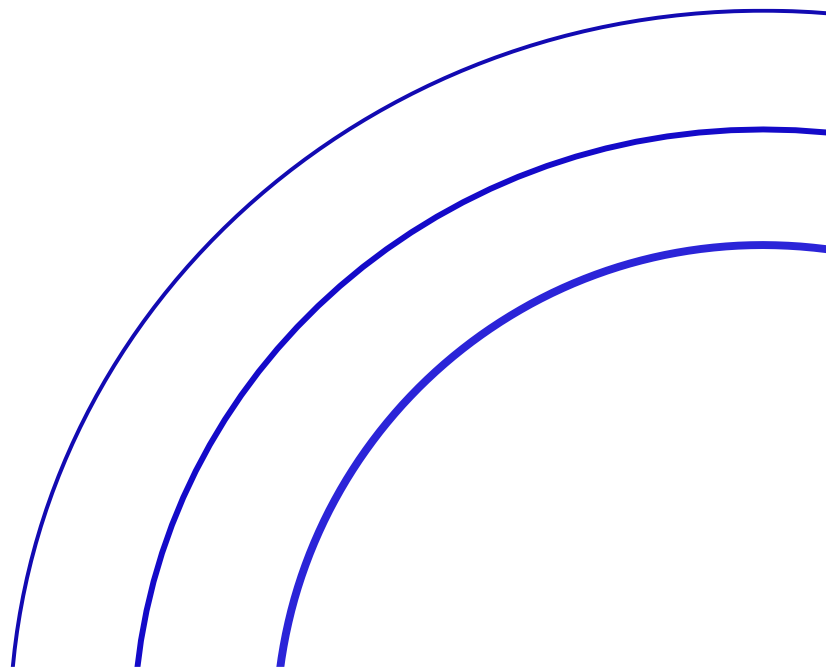




**CloudWeb Domain Hosting
Service Description**



Document Control

TITLE:	CloudWeb Domain Hosting Service Description	DOCUMENT REF NO:	QMS REC103
DESCRIPTION:	This document defines the services provided by Calligo's CloudWeb Domain Hosting service		
OWNER/ AUTHORITY:	VP, Cloud Operations	VERSION NO:	1.2
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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	Chief Operating Officer	10/01/23

1.2	Updated supporting documentation links	VP, Cloud Operations	Chief Operating Officer	20/02/23
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1. Service Overview

This document defines the services provided by Calligo's CloudWeb Domain Hosting service. The CloudWeb Domain Hosting 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.

2. Service Inclusions

2.1. CO-CW-DH

This service provides domain hosting with additional associated domain management activities.

2.2. 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

3. Service Provisions

3.1. CO-CW-DH

3.1.1. Inclusions

CO-CW-DH	
Scope Item	Description
Domain hosting	Store domain names
DNS record creation	Creation of DNS records for mail, web sites and other web services
Domain Transfer	Release the domain name to allow with the other hosting party to transfer ownership.
(Optional) Domain name & registration	Creation and registration Domain Names for websites
(Optional) Domain Check	Assist Client with Domain availability search
(Optional) Provide Quote	Provide cost for domain registration
(Optional) Domain expiration tracking	Provide 90-60-30-day notification of expiry

3.1.2. Exclusions

CO-CW-DH	
Exclusion Item	Description
Third Party Access to DNS records	Changes to DNS records will be handled by Calligo, to assist with third party vendors such as web hosting
Domain ownership	Calligo does take ownership of the domain name for the client
Point of Contact	Calligo does not update point of contact of domain ownership
Auto renewal	Calligo does not automatically renew the domain name, notification is sent at 90-60-30-day point. At zero day there is Risk of Domain expiration.

3.2. CO-ITSM-SD

3.2.1. 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.

3.2.2. 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 CloudWeb Domain Hosting elements:

Service Activities – Core Elements	Calligo	Customer
CO-CW-DH		
Domain name registry. Access to Service Delivery Managers is during business hours only	R, A	R
Ensure that domain administrator access is available to Calligo	R, A,	I
Creation of DNS records for mail, web sites and other web services	R, A	I
Registration of the Domain name	R, A	R
Renewal of the Domain name	A, I	R
Provide Quote	R, A	I
Domain expiration tracking	R, A	I, A
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	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 CloudWeb Domain Hosting that are included in the core service:

Service Item	Reporting Item	Description	Frequency
CO-CW-DH	Registration report	Provide report detailing registration information	Once per registration

6. Data Residency

[Calligo Data Residency](#)

7. Service Requirements

Service Item	Requirements Item
CO-CW-DH	Account with the required domain registrar
CO-CW-DH	Require ownership or Administrator rights to the Domain and DNS records
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
Owner or Technical administrator access

9. Support Locations

[Calligo Support Locations](#)

10. Service Catalogue Request Items

Catalogue Item	Fulfilment Time	Qualifying Criteria	Included Requests
DNS Records	24BHR		1 Monthly
Registered Domain List	24BHR	Supply Domain name list	1 Monthly

11. Standard SLO's

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

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 CloudWeb Domain Hosting service, Calligo can provide the following service items as optional add on services for CloudWeb Domain Hosting:

Service Item	Service Item Reference	Description
CloudWeb SSL Certificates	CO-CW-SSLCERT	Calligo can provide an additional service that leverages various SSL providers for the purchase, implementation and tracking of client SSL certificates.
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 CloudWeb Domain Hosting 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 Domain Hosting 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.

