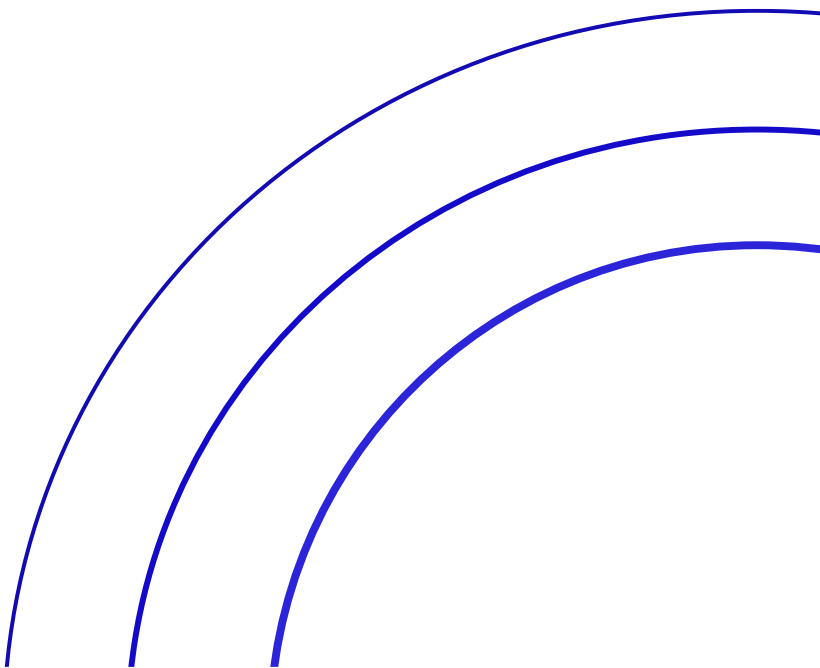
Azure IaaS Service Description



Document Control

TITLE:	**Azure IaaS Service Description**	**DOCUMENT REF NO:**	QMS REC50
DESCRIPTION:	This document defines the services provided by Calligo's Azure IaaS service		
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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 23 November 2022

CHANGE HISTORY RECORD				
VERSION	**DESCRIPTION OF CHANGE**	**AUTHOR**	**APPROVAL**	**DATE OF ISSUE**
1.0	Initial Issue	Director, Product & Service Development	CEO	28/10/17
1.1	Verbiage Review	Director, Product & Service Development	CEO	10/11/17
1.2	Added RACI Matrix, Glossary of Terms and amendments	Director, Product & Service Development	CEO	16/01/18
1.3	Verbiage Review	Director, Product & Service Development	Chief Experience Officer	22/01/18
1.4	Group Review	Legal Counsel	CISO	19/03/18
1.5	Verbiage Review	Legal Counsel	Director, Product & Service Development	23/03/18
1.6	Verbiage Review	Legal Counsel	Director, Product & Service Development	09/08/19
1.7	Re-design, change of ownership and verbiage review	VP, Cloud Operations	Chief Operating Officer	23/11/22
1.8	Remove Service Locations table and add link to external Service Locations document.	Director, Operations Management	VP, Cloud Operations	10/01/23
1.9	Updated supporting documentation links	VP, Cloud Operations	Chief Operating Officer	20/02/23
1.10	Updated description	VP, Cloud Operations	Chief Operating Officer	05/05/23

1. Service Overview

This document defines the services provided by Calligo's Azure IaaS service. The Azure IaaS service is one of a suite of services within the Calligo Operating Model. It provides infrastructure as a service (IaaS) support for Microsoft Azure Virtual Servers.

2. Service Inclusions

2.1. CO-AZ-CONFIG

This service leverages Microsoft Azure to provide infrastructure as a service (IaaS) support for Azure Virtual Servers with the benefits being:

- Per Virtual Machine instance pricing (sizing follows standard Azure instances)
- Pay for service per month or per hour
- Guaranteed resource availability for reserved resources
- Flexible connection options (Public IP or virtual private network (VPN))
- Per MB internet bandwidth limit with no usage costs
- Catalogue of pre-built Operating System and appliance images from Azure marketplace
- Support for multiple networks, firewalls, load balancers and overlapping IP spaces per client

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-OSP

This service leverages Datto RMM and PowerBI to deliver patching and reporting to Windows OS assets.

