



Statement of Work

Definitions

Installed Software

The pre-installed software on the server included as part of the Operating System.

Server Support Time

The type of pro-active or reactive support for adjustments to the server hardware or server operating system (or its sub-components). This includes basic support required for Magento application as well. Details of what is covered under Server Support Time are given below.

Developer Time

The time that is **NOT** included in the Management plans. This is the time required to do application level tweaks and audits. Details of what is covered under Developer time is given below in the document. Developer Time is billed additionally at \$30/hour.

Services included under Server Support Time

As part of this statement of work, **ServerGuy™** will provide managed services for the client's servers and Magento applications.

The following is a list of services that **ServerGuy™** will provide as part of Server Support Time.

1.1 Monitoring

- 1.1.1 **Remote Availability Monitoring:** ServerGuy™ will monitor HTTP response per instance for service availability from an external 3rd party monitoring platform. This is tested every one (1) minute.
- 1.1.2 **Local Availability Monitoring:** ServerGuy™ will utilize server-side daemons to automatically monitor and restart services. In the event of a service failure, an alert is generated for technician response.
- 1.1.3 **Logging:** Server logs are generated for all services (as necessary) and retained for a period of 7 days.
- 1.1.4 **Monitoring of 3rd Party Software:** ServerGuy™ will make efforts to ensure 3rd party software is sufficiently monitored, however, this may not be possible in all situations.
- 1.1.5 **Disabling or Removal of Monitoring:** The client must alert ServerGuy™ in advance if there are plans to disable, block or remove any services or applications that may result in a false-positive alert notification. Such information must also be provided by client to re-add monitoring whenever this is required again.

1.2 Maintenance

- 1.2.1 **Server/OS updates:** ServerGuy™ will apply the Server/OS updates. We may elect to apply updates that we deem critical (in our reasonable discretion) without scheduling the update. We will give you notice of any critical update we apply without prior scheduling.
- 1.2.2 **Installed Software:** The server will come pre-configured with our software stack. All pre-installed components, including but not limited to Apache, Nginx, PHP, MySQL,

PerconaDB, APC, Redis; will be configured and maintained by ServerGuy™ . No customizations will be done to the default server stack for Magento applications.

- 1.2.3 **Software Customization:** In the event the client requires a customization of configuration for software (eg. Nginx rewrite change, Varnish rule adjustment), where it requires a manual adjustment to the existing configuration, the engineer time will be deducted from the inclusive server support time.
- 1.2.4 **Installation of 3rd Party Software:** ServerGuy™ does not recommend installing any 3rd party software on the client's request for Magento stack servers; this can be done as an exception subject to software licensing conditions and ServerGuy's ability to configure the software.
- 1.2.5 **Live to Stage/Staging or Development setup creation:** Creating a test setup or development setup from main site is something expected from the development team. ServerGuy can do this on request if your developers are not available.
- 1.2.6 **Email issues (for email running on our servers):** If any server side issues are seen which are hampering the email services, we will inspect the logs and workout a solution for the same. Any external dependencies causing problems can take time in such cases.
- 1.2.7 **GIT/SVN:** ServerGuy™ is only responsible for one time setup and configuration for GIT/SVN on your instance. Any other requests like pull, push, merge, etc are strictly a developer end task. Any assistance required here is NOT part of the inclusive support time and will be billed as per the Developer Time charges.

1.3 Performance

- 1.3.1 **Server Performance:** The server statistics, graphs and logs will be reviewed (as defined in the plans/specifications) by an engineer to ensure it is operating optimally and utilize this time to fine-tune any application configuration settings where necessary.
- 1.3.2 **Database Optimisation:** ServerGuy will do the initial optimizations for database that are fine tuned for Magento. In case any further tweaking or changes are required at a later stage, our engineers can do it for you.
- 1.3.3 **Cache/CDN and purge:** For better loading time, caching may be enabled both on server as well as application level. Due to this, a lot of times any changes done are

not immediately visible on frontend. If our intervention is required in the cache purge process, the time involved will be deducted from the server support time.

1.4 Security

- 1.4.1 **Server Side security:** ServerGuy stack will take required security precautions and follows best practices for security to prevent any security loophole from server side.
- 1.4.2 **Software firewall:** A software firewall is installed and configured by ServerGuy with required set of rules. Any custom changes or additions required can be done. This time will be deducted from the server support time.
- 1.4.3 **Malware Scan:** ServerGuy can run malware detection scan that sends notification of any malware-infected files. This is open-source software and might not give 100% accurate results. If Malware is found, we will either remove it or restore your server from a latest backup copy.
- 1.4.4 **SSL Certificates:** ServerGuy provides a wide range of cost-effective SSL certificates from which you can choose from. ServerGuy support team without any additional charges can do the SSL installation .

P.S. – Security is a shared responsibility. Just ensuring 100% security from server side CANNOT guarantee foolproof website. Almost 85% security breaches have been found to be due to code side vulnerabilities. We strongly recommend that Magento must be patched with all security patches and all extensions must always remain upto date.

1.5 Backups

- 1.5.1 **Backup Creation:** Files and database backup will be generated every 24 hours and stored for a period of 7days.
- 1.5.2 **Backup Restoration:** The backups are taken for disaster purposes. These are accessible to the client and can be restored without assistance. ServerGuy can restore backups on your behalf if required.

Services covered under Developer Time

All other services not outlined above, or that extend beyond the scope of server support time are deemed as “**Developer Time**”. These are additionally charged at \$30/hour.

Some services that fall within this category include (but not limited to):

- Magento patching or Magento upgrades
- Magento profiling for code side issue analysis
- Magento code side problems or slowness analysis
- Capacity Planning
- Magento Consultative services
- Load Testing
- Migration of sites/data from other servers. One time migration is included initially for new clients.
- New Email ID creation/edit/deletion or quota modification.
- FTP account creation/edit/deletion
- DNS management tasks like adding/editing/deleting records is NOT included. We may suggest some 3rd party DNS providers like Cloudflare/AWS Route53/Dyn but cannot take responsibility of their service or configuration, as we are not anyway associated with them directly or indirectly.
- We cannot resolve issues for emails NOT running on our servers. In some cases we may suggest some external 3rd party providers like Zoho, ElasticMail, SendGrid, SendinBlue but do not take responsibility of their service or configuration, as we are not anyway associated with them directly or indirectly.
- Email configuration and issues for Email clients like Outlook/Thunderbird. If webmail is working, then mailing is working fine and any laptop/desktop specific issues must be resolved by client’s internal IT team or we can do it on chargeable basis with the rates mentioned at the end of this document.
- IP reputation management is NOT included. We provide a neutral and fresh IP initially to all clients but if the reputation of an IP degrades due to Spam or similar activities done by client, it is client’s responsibility to get their IP delisted at various blacklists.