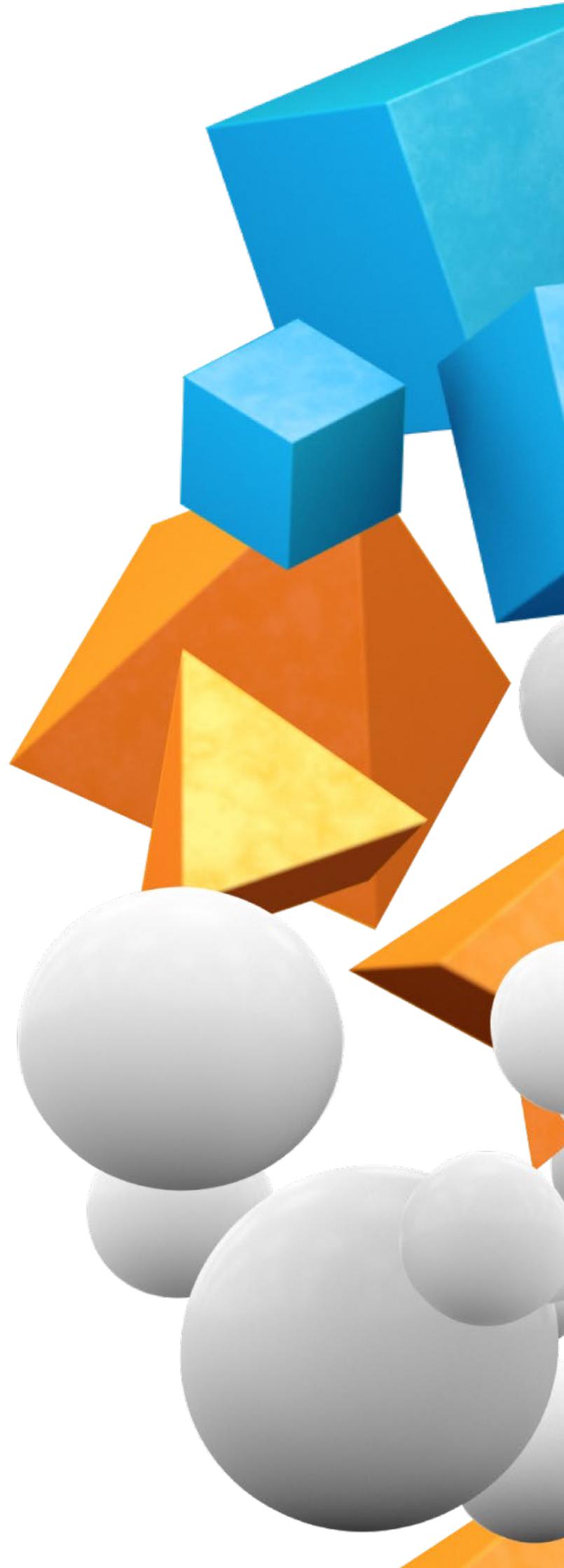




Service Description – CloudCore



TITLE	Service Description - CloudCore
DOCUMENT REFERENCE NUMBER	QMS-REC52
DESCRIPTION	Service description for the CloudCore service
OWNER / AUTHORITY	Director of Product & Service Development
VERSION NUMBER	1.5
VERSION DATE	09/8/2019
QMS / ISMS/27018:2014 DOCUMENT CROSS REFERENCE:	<ul style="list-style-type: none">• QMS-QP4 - Design & Development of Products & Services• QMS-REC28 - Design Board Submission

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1. Introduction

This document describes the service Calligo provides known as CloudCore according to ITILv3 standards.

It sets out:

- the key features of the service;
- responsibilities; and
- how you can use the service.

As with all services, we are at times dependent on you, as the Client, to take certain steps to enable us to properly provide the Calligo Service Management. We have described, by way of a RACI matrix, how our responsibilities will be apportioned and what we require from you.

This is intended to help you to identify what we do and, perhaps just as importantly, what we don't do in respect of each service. If you believe any area of responsibility (whether on our behalf or yours) needs to be amended or updated, please contact us at <https://calligo.cloud/io>.

This Service Description is subject to change from time as time, as our services develop to meet our client's needs. We will notify you in writing of such changes as they occur.

If a conflict exists between the terms of (a) our Master Services Agreement and/or standard terms and conditions and (b) this Service Description, the terms of the documents listed at (a) shall govern.

