



NOVEMBER 2017

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# SERVICE PLANS



Platinum  
Solution Partner  
ENTERPRISE

# Are Atlassian tools critical for your business?

Keep your team focused on working on what matters most while we support and manage your Atlassian tools. Ensure your Atlassian environment will be **available, updated and properly configured** according to best

practices through a Platinum Solution Partner.

We offer **three service packages** to provide you with the right solution at the right time based on your needs.

**ONBOARDING**

Onboarding Activities		Basic Plan	Standard Plan	Premium Plan
<p><b>Onboarding</b></p> <p>Upon the start of a new contract, e-Core will perform a health check in the existing instance to review the existing environment, and provide recommendations to improve software maintainability and reliability to prevent future problems.</p> <p>As a result, e-Core will present an improvements roadmap and implementation plan. The implementation of the findings will be done as part of the allowance for the selected plan.</p>	<p>Initial setup health check and preventive recommendations:</p> <ul style="list-style-type: none"> <li>• Instance logs review;</li> <li>• Admin settings configuration (i.e. indexing, application links, user management, integrity checker, cache, etc.);</li> <li>• Atlassian products: assessment of current instance potential bugs, new release changes and new features analysis;</li> <li>• Atlassian Marketplace Apps (add-ons): assessment of current instance potential bugs, new release compatibility and analysis of release notes.</li> </ul>	✓	✓	✓
	<p>Sizing and capacity planning of associated server(s) considering infrastructure and underlying platforms:</p> <ul style="list-style-type: none"> <li>• CPU, Memory and storage settings;</li> <li>• Database;</li> <li>• Server;</li> <li>• JAVA;</li> <li>• Proxy;</li> <li>• HTTPS;</li> <li>• SSO.</li> </ul>	✗	✓	✓
	<p>Define preventive and perfective recommendations to customer-managed servers and infrastructure including:</p> <ul style="list-style-type: none"> <li>• Monitoring of the application through alerts and notifications;</li> <li>• Creation and implementation of a backup and disaster recovery plan.</li> </ul>	✗	✗	✓

# RECURRING SERVICES

Modules / Services Included		Basic Plan	Standard Plan	Premium Plan
1	<p><b>Incident Management*</b> - Atlassian and Marketplace Apps (add-ons):</p> <p>Corrective support related to Atlassian and third-party apps listed under <a href="https://marketplace.atlassian.com/">https://marketplace.atlassian.com/</a> for advanced troubleshooting to diagnose and revert errors related to:</p> <ul style="list-style-type: none"> <li>• Unplanned interruption;</li> <li>• Failure of configuration;</li> <li>• Reduction in the performance of an Atlassian system.</li> </ul>	✓	✓	✓
2	<p><b>Q&amp;A/Support to Atlassian Administrators and Key Users</b></p> <p>Questions from Administrators and Key Users (named contacts) related to the usage/features of existing products and add-ons licensed on the client environment considering:</p> <ul style="list-style-type: none"> <li>• Usage;</li> <li>• Configuration;</li> <li>• Administration;</li> <li>• Customizations and the tools' proper functionality.</li> </ul>	✓	✓	✓

Modules / Services Included		Basic Plan	Standard Plan	Premium Plan
3	<p><b>Incident Management* - Third-party systems;;</b></p> <p>Corrective support to troubleshoot issues impacting Atlassian solutions involving integration with third-party systems. Troubleshooting occurs in collaboration with the corresponding vendors on different areas such as:</p> <ul style="list-style-type: none"> <li>• Operating Systems;</li> <li>• HTTPS;</li> <li>• SSO;</li> <li>• Databases;</li> <li>• Mail Servers;</li> <li>• REST API;</li> <li>• Custom apps (add-ons) or modules.</li> </ul>	✗	✓	✓
4	<p><b>Problem Management**</b></p> <p>Detailed root cause analysis and post-incident reports;</p> <p>Execution of health checks to prevent potential issues from occurring;</p> <p>Work in collaboration with the corresponding vendor in attempt to identify potential fixes/resolution to problems related to Atlassian and Atlassian Marketplace apps (add-ons).</p>	✗	✓	✓

5

**Recurring Health Check: Preventive Atlassian application review**

Review environment and provide recommendations to improve software maintainability or reliability and prevent future problems, covering the following areas:

- Memory and storage settings;
- Application security;
- Application performance;
- Infrastructure and underlying platforms:
  - Database;
  - Server;
  - JAVA;
  - Proxy;
  - HTTPS;
  - SSO.
- Instance logs;
- Admin settings configuration (i.e. indexing, application links, user management, integrity checker, cache, etc.);
- Atlassian products: assessment of new release changes and new features analysis;
- Atlassian Marketplace Apps (add-ons): assessment of new release compatibility and analysis of release notes.