2.4. 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-CONFIG

3.1.1. Inclusions

CO-AZ-CONFIG	
Scope Item	**Description**
Configuration	Configuration of client VM instances (e.g.: configuration of CPU, RAM, and disk quota) Configuration of client internal networks in virtual datacenter
Remote Site Access	Configuration, management, and maintenance of remote site access on Calligo side.
Patch Management	This element of service is described in SI: **CO-ITSM-OSP**
Incident resolution	This element of service is described in SI: **CO-ITMS-SD**
Monitoring	This element of service is described in SI: **CO-ITSM-MON**

3.1.2. Exclusions

CO-AZ-CONFIG	
Exclusion Item	**Description**
Specifications	Design and Specification of client VM instances requirements (e.g.: specification of CPU, RAM, and disk quota) Design and Specification of client internal networks in tenant subscription Design and Specification of client Virtual Machines. Configuration of Virtual Machine endpoints. Design and Specification of Role Based Access Control (RBAC) Policy
Provisioning	Provision of Virtual Machine
Virtual Machines Application Configuration	Configuration of client Virtual Machine applications
Virtual Machines Application Monitoring	Monitoring of client Virtual Machine applications
Virtual Machines Application Management	Management of client Virtual Machine applications
Internet Connectivity	Virtual Datacentre internet connectivity Customer internet connectivity
Virtual Machine Extensions	Ensuring all Virtual Machines have a supported VM Extensions packages installed Updating Azure VM Extensions packages on Virtual Machines
IP Address Management	Management of internal private IP addresses
Remote Site Access	Configuration, management, and maintenance of remote site access to Azure on client side
Application Installation and Configuration	Installation and configuration of business applications or services on Azure infrastructure (e.g., finance, CRM etc.)

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 -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	3rd 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-OSP

3.3.1. Inclusions

CO-ITSM-OSP	
Scope Item	**Description**
Monthly patching of systems running Windows OS currently supported by Microsoft	For supported OS versions: Deprecated OS versions require a separate Microsoft Extended Support Contract and a separate deployment agreement. Applicable patches are automatically approved unless otherwise agreed via Patch Advisory reporting and additional approval workflows. Critical, Monthly and Security updates are included as part of regular patch deployments.
Configuration and maintenance of deployment rules, settings, and deployment options.	Administration of rules, products, update classifications, agent settings Zero-day patch deployment
Consolidation of Monthly updates into cumulative updates and deployment of the cumulative updates.	Previous months applicable patches are consolidated into a single deployment to cover all patches in all previous deployments. These deployments are active with the current months deployments and follow the same schedule.
Maintenance of groups for systems in scope	Checking health and heartbeat of assigned assets in specific groups and schedules.
Exclusion of patches from deployment scope for known issues with the patch or resulting from testing during the pilot deployment	Removal of patches from deployment scope for known issues with the patch or as a result of testing during the pilot deployment.
Standard Reporting	Standard Monthly and regularly scheduled reports are included in this service.

3.3.2. Exclusions

CO-ITSM-OSP	
Exclusion Item	**Description**
The development of patch “work arounds” in the absence of an approved system vendor’s patch.	This is a chargeable addition to the service and is priced on effort required as each mitigation or “work around” is unique.
Ad-hoc and /or custom patch reporting	This is a chargeable addition to the service and is priced on effort required.
Manual Patching of systems	This is a chargeable addition to the service and is priced on effort required.

Removal of patches from systems once installed	This is a chargeable addition to the service and is priced on effort required as backouts can vary and be unique.
Remediation or recovery of non-compliant systems caused due to existing OS issue.	The required patches are identified, downloaded and the installation is attempted but fails due to OS issues. Any troubleshooting beyond included remediation steps is a chargeable addition to the service. If the server blue screens due to applied patches during or immediately after patch installation, any troubleshooting beyond included remediation steps is a chargeable addition to the service.
Performing manual vulnerability remediation steps.	Manual steps required before or after automated patching windows is a chargeable addition to the service and is priced on effort required. This falls into the same area as “Manual patching of systems” above.
Compliance on assets added/removed without notification, or where configuration changes have been made to assets without submission via Change Management Process	Calligo needs to be informed in the form of a change record to the scope or configuration changes that could impact agent's health and the patching process.

3.4. CO-ITSM-SD

3.4.1. 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.

3.4.2. 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.

4. Roles and Responsibilities

The table below provides a responsibility matrix for the core Azure IaaS elements:

Service Activities – Core Elements	Calligo	Customer
CO-AZ-CONFIG		
Specification of client VM instances requirements (e.g.: specification of CPU, RAM and disk quota)	C	R, A
Configuration of client VM instances (e.g.: configuration of CPU, RAM and disk quota)	R, A	I
Specification of client internal networks in tenant subscription	C	
Configuration of client Virtual Machines	C, I	R, A
Configuration, monitoring and management of client Virtual Machine applications	C, I	R, A
Licensing of Microsoft client applications	R*, I*	R
Licensing of non-Microsoft client Virtual Machine Operating System		R, A
Licensing of client applications (non-Microsoft)		R, A