The Service Description forms part of the service design and is used to document the key elements of the service.

2. Service Information

CloudCore is Infrastructure as a Service (IaaS). The service allows Clients to use the infrastructure without having to worry about the management of the associated technologies. The service offers all the common features of an owned infrastructure without associated cost.

2.1. Key Product Features

- Virtual datacentre pricing (CPU vCPU/Ghz, MEM GB, Storage GB)
- Grow a physical server at a time (bundle of CPU, MEM)
- All SSD storage for virtual machines
- Guaranteed resource availability for purchased resources
- Flexible connection options (portal only, VPN, MPLS, P2P)
- Per MB external bandwidth limit, no usage costs
- Support for multiple networks, firewalls and load balancers
- Microsoft operating systems licences licensed under SPLA
- Microsoft application licences under Calligo agreement or bring your own with an enterprise agreement and software assures with license mobility
- Viaje portal for management of service and self-service

Optional Features (available on request at an additional charge)

- Add-on backup service
- Add-on Disaster Recovery (DR) service
- Add-on security services (Anti-malware, Integrity checking, Intrusion Detection)
- Per public IP address pricing
- professional services for deployment and decommissioning of virtual infrastructure

2.2. Locations of Service

The service is available in the following Calligo locations:

- Jersey
- Guernsey
- London
- Bermuda
- Singapore
- Zurich

2.3. Relation to other services

The service is dependent on the following services:

- None

2.4. Using the service

Client can perform the following with the service:

- Create new Virtual Machines
- Monitor existing Virtual Machines and resources
- Console access to Virtual Machines
- Connect to Virtual Machines over the internet via VPN
- Connect to Virtual Machines over dedicated link as provisioned for the client
- Publish services to the internet with public IP addresses

The Client's use of the service is based on the following assumptions; -

- That the Client will follow secure computing best practices
- Be responsible for any remedial work required to its own or third party applications and services, unless otherwise agreed with Calligo.

If the Client fails to meet those assumptions, Calligo will not be able to provide this service in the manner intended, if at all.

2.5. Requesting additional resource

Requests to increase virtual data centre resources will require a service request ticket. This will be actioned according to the Calligo Service Desk response times based upon priority of the request. The current Calligo Service Desk SLA's are published separately at <https://calligo.io/licences>.

2.6. Commercials

The latest prices per unit are available from our Account Management team and/or as contained in your SOW.

2.7. Service Levels

Service Availability target = 99.9% per calendar month. The service is available 24 hours 365 days a year.

If availability on a monthly basis falls below 99.9%, we will provide credits for the service affected as described below:

Monthly Uptime Percentage < 9.5%	Service Credit - 10% (of monthly charge)
Monthly Uptime Percentage < 99%	Service Credit - 25% (of monthly charge)

(For further information, please see our Service Level Agreement - <https://calligo.io/licences>).

2.8. Access to service

Clients can access the service via the Calligo Viaje portal for management. Consumption of the service is via the network access method purchased at setup. Please note that it is the Clients responsibility to keep its Operating Systems or Client/Third Party applications hosted on CloudCore up-to-date and on the latest supported version. A list of the currently supported devices and software is available at <https://calligo.io/compatibility>.

2.9. Levels of Access

Clients using the service can have the following role:

- User
 - Access all Virtual Machines and management of those
 - Access virtual data centre usage statistics

2.10. Responsibilities

The service has split responsibilities to deliver all functionality and the following responsibilities are defined for each party:

2.10.1. RACI Definitions

- Responsible - Those who do the work to achieve the task. There is at least one role with a participation type of responsible
- Accountable - The one ultimately answerable for the correct and thorough completion of the deliverable or task, and the one who delegates the work to those responsible. In other words, an accountable must sign off (approve) work that responsible provides. There must be only one accountable specified for each task or deliverable
- Consulted - Those whose opinions are sought, typically subject matter experts; and with whom there is two-way communication
- Informed - Those who are kept up-to-date on progress, often only on completion of the task or deliverable; and with whom there is just one-way communication