**1**  
per quarter**2**  
per quarter

6

**Administration of Atlassian products**

Perform day-to-day tasks and changes required for the proper operation of the tools from a system perspective. Example of tasks to be performed:

- Configure global system settings;
- Manage users and groups memberships;
- Configure global permissions, project permissions and roles;
- Configure repository settings;
- Configure build settings;
- Manage mail settings and notifications;
- Manage application links and integrations;
- Project creation using standard or existing schemes.





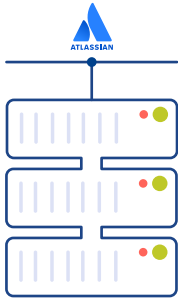
Modules / Services Included		Basic Plan	Standard Plan	Premium Plan
7	<b>System Administration</b>  Adaptive maintenance of Atlassian products, modifying the system to cope with changes in the environment.  Perform planned tasks and changes required to maintain the software system up to date and properly set up, including: <ul style="list-style-type: none"> <li>• Impact and risk analysis of planned and requested changes;</li> <li>• Replication of servers to test environments;</li> <li>• Plan and implement application upgrades;</li> <li>• Verify apps compatibility and updates;</li> <li>• Apply application security and general patches / fixes as released by Atlassian;</li> <li>• Implement enhancements and changes to application settings based on findings from health checks;</li> <li>• Backup management;</li> <li>• Email configuration / Mail Servers settings;</li> <li>• Application authentication settings (internal and external user directories);</li> <li>• Admin settings configuration (i.e. indexing, application links, user management, integrity checker, cache, profiling, audit).</li> </ul>	✗	✗	✓
8	<b>Solution Architecture</b>  Perform strategic analysis and provide recommendations of changes and solutions.	✗	✗	✓

\* Restore a normal service operation as quickly as possible and to minimize the impact on business operations, thus ensuring that the best possible levels of service quality and availability are maintained.

\*\*Prevent problems and resulting incidents from happening, to eliminate recurring incidents, and to minimize the impact of incidents that cannot be prevented.."

## Optional Services

1



### Solution Hosting

e-Core hosts and maintains, from a server and infrastructure standpoint, an Atlassian environment to be used by Client. Includes the implementation of the following features/capabilities:

- Production and staging environment provision;
- Up-time and performance goals;
- Monitoring of the application through alerts and notifications;
- Configuration and upgrade of the underlying Operating System;
- Sizing and capacity planning of associated server(s);
- Execution of backup procedures;
- Replication of servers to test environments;
- Creation and implementation of disaster recovery plan.

Basic  
Plan



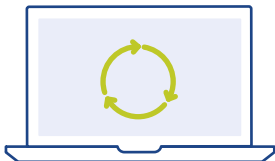
Standard  
Plan



Premium  
Plan



2



### Upgrade on demand

Adaptive maintenance of Atlassian products, modifying the system to cope with changes in the environment.

Perform planned tasks and changes required to maintain the software system up to date and properly set up, including:

- Impact and risk analysis of planned and requested changes;
- Plan and implement application upgrades;
- Verify Atlassian Marketplace Apps (add-ons) compatibility and updates.



(custom  
pricing per  
instance)



(custom  
pricing per  
instance)



(already  
included in  
premium)

3

**Consultancy**

Guidance related to the implementation of new business requirements and enhancements/configurations/customization to the applications.

Changes to be performed by customer:

- Hands on business processes implementation and configuration (workflows, issues, notifications, automatizations, boards and dashboards, SLAs, etc.);
- New processes implementation;
- Projects, spaces, repositories, portals, etc. and their corresponding settings;
- JIRA issue types, fields, screens, workflows, notifications, security, permissions and their associated schemes;
- JIRA Service Desk queues, portal, KB integration, surveys, SLAs, goals, request types and email integration;
- Confluence templates, blueprints, macros, style and look&feel;
- Bitbucket repository, integration and triggers;
- Bamboo plans, builds and deployments;
- Atlassian Marketplace Apps (add-on) evaluation, development, testing and configuration;
- Other third-party and Atlassian integrations and apps.



