



Maintenance

Maintenance Services Overview

Data Vista offers 24x7x365 IT maintenance services to ensure reliability, maximum availability, and ongoing operations of our customers' IT infrastructure. By providing ongoing maintenance of IT products, Data Vista is able to assist customers in attaining the following goals:

- Realization of full value of IT investments through maximum accessibility
- Preservation of investment in technology through extended economic life
- Increased flexibility for migration to newer technology
- Reliable ongoing operation of equipment
- Compliance with customer service level agreements

Problem Management Framework

Data Vista approaches technology maintenance with a comprehensive framework that encompasses programs and capabilities for rapid problem resolution as well as the flexibility to address requests and requirements. The Problem Management framework identifies areas of infrastructure that pose a potential risk to application up-time and functionality which may result in expensive or catastrophic business outages. The Problem Management methodology encompasses remediation of system problems, be they hardware problems or software issues. Data Vista addresses and corrects system shortcomings before they become problems. We recommend and document remedial actions based on a cost benefit analysis that can minimize further potential outages.

The Problem Management framework includes:

- Formulation of customer-specific processes for problem management
- Identification for existing issues, hardware or software
- Prioritization of necessary fixes and solutions
- Monitoring of key system components and identification when thresholds are exceeded
- Result and trend tracking for continued maintenance
- Initiation and management of improvements and solutions in order to maintain acceptable risk levels

Call Handling

When customer places a service request to Data Vista Customer Support the request is handled swiftly and efficiently with as little inconvenience to customer as possible. Data Vista assigns a severity level to service requests and a well-defined escalation prioritization is followed:

- **Severity 1 – Mission Critical:** Any factor of a system (equipment, process, procedure, software, etc.) whose failure will result in the failure of business operations that is critical to the organization's mission.
- **Severity 2 – Business Critical:** Severely impaired operations can continue in a restricted fashion, but long-term productivity might be adversely affected, and a temporary workaround is available.
- **Severity 3:** There is partial, non-critical loss of operation functionality and impaired operation of some components. However, the user is able to continue using the software despite these issues.