Matrix

Item	Responsible	Accountable	Consulted	Informed
Configuration, monitoring and management of CloudCore infrastructure	Calligo	Calligo		
Specification of client virtual datacentre (e.g.: specification of CPU, RAM and disk quota)	Client	Client	Calligo	
Configuration of client virtual datacentre (e.g.: configuration of CPU, RAM and disk quota)	Calligo	Calligo		Client
Specification of client internal networks in virtual datacentre	Client	Client	Calligo	
Configuration of client internal networks in virtual datacentre	Calligo	Calligo		Client
Specification of client firewalling, routing, Network Address Translation, Virtual Private Network and load balancing services provided from CloudCore service	Client	Client	Calligo	
Configuration of client firewalling, routing, Network Address Translation, Virtual Private Network and load balancing services provided from CloudCore service	Calligo	Calligo		Client
Specification & configuration of client Virtual Machines	Client	Client	Calligo	
Provision of Virtual Machine from Calligo provided template	Client	Client		
Installation of Virtual Machine Operating System For Virtual Machines not provisioned from a template	Client	Client		
Configuration, monitoring and management of client Virtual Machine Operating System	Client	Client		
Configuration, monitoring and management of client Virtual Machine applications	Client	Client		

Licensing of Microsoft client Virtual Machine Operating System	Calligo/Client*	Client		Calligo*
Licensing of Microsoft client applications	Calligo/Client*	Client		Calligo*
Licensing of non-Microsoft client Virtual Machine Operating System	Client	Client		
Licensing of client applications (non-Microsoft)	Client	Client		
Migration of client systems into client Virtual Datacentre	Client	Client	Calligo	
Virtual Datacentre internet connectivity	Calligo	Calligo		Client
Customer internet connectivity	Client	Client		
Patching client Virtual Machine Operating System & applications	Client	Client		Calligo
Ensuring all Virtual Machines have a supported VM tools package installed	Client	Client	Calligo	
Up-dating VMware tools package on Virtual Machines	Client	Client	Calligo	
Management of internal private IP addresses	Client	Client		Calligo
Management of internal domains	Client	Client		
Management of Public IP addresses	Calligo	Calligo	Client	
Management of Public DNS addresses	Client	Client	Calligo	
Configuration, management and maintenance of remote site access to CloudCore on client side	Client	Client	Calligo	
Configuration, management and maintenance of remote site access on Calligo side.	Calligo	Calligo	Client	
Installation and configuration of business applications or services on CloudCore infrastructure (e.g. finance)	Client	Client		

Troubleshooting of issues at the Operating System or application level	Client	Client	Calligo	
Troubleshooting of issues at the infrastructure level	Calligo	Calligo	Client	

*licensing of these party applications to be agreed between Calligo and Client

2.11. Documentation and Training

The end user documentation for this service is found on the Calligo Supportal, this will be updated as and when the service is changed. <https://viaje.cloud/support>

There is no formal training provided by Calligo for this service.

2.12. Standards and Policies

This service is compliant with the following compliance standards and policies up to the responsibility boundaries:

- ISO 9001
- ISO 27001
- SOC 2 Type 1

2.13. Backup and Restore

The Virtual Machines hosted on the service can be backed up by the Calligo CloudCopy service. CloudCopy can back the whole Virtual Machine or data from within the Virtual Machine. The requirements of the backups are specified by the client when taking the CloudCopy service.

Calligo backup all management infrastructure and configuration to ensure that recovery of service can be made in the event of a failure.

Clients may also purchase CloudShield Disaster Recovery service which will protect Virtual Machines via replication to another site if required.

Restores of client data are performed by Calligo. Clients can request restores through a service request. Backups can be restored to either the same Virtual Machine or server in the original Calligo location or to another Virtual Machine or server in another Calligo location as long as the Client has a virtual datacentre and Virtual Machines available to accept the data.

2.14. Scheduled maintenance windows

The service requires regular maintenance windows to ensure that the service is updated and patched as required by Calligo's standards. The scheduled maintenance is taken into account by any Service Level Agreement (SLA) for the service so as not to reduce its overall availability. Details of all scheduled maintenance windows can be found at <https://calligo.cloud/licences>.

3. Appendices

3.1. Appendix A – Availability Table

Availability %	Downtime per month
90% ("one nine")	72 hours
95% ("one and a half nines")	36 hours
97%	21.6 hours
98%	14.4 hours
99% ("two nines")	7.20 hours
99.5% ("two and a half nines")	3.60 hours
99.8%	86.23 minutes
99.9% ("three nines")	43.8 minutes

3.2. Appendix B – Glossary

256bit AES – An encryption algorithm that keeps data secure. The larger the bit number the harder it is for the data to be decrypted without the key.

