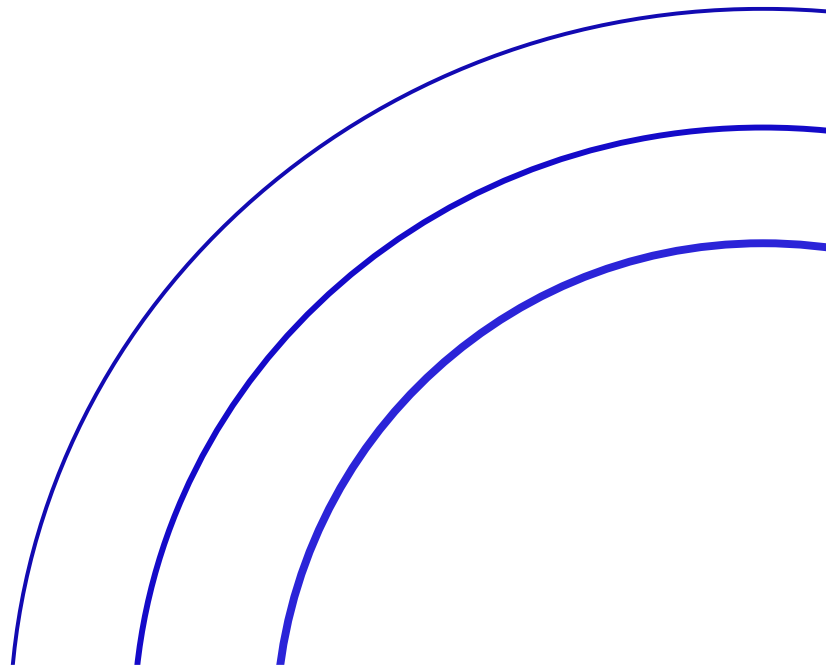




**Managed DRaaS - Azure
Service Description**



Document Control

TITLE:	Managed DRaaS - Azure Service Description	DOCUMENT REF NO:	QMS REC145
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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 20 January 2023

CHANGE HISTORY RECORD				
VERSION	DESCRIPTION OF CHANGE	AUTHOR	APPROVAL	DATE OF ISSUE
1.0	Initial Issue	Director, Operations Management	VP Cloud Operations	20/01/23
1.1	Updated links to supporting documents	VP Cloud Operations	CEO	20/02/23
1.2	Title update	VP Cloud Operations	CEO	15/03/24

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1. Service Overview

This document defines the services provided by Calligo's Managed DRaaS - Azure service. The Managed DRaaS - Azure service is one of a suite of services within the Calligo Operating Model.

2. Service Inclusions

2.1. CO-AZ-DRaaS

This service leverages Microsoft Azure to provide Disaster Recover as a service (IaaS) support for Azure Virtual Servers.

2.2. CO-ITSM-MON

This service leverages Datto RMM and PowerBI to deliver monitoring and reporting for the in-scope service assets.

2.3. 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

3. Service Provisions

3.1. CO-AZ-DRaaS

3.1.1. Inclusions

CO-AZ-DRaaS	
Scope Item	Description
Specification	Specification of compute, networking, and storage requirements
Configuration	Configuration of compute, networking, and storage requirements
Monitoring	This element of service is described in SI: CO-ITSM-MON
DR Run Book	Maintenance of the DR Runbook
Reporting	Produce quarterly reports confirming health and status of DR replication for compliance purposes
Testing	Responsibility for testing DR procedures executed successfully
Failback	The Client will invoke DR procedures and failover services to secondary site however to invoke DR procedures and failback services to primary site, responsibility is with Calligo

3.1.2. Exclusions

CO-AZ-DRaaS	
Exclusion Item	Description
Decision to invoke DR	Decision to invoke DR is with the Client Invoke DR procedures and failover services to secondary site however to invoke DR procedures and failback services to primary site is with Calligo
Validation	The Client will be responsible for the validation and issue resolution of guest OS & application systems following failover or failback
Annual Test Failover	Client will be responsible for the annual test failover schedule
DR Run Book	Creation of the DR Runbook requires Delivery engagement and is delivered as part of the migration activities
Recovery of out-of-scope servers	Recovery of servers / services not protected by this service are excluded
Public DNS changes	Changes to public DNS for DR failover
Client Network connections	Changes to customer network connections to route to recovered servers
Restore to required state	The virtual machines protected by this service are for recovery only and a separate backup/restore service is required
Azure Consumption Charges	Customer assumes all Azure consumption charges

3.2. CO-ITSM-MON

3.2.1. Inclusions

CO-ITSM-MON	
Scope Item	Description
Base OS Monitoring	Monitoring covers in-support Windows Server family operating systems
Resource Monitoring	The following items are currently within scope -CPU utilization -Memory (RAM) utilization -Disk utilization
Availability Monitoring	-RMM Agent heartbeat -URL availability
Remediation	-Remediation services to ensure all management functionality is operable

