Capax Technology Limited

I. Service Category (C) Cloud IT Services

Table 1: Cloud IT Services Items

Item Number	Item Description	Manufacturer
C00001	Huawei Cloud Service (CN-Hong Kong), storage and hosting: - Virtual Machines x 1 - [4 vCPU(s), 8 GB RAM; Linux – Ubuntu; 1managed OS disks – 32 GB] - SQL Database x 1 - Storage x 1 [1,000 GB Capacity] - Content Delivery Network x 1 [500 GB Data transfers per month]	Huawei
C00002	AWS Cloud Service (Hong Kong), storage and hosting: - Virtual Machines x 1 - [4 vCPU(s), 8 GB RAM; Linux – Ubuntu; 1managed OS disks – 32 GB] - SQL Database x 1 - Storage x 1 [1,000 GB Capacity] - Content Delivery Network x 1[500 GB Data transfers per month]	AWS

II. Government Public Cloud Related Services

Table 2.1 : Staff Service

Item No.	Description of Services	Staff Category
1	● Technical lead of software development team ● Single point of contact to government units for technical issues	Service Manager
2	● Analyze user requirements ● Design the integrated system ● Evaluate implementation options ● Perform system testing and integration ● Produce documentation	Service Specialist

Table 2.2 : Installation and Maintenance Service

Item No.	Description of Services
1	Help desk services ● Call logs, incident/problem reports and call register statistics
2	Problem determination, management and bug fixing ● Call logs, incident/problem reports and statistics ● On-site logs
3	Ad hoc change request and system Installation/Enhancement ● Change log and statistics ● Impact analysis report ● Test cases, test data, acceptance test plan, specification, training plan, acceptance test report, implemented change/ enhancement ● Update documentation
4	System monitoring & optimization ● Change log and statistics ● System performance statistics report, immediate and longer term action plan, implemented change/ enhancement
5	System administration and control ● System activity logs and reports ● Security control activity report
6	Production support and Ad hoc processing requests ● Incident log, report and statistics ● Update documentation ● Monthly progress report ● Update business impact analysis ● Updated business continuity plan which includes a disaster recovery plan
7	Disaster recovery planning, drill and support ● Drill test report, update disaster recovery plan & database recovery procedures ● System resumed to normal production condition according to disaster recovery plan
8	Project management and regular progress update ● Quality records of half-yearly independent quality assurance review, including invitation to quality reviews and quality review results must be produced accordingly ● Project management services
9	System enhancement services for The System ● System enhancement and the corresponding source code ● Maintain relevant documentations
10	Installation of Productivity Apps = Training Services Prepare training material, setting up training environment and conduct user training as in agreed schedule

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