Active Directory Federation Services (ADFS) – A Microsoft Windows service to allow two domains to exchange authentication credentials via an encrypted connection over the internet.

Active Directory Synchronisation – A tool to copy user accounts from one domain to another and keep the passwords in synchronisation.

Application consistent – A point in data where the application that uses it will always see it as valid as opposed to crash consistent where the data may be incomplete.

DNS (Domain Name Service) – A computing service used to translate an IP address to a name. Used both for public domains such as www.xyz.com and private internal domains.

GB – Gigabyte of capacity, 1 GB = 1024 Megabytes.

Gold Build – Template from which other virtual machines can be provisioned from. Contains all the required OS and software pre-installed.

High Availability – A configuration that provides for the loss of components within a site and maintain the service that is being delivered without the need to recover from backup or switch to another site.

Infrastructure as a Service (IaaS) – A service that provides computing resources such as memory, CPU, networking and disk to allow for virtual machines to be hosted in a resource consumption based model.

Input Output Operations Per Second (IOPS) – A unit of measurement for disk storage performance.

ITILv3 – Version 3 of the Information Technology Information Library which is a collection of best practice processes and documents to manage an information technology company.

Multiprotocol Label Switching (MPLS) – A network connection for high performance networking over the internet that can use quality of service to provide better reliability.

MB – Megabyte of capacity, 1 MB = 1024 Kilobytes.

Multi-tenant – Shared service or resources to provide a commodity of scale service where users pay for a subset of the service or resources as is required by the user.

Platform – A grouping of technology and services that provide the overall service that is being delivered.

Platform as a Service (PaaS) – A service that provides tools to create computer applications without the need to run virtual machines that have operating systems (OS). The service is consumed on a resource consumption model.

Point-to-Point (P2P) – A private physical network connection between two locations not over the internet.

Protection Group – A group of virtual machines that are replicated together for consistency.

Public IP Address – A unique computerised address used in computer networks to define destinations for communication on the internet.

Recovery Time Objective (RTO) – The time in which a protected item can be made available for use after recovery.

Recovery Point Objective (RPO) – The point at which any protected item can be recovered to. This stipulates the potential amount of lost time or data.

Single sign-on – The use of a single credential to access multiple services or applications.

Software as a Service (SaaS) – A service that provides access to an application for use without access to any associated OS or infrastructure required to run that application. The service is consumed on a resource consumption model.

Solid State Disk (SSD) – A disk with no moving parts offering greater performance than traditional hard disk drives (HDD).

Storage Volumes – A logical partition of a storage system used to hold specific data.

TB – Terabyte of capacity, 1 TB = 1024 Gigabytes.

Two Factor Authentication (2FA) – The use of a secondary one time passcode in addition to a username and password to gain access to a service or application.

User Persona – Settings and data specific to a user's configuration of an operating system or application. Allows for these settings to be transferred between virtual machines.

Virtual datacentre (vDC) – A logical representation of a physical datacentre's resources such as CPU, Memory and Disk.

Virtual Desktop – A virtual representation of a physical desktop comprised of memory, CPU, network and disk. The virtual desktop runs an operating system and applications.

Virtual Machine (VM) – A virtual representation of a physical server or desktop comprised of memory, CPU, network and disk. The virtual machine runs an operating system and applications.

Virtual private network (VPN) – An encrypted network connection over the internet between two end points.

4. Document Control

DOCUMENT OWNER & APPROVAL
The Director of Product & Service Development is the owner of this document and is responsible for ensuring that this procedure is reviewed in line with the review requirements of Calligo's Information Security Management System framework.
Approved by Director of Product & Service Development, Calligo on 09 August 2019

CHANGE HISTORY RECORD				
VERSION	DESCRIPTION OF CHANGE	AUTHOR	APPROVAL	DATE OF ISSUE
1.0	Initial Issue	Mark Thomas		28/10/2017
1.1	Revision after review by Julian Box	Mark Thomas	Julian Box	6/11/2017
1.2	Added RACI matrix, glossary of terms and amendments	Mark Thomas		05/01/2018
1.3	Revision after review	Mark Thomas	Sara Liddle	06/01/2018
1.4	Group review	Brendan Walsh	Mark Herridge; Karl Simpson; Carl Huelin	05/03/2018
1.5	General verbiage review	Brendan Walsh	Mark Thomas	09/08/2019