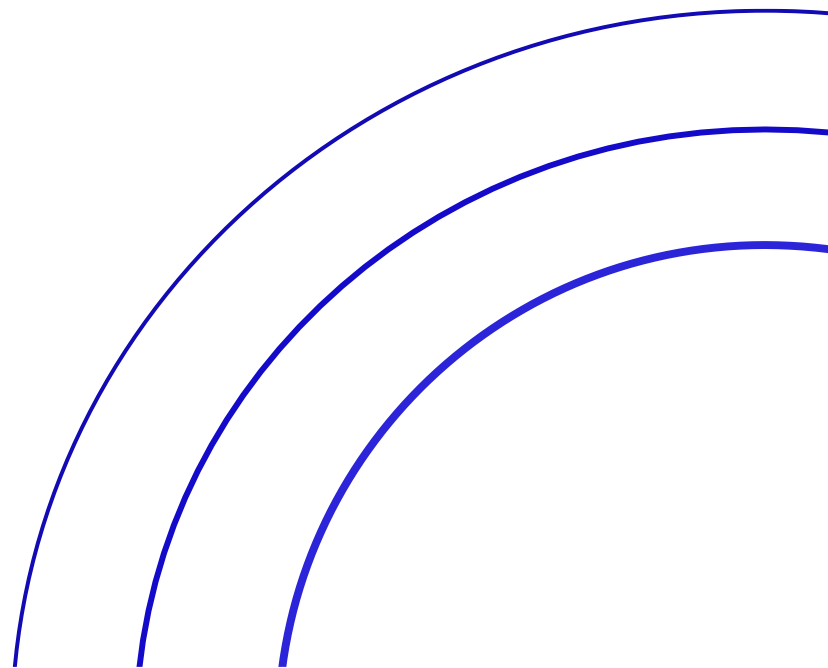




**CloudWeb SSL Certificates  
Service Description**



## Document Control

|                                  |                                                                                            |                                |            |
|----------------------------------|--------------------------------------------------------------------------------------------|--------------------------------|------------|
| <b>TITLE:</b>                    | <b>CloudWeb SSL Certificates Service Description</b>                                       | <b>DOCUMENT REF NO:</b>        | QMS REC104 |
| <b>DESCRIPTION:</b>              | This document defines the services provided by Calligo's CloudWeb SSL Certificates service |                                |            |
| <b>OWNER/ AUTHORITY:</b>         | VP, Cloud Operations                                                                       | <b>VERSION NO:</b>             | 1.1        |
| <b>DOCUMENT CROSS REFERENCE:</b> | N/A                                                                                        | <b>VERSION DATE:</b>           | 25/11/2022 |
| <b>DISTRIBUTION METHOD</b>       | Email and Website                                                                          | <b>DOCUMENT CLASSIFICATION</b> | Internal   |

### DOCUMENT OWNER & APPROVAL

The VP Cloud Operations is the owner of this document and is responsible for ensuring that this service description is reviewed in line with the review requirements of Calligo's Information Security Management System, Project Management Frameworks as well as the guidance and requirements of the CSSF.

**Approved by the Chief Operating Officer, Calligo ("Entity") on 25 November 2022**

### CHANGE HISTORY RECORD

| VERSION | DESCRIPTION OF CHANGE                                                               | AUTHOR                          | APPROVAL                | DATE OF ISSUE |
|---------|-------------------------------------------------------------------------------------|---------------------------------|-------------------------|---------------|
| 1.0     | Original Version                                                                    | VP, Cloud Operations            | Chief Operating Officer | 25/11/22      |
| 1.1     | Remove Service Locations table and add link to external Service Locations document. | Director, Operations Management | Chief Operating Officer | 10/01/23      |

## Service Overview

This document defines the services provided by Calligo's CloudWeb SSL Certificates service. The CloudWeb SSL Certificates service is one of a suite of services within the Calligo Operating Model.

The CloudWeb service provides domain hosting and associated support services for Calligo clients, including DNS record creation and domain transfers, as required.

## Service Inclusions

### 1.1. CO-CW-SSLCERT

This service leverages various SSL providers for the purchase, implementation and tracking of client SSL certificates.

