

## 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: <ul style="list-style-type: none"><li>- Virtual Machines x 1</li><li>- [4 vCPU(s), 8 GB RAM; Linux – Ubuntu; 1 managed OS disks – 32 GB]</li><li>- SQL Database x 1</li><li>- Storage x 1 [1,000 GB Capacity]</li><li>- Content Delivery Network x 1 [500 GB Data transfers per month]</li></ul>	Huawei
C00002	AWS Cloud Service (Hong Kong), storage and hosting: <ul style="list-style-type: none"><li>- Virtual Machines x 1</li><li>- [4 vCPU(s), 8 GB RAM; Linux – Ubuntu; 1 managed OS disks – 32 GB]</li><li>- SQL Database x 1</li><li>- Storage x 1 [1,000 GB Capacity]</li><li>- Content Delivery Network x 1 [500 GB Data transfers per month]</li></ul>	AWS

### II. Government Public Cloud Related Services

**Table 2.1 : Staff Service**

Item No.	Description of Services	Staff Category
1	<ul style="list-style-type: none"><li>● Technical lead of software development team</li><li>● Single point of contact to government units for technical issues</li></ul>	Service Manager
2	<ul style="list-style-type: none"><li>● Analyze user requirements</li><li>● Design the integrated system</li><li>● Evaluate implementation options</li><li>● Perform system testing and integration</li><li>● Produce documentation</li></ul>	Service Specialist

**Table 2.2 : Installation and Maintenance Service**

<b>Item No.</b>	<b>Description of Services</b>
1	Help desk services <ul style="list-style-type: none"><li>● Call logs, incident/problem reports and call register statistics</li></ul>
2	Problem determination, management and bug fixing <ul style="list-style-type: none"><li>● Call logs, incident/problem reports and statistics</li><li>● On-site logs</li></ul>
3	Ad hoc change request and system Installation/Enhancement <ul style="list-style-type: none"><li>● Change log and statistics</li><li>● Impact analysis report</li><li>● Test cases, test data, acceptance test plan, specification, training plan, acceptance test report, implemented change/ enhancement</li><li>● Update documentation</li></ul>
4	System monitoring & optimization <ul style="list-style-type: none"><li>● Change log and statistics</li><li>● System performance statistics report, immediate and longer term action plan, implemented change/ enhancement</li></ul>
5	System administration and control <ul style="list-style-type: none"><li>● System activity logs and reports</li><li>● Security control activity report</li></ul>
6	Production support and Ad hoc processing requests <ul style="list-style-type: none"><li>● Incident log, report and statistics</li><li>● Update documentation</li><li>● Monthly progress report</li><li>● Update business impact analysis</li><li>● Updated business continuity plan which includes a disaster recovery plan</li></ul>
7	Disaster recovery planning, drill and support <ul style="list-style-type: none"><li>● Drill test report, update disaster recovery plan &amp; database recovery procedures</li><li>● System resumed to normal production condition according to disaster recovery plan</li></ul>
8	Project management and regular progress update <ul style="list-style-type: none"><li>● Quality records of half-yearly independent quality assurance review, including invitation to quality reviews and quality review results must be produced accordingly</li><li>● Project management services</li></ul>
9	System enhancement services for The System <ul style="list-style-type: none"><li>● System enhancement and the corresponding source code</li><li>● Maintain relevant documentations</li></ul>
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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