planning	none		unique

### Professional liability insurance

Liability insurer:      AIG

Bond No:                 2350017994

Insured sum:            HUF 50 million

### Defining service points

remote	remotely via the remote management system
onsite	external location included in the agreement or previously specified
offsite	the operator's offices
visit	site visit



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### Working hours of the operators

Category	Days	Time interval	Additional cost	Definition
support time	M-F	8:00 AM - 6:00 PM	none	working hours of the service
overtime	M-F	6:00 PM – 8:00 AM	50%	weekday operation outside working hours
weekend	Sat-Sun	all day	100%	weekend operation outside working hours

### Fees for projects and out of SLA running time

Category	IT support service
15 min in worktime	3 750 Ft
overtime (60 min charging)	50%
weekend (60 min charging)	100%
Visit (Budapest)	8 000 Ft
Visit (Hungary)	unique

Prices do not include the 27% VAT and are payable via 8-day-transfer.

GBL IT GROUP KFT.

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