Standard Support Package Overview for Amazon Web Services

DLT Solutions offers a comprehensive Standard Support Package for Amazon Web Services (AWS), utilizing our subject matter expertise and in-depth experience with IT infrastructure, cloud strategy, architecture development, and program management support. Our Standard Support Package includes access to:

- *The DLT Cloud Advisory Group* – a specialty knowledge-based practice designed to help our customers understand available cloud technologies and how best to leverage them. The DLT Cloud Advisory Group provides strategy, architectural and design support relating to all cloud service and cloud delivery models. Members of the Cloud Advisory Group average over 20 years of experience in the IT and services industries.

- *The DLT Service Center* – a 24x7x365 US-Citizen, US-Soil-based technical call center providing certified engineering resources in support of our customers' technical issues. The Service Center specializes in government support, serving the entire public sector, including Department of Defense and Intelligence communities.

- *The DLT Program Management Office (PMO)* – a team of experienced professionals who assist our government customers by providing a programmatic overview of service utilization and related financial spend.

- DLT's Standard Support Package also provides access to AWS' business level support resources, including backline" engineering, when needed.

All orders placed with DLT Solutions for AWS are required to include a DLT Standard Support Package.

Once a customer order is accepted, DLT Solutions creates a unique customer account for the Ordering Activity. The Ordering Activity has the ability to add, delete, enable, and/or disable services as desired. The Ordering Activity will be billed for actual usage, based on current unit prices, for the services activated or used during each billing period.

Pricing for the Standard Support Package is applied to the pre-discounted order total.

Product #	Description	Price
DLT-AWS-STD-SUPPT	DLT Standard Support Package	10% of total AWS spend

The Standard Support Package Overview

Telephone Support

The DLT Service Center (DSC) provides telephone support as a key component of DLT's Standard Support Package for AWS. Telephone support is available 24x7x365 with all calls answered by a live operator within 10 seconds.

Online Support

The DSC also supports email-based inquiries for opening new tickets or requests for updates on existing tickets.

Customer Training

The Standard Support Package is specifically designed to support request relating to:

- "How to" questions about AWS services and features
- Best practices to help integrate, deploy, and manage AWS services
- Troubleshooting operational or systemic problems with AWS resources
- Issues with the AWS Management Console or other AWS tools

The DLT Cloud Advisory Group and certified Architects are available to provide pre-sales consultative information relating to the AWS platform as well as other cloud services, their models, their usage, and best practices. If desired, DLT Solutions can develop custom training courses specifically tailored to the AWS resources being purchased. AWS also offers a wide collection of documents, articles, forums, and webcasts that provide everything from high level overviews of AWS services to technical deep dives at http://aws.amazon.com

Availability

The DSC is available for technical support 24x7x365.

Escalation, Responses, and Timefames

The DSC has defined the following incident severity levels and response times:

Severity 1	• SEV1 or Emergency Down – System is down or product is inoperative condition • Live transfer, 30 minutes if no SE is available
Severity 2	• SEV2 or Critical – severely effects production or restricts major functionality • Initial contact within 1 hour, live transfer upon request
Severity 3	• SEV3 or Major – issues with no major effect on business systems • Initial contact within 8 hours
Severity 4	• SEV4 or Minor – minor condition exists or questions about documentation/functionality • Initial contact by next business day

Account Creation Requests & Timelines

DLT Solutions handles all of the activities necessary to setup a new AWS account for our customers. Each customer account created is linked to a DLT AWS account for consolidated billing purposes.

It is important to note that DLT transfers account credentials to our customers/the Ordering Activity and retains *no access to our customers' data or the AWS services being consumed* within that account. The linkage is for consolidated billing purposes only and is used to provide DLT Solutions with utilization metrics associated with AWS service consumption for proper invoicing.

The high level process that DLT follows to create new customer/Ordering Activity accounts is as follows:

1. Gather pertinent information about the customer and project, including:
   a. Customer/Dept/Agency Name
   b. Customer Project Name
   c. Contract Officer Name, Email, and Phone
   d. Contract Officer Technical Resource (COTR) Name, Email, Phone (if applicable)
   e. Lead Technical Contact Name, Email, Phone

2. Establish an email distribution list in the form of aws-<CUSTOMER>-<PROJECT>@dlt.com, where <CUSTOMER> is the agency or organization name and <PROJECT> is the unique project identifier within that agency or organization.

3. Create a new customer account. The login name will be the same as the email forwarder name (aws-<CUSTOMER>-<PROJECT>@dlt.com).

4. Initiate invoicing and consolidated billing linkages. This step is a manual step that is performed by both AWS and DLT Solutions staff and can take up to 48 hours upon receipt of all required information described in Step 1. Please note that this is a manual process due to the fact that an AWS API for account creation is not yet available.

5. Send a Welcome Package to the customer/Ordering Activity. Once the account is created, DLT Solutions will send a Welcome Package that includes all pertinent information needed to begin using the account. This package will be accompanied by a Support Package detailing the information our customers need to initiate support requests through the DLT Service Center for AWS related questions and incidents.

Provisioning Requests

Once a customer's account has been created, they can access the AWS Management Console or AWS platform via API to provision and manage AWS services themselves. Most provisioning request are completed within minutes, but times may vary depending on the service or size of instance (EC2, RDS, SimpleDB, DynamoDB, etc.).

Real-time Reporting

AWS publishes its most up-to-the-minute information on service availability at http://status.aws.amazon.com. Customers may also subscribe to RSS feeds from this page to integrate service outage information with other monitoring tools.

Contact Information

For additional questions about the Standard Support Package for AWS, please contact your sales representative directly or contact The DLT Cloud Advisory Group:

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