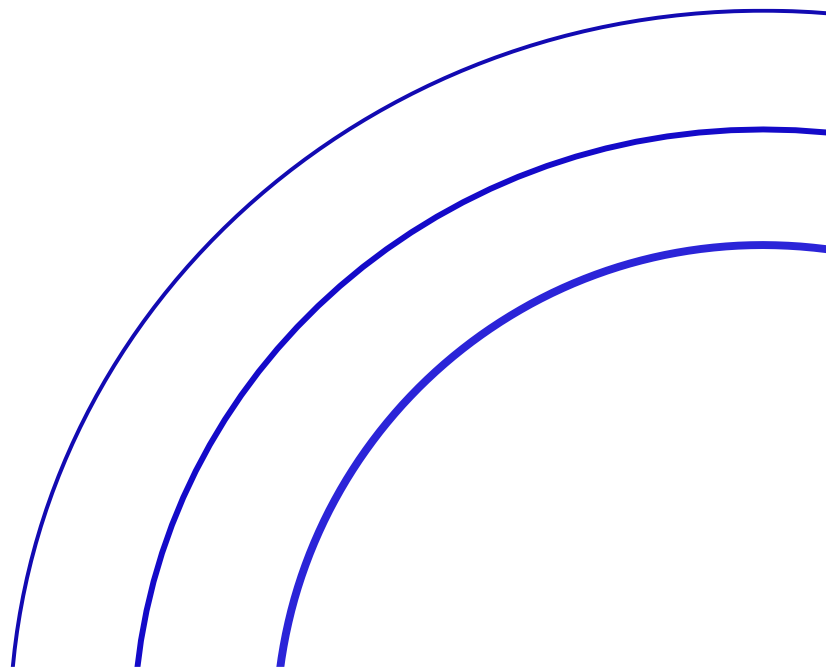




**Service Delivery Manager
Service Description**



Document Control

TITLE:	Service Delivery Manager Service Description	DOCUMENT REF NO:	QMS REC110
DESCRIPTION:	This document defines the services provided by Calligo's Service Delivery Manager service		
OWNER/ AUTHORITY:	VP, Cloud Operations	VERSION NO:	1.1
DOCUMENT CROSS REFERENCE:	N/A	VERSION DATE:	25/11/2022
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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	VP, Cloud Operations	10/01/23

1. Service Overview

This document defines the services provided by Calligo's Service Delivery Manager service. The Service Delivery Manager service is one of a suite of services within the Calligo Operating Model.

This service leverages an experienced Calligo Service Delivery Manager to assist with service management requests, reporting, escalations and technical advice and guidance as needed.

1.1. CO-ITSM-SDM

This service provides an experienced Calligo Service Delivery Manager to assist with service management requests, reporting, escalations and technical advice and guidance as needed.

2. Service Provisions

2.1. CO-ITSM-SDM

2.1.1. Inclusions

CO-ITSM-SDM	
Scope Item	Description
Service Review Meetings	Regular meetings between the key stakeholders for the client and Calligo Service Delivery Managers to review an agreed set agenda, including Service Performance, Project Updates, Calligo Company Updates.
Service Reporting	Regular reports covering support ticket summary and performance against Service Levels, Availability and Capacity management (where applicable), Operations Management performance against Service Level Objectives.
Technical guidance	Access to business hours technical guidance and support to ensure customer's success, bringing Calligo's best ideas, standards, innovations, and capabilities to customers to drive maximum business value. Educate Calligo clients on how existing and new product features and functionality work, and how it can contribute to their business growth
Escalation contact	Calligo point of contact during Business hours for support requests and accounts escalations.

2.1.2. Exclusions

CO-ITSM-SDM	
Exclusion Item	Description
24/7	Access to Service Delivery Managers is during business hours only.

3. Roles and Responsibilities

The table below provides a responsibility matrix for the core Service Delivery Manager elements:

Service Activities – Core Elements	Calligo	Customer
CO-ITSM-SDM		
Producing and delivering Service Reports	A, R	C, I
Scheduling and managing Service Review Meetings	A, R	C, I
Obtaining client feedback on Service levels	A, R	C, I
Providing feedback on Calligo Service levels	C, I	A, R

Providing management and oversight on active client projects	A, R	C, I
Delivery of Incident Reports and post incident review meetings	A, R	C, I
Approval for changes in service scope	C, I	A, R

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

4. Reporting

The table below provides details on the additional Monthly Reporting and Analytics for Service Delivery Manager that are included in the core service:

Service Item	Reporting Item	Description	Frequency
CO-ITSM-SDM	Service Review Reports	Covering support ticket summary and performance against Service Levels, Availability and Capacity management (where applicable), Operations Management performance against Service Level Objectives.	Monthly generated
CO-ITSM-SDM	Incident Reports	Providing Incident Reports for all major Incidents to outline the root cause and future mitigation to avoid reoccurrence.	For all P1 Incidents impacting the client

5. Data Residency

[Calligo Data Residency](#)

6. Service Requirements

Service Item	Requirements Item
CO-ITSM-SDM	All support tickets are logged via the Calligo ITSM system by clients.
CO-ITSM-SDM	All Service Review reports are generated via Calligo Reporting dashboards
CO-ITSM-SDM	Access to client's key stakeholders and decision makers

7. Access Requirements

Requirements Item
No Access Requirements for this Service Description.

8. Support Locations

[Calligo Support Locations](#)

9. Service Catalogue Request Items

Catalogue Item	Fulfilment Time	Qualifying Criteria	Included Requests
Review Meetings	1 Week	No previous review in past month	1 per month

10. Standard SLO's

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

11. Related Documents

Supporting documents for this service:

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

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

12. Optional Services

In addition to the Service Delivery Manager service, Calligo can provide the following service items as optional add on services for Service Delivery Manager:

No optional Services applicable to this Service Description.

13. Auxiliary Services

13.1. Service Onboarding & Transition

To launch Service Delivery Manager 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 Service Delivery Manager 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.

13.2. 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.