

Oceanus Environment Management Support Matrix



Services	Software Maintenance	Environment Management		
		Bronze	Silver	Gold
Service handover Required				
Discovery audit	 	2 days	3 days	4 days
System audit	 	2 days	4 days	5 days
Performance baseline	 	1 day	3 days	3 days
Service Delivery				
FileNet/CMS product specialist	 	 	Required	Required
Account Review Meetings	 	Quarterly	Quarterly	Quarterly
System healthcheck	 	 	Annual	Bi Annual
System administration	 	 	 	5 days
System planning	 	 	Annual	Bi Annual
Performance review	 	 	Annual	Bi Annual
System tuning	 	 	Annual	Bi Annual
Call off days	 	5 days	15 days	30 days
Capacity planning	 	 	Annual	Annual
Training	 	 	2 days	5 days
Functional review	 	 	 	Annual
Business continuity planning	 	 	Annual	Annual
Test environment setup/ review	 	 	 	Required
System upgrades	 	 	 	
System migration	 	 	 	
Site integration	 	 	 	
Image migration	 	 	 	
Technical documentation	 	 	Required	Required
ROBOT	 	Optional	Required	Required
Service support (Reactive)				
Helpdesk (Customer)	 	 	 	
Level 1 - Classification & initial support	 	 	 	
Helpdesk (Oceanus)	 	Required	Required	Required
Level 1 - Classification & initial support	 	 	 	
Level 2 - Investigation & diagnosis	SW Bug Fixes Only	Required	Required	Required
Level 3 - Resolution & recovery	SW Bug Fixes Only	Required	Required	Required
Remote access	 	 	 	
Incident update report	 	Monthly	Monthly	Monthly
Helpdesk reports	 	Quarterly	Quarterly	Quarterly
Dependencies				
CMS, FileNet				
Integral products must have maintenance contract				
Other products				
Only considered as part of a CMS and/or FileNet system				
		Oceanus ownership	Required	
		Customer ownership	Required	
			Required*	
			Recommended*	
		*Oceanus can own these as part of EM Contract		