### 1.2. CO-ITSM-SD

This service leverages an ITSM platform and trained Level 1 Service Desk Analysts to cover activities that provide a client facing Service Desk

## Service Provisions

### 1.3. CO-CW-SSLCERT

#### 1.3.1. Inclusions

| CO-CW-SSLCERT                      |                                                                                |
|------------------------------------|--------------------------------------------------------------------------------|
| Scope Item                         | Description                                                                    |
| Generate CSR                       | Creation of the Certificate, Signing Request on the requested system           |
| Generate SSL authorization request | Submit CSR to a Certificate authority to validate the domain                   |
| Install SSL certificate            | Install the certificate on the required device                                 |
| Cost of Certificate                | Provide cost for the certificate type and length                               |
| Certificate expiration             | Tracking and monitoring of certificate expiration dates purchases via Calligo. |

#### 1.3.2. Exclusions

| CO-CW-SSLCERT                    |                                                                             |
|----------------------------------|-----------------------------------------------------------------------------|
| Exclusion Item                   | Description                                                                 |
| Auto renewal                     | Calligo will not auto renew the SSL certificate                             |
| Confirmation of Domain ownership | Calligo does not confirm the client owns the domain the CSR is created for. |
| Certificate expiration           | Client owned certificates are tracked via client process.                   |

### 1.4. CO-ITSM-SD

#### 1.4.1. Inclusions

| CO-ITSM-SD                          |                                                                                                                                                              |
|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Scope Item                          | Description                                                                                                                                                  |
| Access to the Calligo ITSM platform | 24/7 access to the Calligo ITSM platform that provides capabilities for clients to raise new support tickets and to access open or historic support tickets. |
| Telephone Support                   | Access to the Calligo Service Desk via the issued telephone contact numbers during regional Business Hours only.                                             |

|                |                                                                                  |
|----------------|----------------------------------------------------------------------------------|
| First Line Fix | Access to the Calligo L1 Service Desk Analysts for first line fix or resolution. |
|----------------|----------------------------------------------------------------------------------|

### 1.4.2. Exclusions

| CO-ITSM-SD             |                                                                |
|------------------------|----------------------------------------------------------------|
| Exclusion Item         | Description                                                    |
| 24/7 Telephone Support | This is a chargeable addition.                                 |
| Onsite support         | All support delivered via the Service Desk offering is remote. |

## Roles and Responsibilities

The table below provides a responsibility matrix for the core CloudWeb SSL Certificates elements:

| Service Activities – Core Elements                                                                 | Calligo | Customer |
|----------------------------------------------------------------------------------------------------|---------|----------|
| <b>CO-CW-SSLCERT</b>                                                                               |         |          |
| Generate CSR                                                                                       | R, A    | I        |
| Generate SSL authorization request                                                                 | R, A    | I        |
| Install SSL certificate                                                                            | R, A    | I        |
| Pricing quote of Certificate                                                                       | R, A    | I        |
| Certificate expiration notification                                                                | I       | R, A     |
| Confirmation of Domain ownership                                                                   | I       | R, A     |
| Auto renewal of Certificate                                                                        | I       | R, A     |
| <b>CO-ITSM-SD</b>                                                                                  |         |          |
| Raising support requests                                                                           | R       | R, A     |
| Contacting Calligo Service Desk via telephone for P1 Support Requests                              | I       | R, A     |
| Correctly assigned the right category and priority to all incoming support requests                | R, A    | C, I     |
| Providing full and detailed information when creating new support requests                         | I       | R, A     |
| Providing detailed and regular ticket updates                                                      | R, A    | I        |
| Responding to all ticket updates where additional information or testing is requested from Calligo | I       | R, A     |
| Providing prompt confirmation of ticket closure agreements.                                        | I       | R, A     |

R=Responsible, A=Accountable, C=Consulted, I=Informed

## Reporting

The table below provides details on the additional Monthly Reporting and Analytics for CloudWeb SSL Certificates that are included in the core service:

| Service Item  | Reporting Item         | Description                                                                              | Frequency |
|---------------|------------------------|------------------------------------------------------------------------------------------|-----------|
| CO-CW-SSLCERT | SSL Certificate Report | Report showing all current client SSL certificates, creation dates and expiration dates. | 1 Monthly |

## Data Residency

The table represents the locations client data may be stored in or accessed from:

| Residency Item | Description | System | Storage Location |
|----------------|-------------|--------|------------------|
|----------------|-------------|--------|------------------|