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# CHANNELS AND REPORTS

Details	Basic Plan	Standard Plan	Premium Plan
Client named contacts.	Up to 2	Up to 4	Up to 6
Creation of tickets through online user portal <a href="http://support.e-core.com">http://support.e-core.com</a> .	✓	✓	✓
Self service report with status and summary of customer requests.	✓	✓	✓
Detailed status reports summarizing: <ul style="list-style-type: none"> <li>• Tasks;</li> <li>• Changes;</li> <li>• Enhancements performed;</li> <li>• Application/Configuration Reviews.</li> </ul>	✗	✓	✓
Support using phone calls and screen-sharing.	✗	✓	✓
Enhancements and recommendations report based on solutions architect insights.	✗	✗	✓
Phone support escalation number for critical issues.	✗	✗	✓

**COVERAGE**

Coverage

	Basic Plan	Standard Plan	Premium Plan
Standard: 9x5 (9am - 6pm) <ul style="list-style-type: none"><li>Incidents created outside of coverage hours will be responded on the following day per the corresponding SLA.</li></ul>	✓	✓	✓
Extended: 12x5 (7am - 7pm) <ul style="list-style-type: none"><li>Incidents created outside of coverage hours will be responded on the following day per the corresponding SLA.</li></ul>	✗	✓	✓
Full: 24x7 <ul style="list-style-type: none"><li>Includes phone number to escalate critical issues;</li><li>24x7 for incidents classified as Level 1 and Level 2 only.</li></ul>	✗	✗	✓

# SEVERITY LEVELS



Level	Severity	Response time		Characteristics / Examples
1	CRITICAL	1h	Production application down or major malfunction affecting business and high number of staff.	<ul style="list-style-type: none"> <li>• System hangs or crashes;</li> <li>• Critical functionality not available;</li> <li>• Data loss or data corruption;</li> <li>• Most or all of end users blocked from work;</li> <li>• Impact is escalating quickly.</li> </ul>
2	HIGH	4h	Serious degradation of application performance or functionality.	<ul style="list-style-type: none"> <li>• Significant performance degradation;</li> <li>• Important functionality not available;</li> <li>• A large number of users blocked from work;</li> <li>• Impact is escalating.</li> </ul>
3	MEDIUM	12h	Application issue that has a moderate impact to the business.	<ul style="list-style-type: none"> <li>• Some system functions not available;</li> <li>• Minor performance degradation;</li> <li>• Small number of users impacted;</li> <li>• Impact is not escalating.</li> </ul>
4	LOW	24h	Issue that has minimal impact on business and can be tolerated for a reasonable period.	<ul style="list-style-type: none"> <li>• Incorrect product behavior without impact;</li> <li>• Product question or enhancement;</li> <li>• General requests and enhancements;</li> <li>• Upgrades and planned changes.</li> </ul>

"Production" is defined as an instance of Atlassian software actively used by the customer's business users; it does not include testing systems or production staging systems or environments.

"Response time" (based on Severity Levels) is defined as the time taken between the moment a user reports an Incident and the moment that e-Core responds to that Incident

"Response time is in relation to hours of availability as described in the "Coverage" section."

# Why should you contract a **Service Plan**?



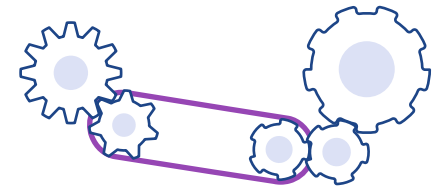
## **Ensure resources availability**

You can rest assured that you have resources priority and availability to meet your consultancy needs.



## **Cost reduction**

Lower prices in comparison to traditional projects.



## **Support improvement process**

Have available resources to respond in real-time to changes that may arise in your Atlassian environment.



## **Leverage our Atlassian tools expertise**

We're an Atlassian Platinum Solution Partner and we have an experience of more than 10 years working with Atlassian.



## **Increase success and tool adoption rate**

You can count on our team to support your mid and long-term strategy with Atlassian solutions.

e-core.com