



# Professional Services Statement of Work

Service Category	Part Number	Service Summary	Template Version
Field Support	FLDSUP-AUDIT	On site system health, performance check for existing systems or site readiness assessment for future installations.	August 7, 2018

## 1) Scope of Service

Pelco will perform an onsite audit of an existing system installation or assess the readiness of a site for a future system installation. Service features are customizable and may include infrastructure readiness, system performance auditing, testing and monitoring of Pelco equipment and system log reviews.

## 2) Recommend Use of Service

This service is recommended for customers who have completed their infrastructure build and plan to install a video management system or those who have already installed their system and would like to ensure that the system was installed & configured properly and is performing at optimal performance.

## 3) Details of Service

- a) Verification of proper Pelco Video Management System (VMS) installation.
  - b) Verification of proper Pelco Video Management System (VMS) configuration.
  - c) Verification of proper functionality of applicable Pelco products.
  - d) Verification of proper physical installation of Pelco equipment within server & control room.
  - e) Verification of proper in-place installation of related infrastructure such as network and power cable routing, proper air flow cooling design and battery backup systems.
  - f) Review system performance for possible optimization.
  - g) Review of applicable Pelco equipment system logs and diagnostics.
  - h) Provide recommendations for improvement areas as identified.
- i) **Limitations**
- Unless otherwise explicitly agreed upon in writing, all tasks apply to Pelco branded hardware and software only. Third-party hardware and software configuration(s), including that which may integrate with Pelco products, is not included or implied.
  - This is not an electrical or building code audit and Pelco will not be held accountable for the improper installation of components that do not meet such codes. Not following local electrical and building codes could result in severe injury or death.
  - This service does not include or imply any diagnosis, configuration or optimization of networking components. Networking services may be purchased separately.

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