CO-ITSM-MON	
Scope Item	Description
	-Remediation services to restore operability, or resolve service availability issues of monitored options
Service Monitoring	Monitoring of core OS and role services (defined as per service design)

3.2.2. Exclusions

CO-ITSM-MON	
Exclusion Item	Description
End-of-Life OS	Microsoft OS that has passed end of support date and no extended support agreement exists
End user OS	Non-Windows Server OSES (e.g., Windows 10)
Non-OS application	3 rd party software installed to a monitored system Troubleshooting of issues at the application level for applications related to services not provided by Calligo.
Licensing	Application or Server licensing expiration or renewal periods
Customer Internet Connectivity	Monitoring of external IP addresses for connectivity
Procurement	As part of remediation activities, procurement of required hardware or software is out of scope and requires a separate service agreement
Specific Functionality	Monitoring can detect if a system or service is available, but cannot validate full functionality

3.3. CO-ITSM-SD

3.3.1. 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.

3.3.2. 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.

4. Roles and Responsibilities

The table below provides a responsibility matrix for the core Managed DRaaS - Azure elements:

Service Activities – Core Elements	Calligo	Customer
CO-AZ-DRaaS		
Specification of compute, networking, and storage requirements	R, A	C
Configuration of compute, networking, and storage requirements	R, A	C
Monitoring and management of Azure replication health	R, A	C
Maintenance of DR Runbook	R, A	C
Decision to invoke DR	C	R, A
Invoke DR procedures and failover services to secondary Azure region	A, C	R
Invoke DR procedures and failback services to primary Azure region	R, A	C, I
Ensure that changes related to VMs required for protection are requested	C, I	R, A
CO-ITSM-MON		
Configuring standard monitoring	R, A	C, I
Requesting monitoring changes	R, C	R, A
Responding to alerts	R, A	C, I
Remediation	R	R, I
CO-ITSM-SD		
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 Service Desk	I	R, A
Providing prompt confirmation of ticket closure agreements.	I	R, A

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

5. Reporting

The table below provides details on the additional Monthly Reporting and Analytics for Managed DRaaS - Azure that are included in the core service:

Service Item	Reporting Item	Description	Frequency
CO-AZ-DRaaS	DR Health Status	Report confirming health and status of DR replication for compliance purposes	Based on schedule of service management reporting
CO-ITSM-MON	Monitoring Performance	Average values of resource utilization for monitored systems during the previous period	Monthly
CO-ITSM-MON	Monitoring Alerts	Alerts raised during the previous period and current status (open or resolved)	Monthly
CO-ITSM-MON	Device Monitor status	List of configured monitors for each supported system	Monthly

6. Data Residency

[Calligo Data Residency](#)

7. Service Requirements

Service Item	Requirements Item
CO-AZ-DRaaS	Client is responsible for ensuring that any application that does continuous writing such as backups are not included in protected VMs
CO-AZ-DRaaS	Client is responsible for the protection of any VMs, or data not covered under Azure Site Recovery that will be required on the destination site
CO-AZ-DRaaS	Client will define servers to be protected
CO-AZ-DRaaS	Optional requirement of backup and restore is available as required. SI: CO-CC-BAAS
CO-ITSM-MON	Datto RMM Agent must be installed to all monitored assets
CO-ITSM-MON	Network connectivity and necessary access rules are required for all monitored assets

8. Access Requirements

Requirements Item
Linked is a document for all Microsoft Azure permissions for Azure Site Recovery - https://learn.microsoft.com/en-us/azure/site-recovery/site-recovery-role-based-linked-access-control

9. Support Locations

[Calligo Support Locations](#)

10. Service Catalogue Request Items

Catalogue Item	Fulfilment Time	Qualifying Criteria	Included Requests
Additional DR execution	1 Business week	None in previous 3 months	4 times per year
Monitoring Report	48BHR	Provides data available from the platform	1 per week
Additional service monitoring	48BHR	Additional monitors may be added to existing systems	1 per week
Modify alert recipients	48BHR	Alert recipients may be adjusted to include client stakeholders	1 per week
Modify alert thresholds	48BHR	Client may request custom thresholds for an alert to be raised	1 per week

11. Standard SLO's

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

<https://azure.microsoft.com/en-gb/global-infrastructure/geographies/#overview>

[Service Level Agreements – Home | Microsoft Azure](#)

12. 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](#)

13. Optional Services

In addition to the Managed DRaaS - Azure service, Calligo can provide the following service items as optional add on services for Managed DRaaS - Azure :

Service Item	Service Item Reference	Description
BaaS	CO-CC-BAAS	Back Up as a Service
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.

14. Auxiliary Services

14.1. Service Onboarding & Transition

To launch Managed DRaaS - Azure 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 Managed DRaaS - Azure 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.

14.2. 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.