Customer internet connectivity	I	R, A
Ensuring all Virtual Machines have a supported VM extensions package installed	C	R, A
Updating Azure VM extensions package on Virtual Machines	C	R, A
Management of internal private IP addresses	I	R, A
Configuration, management, and maintenance of remote site access to Azure on client side	C	R, A
Configuration, management, and maintenance of remote site access on Calligo side.	R, A	C
Installation and configuration of business applications or services on Azure infrastructure		R, A
Troubleshooting of issues at the Operating System level	R, A	C, I
Troubleshooting of issues at the application level.	C, I	R, A
Patching Virtual Machine and Workstation Operating System	R, A	C, I
Testing of Virtual Machine and Workstation Operating Systems patches applied	C	R, A
Monitoring and management of Virtual Machine and Workstation Operating System	R, A	C, I
Specification of Role Based Access Control (RBAC) Policy	C, I	R, A
Configuration and management of RBAC	R, A	C, I
CO-ITSM-OSP		
Business application verification, maintenance, and testing	C, I	R, A
Patch Deployment	R, A, C	
Defining standard recurring deployment schedules, exclusions, and targets	C, I	R, A
Compliance measurement for SLO/SLA purposes	R, A, C	I
Maintenance of SCEM collections for systems in scope	R, A, C	I
Add and remove systems to scope	R, A	C, I
Review released list of patches from Microsoft and provide customer notification prior to scheduled installation	R, A	C, I
Identify patches to be excluded and approve list of patches for deployment	C, I	R, A
Identify business areas that require patch reporting and provide contact information for recipients	C, I	R, A
Provide SMTP relay for subscription-based delivery of reports and alerts	C, I	R, A
Run reports on a scheduled basis and provide malware detection alerts	R, A	C, I
Identify patches to be excluded and approve list of patches for deployment	C, I	R, A
Identify business areas that require patch reporting and provide contact information for recipients	C, I	R, A
Provide SMTP relay for subscription-based delivery of reports and alerts	C, I	R, A
Run reports on a scheduled basis and provide malware detection alerts	R, A	C, I
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

* Subject to having purchased Microsoft SPLA licensing from Calligo

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

5. Reporting

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

Service Item	Reporting Item	Description	Frequency
CO-AZ-CONFIG	Utilization (Right Sizing)	Report of monthly utilization by VM.	1 Monthly
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
CO-ITSM-OSP	**Asset lists (Deployment Collections)**	List of all assets currently in scope as well as their current collection memberships and deployment windows	1 Monthly. Sent a day after Patch Tuesday
CO-ITSM-OSP	**Patch Advisory**	The report lists all required patches that are scheduled for deployment.	1 Monthly. Sent a day after Patch Tuesday
CO-ITSM-OSP	**Pre-Patch Compliance Report**	The report includes compliance summary and a list of non-compliant systems.	1 per deployment. Sent prior to deployment.
CO-ITSM-OSP	**Asset Compliance State (Current Cycle)**	Current patch compliance state for the current month deployments.	1 Monthly after deployment completion
CO-ITSM-OSP	**Asset Compliance State (Cumulative Cycle)**	Current patch compliance state for the cumulative (OS in support Date through Current – 1) deployments.	1 Monthly after deployment completion

6. Data Residency

Calligo Data Residency

7. Service Requirements

Service Item	Requirements Item
CO-AZ-CONFIG	Networking access to hosted servers is by virtual private network (VPN) or dedicated communication links depending on Client requirements
CO-AZ-CONFIG	All service requests or changes are logged via the Calligo ITSM system by clients.
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
CO-ITSM-OSP	Current in support or Extended support Windows OS assets.
CO-ITSM-OSP	Deployment of Datto RMM agent and relevant firewall / access configurations for each in scope asset
CO-ITSM-OSP	An agreed and defined re-occurring maintenance window for automated patch installation and remediation activities
CO-ITSM-OSP	Reboots are permitted within the agreed maintenance windows.
CO-ITSM-OSP	Outbound internet access for monitoring and patching.
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.

8. Access Requirements

Requirements Item
Administrative access to all assets in scope as required for remediation actions
Service account for Datto RMM agent activities

9. Support Locations

Calligo Support Locations

10. Service Catalogue Request Items

Catalogue Item	Fulfilment Time	Qualifying Criteria	Included Requests
VM Resizing	24BHR		2 Monthly
Storage Resizing	24BHR		2 Monthly
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
On demand tracking of compliance states	1BHR	Specific KB patch tracking submission	1 Monthly

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 Azure IaaS service, Calligo can provide the following service items as optional add on services for Azure IaaS:

Service Item	Service Item Reference	Description
Azure - BaaS	CO-AZ-BAAS	Pending SI description
Azure - DRaaS	CO-AZ-DRAAS	Pending SI 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.
Licensing	CO-SW-LICENCE	This service provides Application, OS, and Appliance licensing.

14. Auxiliary Services

14.1. Service Onboarding & Transition

To launch Azure IaaS 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 Azure IaaS 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.