Part A. Availability and Capacity Monitoring Service Element

1. Event Monitoring
   1.1 Dimension Data will remotely monitor the Client's Configuration Items for Events that may indicate conditions that will impact the Configuration Item's availability or capacity.

2. Event Management
   2.1 Dimension Data will:
      (a) receive alerts of Events from the Configuration Items;
      (b) analyse, filter and classify the Events; and
      (c) publish a range of associated reports on the Service Portal with 10 Business Days after the first Business Day of the month.

3. Proactive Notification
   3.1 For any Event that indicates a condition that might affect a Configuration Item's availability or capacity, Dimension Data will:
      (a) log an Incident and notify the Client within 15 minutes of the alert of the Event;
      (b) if required, perform initial remedial actions; and
      (c) if the Client has subscribed to the Third Party Incident Coordination Service Element, route logged Incidents to any Third Parties, if required.