NOT APPLICABLE

## Service Requirements

| Service Item  | Requirements Item                                                                                                                     |
|---------------|---------------------------------------------------------------------------------------------------------------------------------------|
| CO-ITSM-SD    | Client is provided information on support access methods                                                                              |
| CO-ITSM-SD    | All Priority 1 incidents are logged, and the client must follow up with a telephone call into support.                                |
| CO-CW-SSLCERT | This service requires the following service items to be purchased as well: <ul style="list-style-type: none"> <li>CO-CW-DH</li> </ul> |

## Access Requirements

| Requirements Item                                                  |
|--------------------------------------------------------------------|
| Owner or Technical administrator access to all assets within scope |

## Support Locations

[Calligo Support Locations](#)

## Service Catalogue Request Items

| Catalogue Item         | Fulfilment Time | Qualifying Criteria | Included Requests |
|------------------------|-----------------|---------------------|-------------------|
| SSL Renewal Request    | 24BHR           |                     | 2 Monthly         |
| SSL Certificate Status | 24BHR           |                     | 1 Monthly         |

## Standard SLO's

[Service-Level-Agreement.pdf \(calligo.io\)](#)

| SLO Item                       | Description                                  | Value         |
|--------------------------------|----------------------------------------------|---------------|
| Domain Monitoring              | Monitoring of Domain response Time.          | 99.5% up time |
| (Optional) Domain Registration | Completion of Domain Registration Activities | 24BHR         |

## Related Documents

Supporting documents for this service:

[Service-Level-Agreement.pdf \(calligo.io\)](#)

Any clients onboarding to Calligo will require the following document as an introduction to service

[Calligo – Welcome to Support for Clients](#)

## Optional Services

In addition to the CloudWeb SSL Certificates service, Calligo can provide the following service items as optional add on services for CloudWeb SSL Certificates:

| Service Item              | Service Item Reference | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|---------------------------|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Service Delivery Manager  | CO-ITSM-SDM            | The Service Delivery Manager will be responsible for the business as usual and account management relationship. This will include service reviews, point of escalation, responsible for Information Technology Infrastructure Library (ITIL) practice adherence, interfacing with third-party suppliers also participating under the customer's Service Integration and Management model and ensuring that Calligo meets or exceeds Service Level Objective (SLO) targets. |
| Technical Account Manager | CO-ITSM-TAM            | The Technical Account Manager will be responsible for the technical collaboration between the customer and Calligo support teams and will play a key role in technical service improvement, managing deployment of new services or configuration changes, ensuring optimal performance and uptime of the application stack, and interfacing with third-party suppliers as required under the customer's support model.                                                     |

## Auxiliary Services

### 1.5. Service Onboarding & Transition

To launch CloudWeb SSL Certificates service successfully, service design, onboarding and transition will be required to prepare and test both the environment and the managed services processes. Calligo will undertake several workshops to discuss and confirm each element of the service to ensure all parties are aware of roles and responsibilities in advance of service launch.

Service transition and onboarding covers areas such as ticket management setup, platform readiness with knowledge share, and finalising all ITIL practices. A test and acceptance criteria are captured and signed off, to allow for the CloudWeb SSL Certificates service to commence.

After service launch, Calligo uses a formal service transition framework as the basis to carry out acceptance into service procedures, for new services landing into managed services. We typically engage at the initial stages of a project to ensure service operation adoption and readiness is planned and carried out correctly. This materializes as follows:

- To review designs, build and test artefacts to ensure supportability.
- Attend change review boards to gain early sight of changes by way of knowledge acquisition.
- To witness and validate designs and builds are delivered as proposed and intended.
- Complete operational into service documentation, training, and runbook enablement, which is required as part of the service hand-over.

### 1.6. Change Request and Change Control Process:

All infrastructure changes introducing risk to the environment will require change control which includes, but not limited to, Microsoft Security Patching, Infrastructure Upgrades, Deployments, Configuration Item status change. This can be generated from maintenance or an event such as an upgrade required on the system released by Third Party vendors, requested by the customer, or from a monthly release of security patches.

Where possible Standard Changes will be used with minimal risk, repeatable implementation steps, and prior approval from the customer in the form of an email.

An Emergency, or unplanned, change process will be raised to resolve a Priority 1 or 2 incident or to implement an emergency Security Patch. This accelerates the time to implement and resolve.

All Requests for Change will be reviewed internally, assessed internally, and authorized or rejected through Calligo ITSM tool.