Managed Circuit Service Description

Contents

1. Document Control

TITLE:	Managed Circuit Service Description
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DOCUMENT OWNER & APPROVAL
The VP of 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 22/06/2023

CHANGE HISTORY RECORD				
VERSION	**DESCRIPTION OF CHANGE**	**AUTHOR**	**APPROVAL**	**DATE OF ISSUE**
1.0	Original Version	VP of Cloud Operations	COO	22/06/2023

1.   Service Overview

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

This service manages third party vendor circuit management for Calligo clients.

2. Service Inclusions

CO-ITMS-SD

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

CO-ITMS-CM

This service provides circuit management for third party vendor services.

3. Service Provisions

3.1. CO-ITMS-SD

3.1.1. Inclusions

CO-ITMS-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.

3.1.2. Exclusions

CO-ITMS-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.

3.2. CO-ITMS-CM

3.2.1. Inclusions

CO-ITMS-CM	
Scope Item	**Description**
Client Agreement	Creation of a Customer Agreement, between the client and Comms provider
Manage support requests	Provide support assistance with raising incidents or requests based on service outage or support to the client with the Comms provider.
Billing Support and Renewals	Provide billing support and renewals from Comms provider

3.2.2. Exclusions

CO-ITMS-CM	
Exclusion Item	**Description**
Incident Resolution	Comms provider is responsible for resolution of circuit incidents or queries

4. Roles and Responsibilities

The table below provides a responsibility matrix for the core Managed Circuitelements:

Service Activities – Core Elements	Calligo	Customer
CO-ITMS-CM		
Creation of a Customer Agreement, between the client and Comms provider	R, A	I, C
Review contract and service on renewal date	R, A	I, C
Safe keeping of Comms provider on-prem hardware	I	R, A
Hardware, Firmware and / or Security updates scheduled and completed by the Comms provider	I, C	I, C
Inform clients of maintenance scheduling when informed by the Comms provider	R, A	I, C
Provide support assistance with raising incidents or requests based on service outage or support to the client with the Comms provider.	R, A	I, C
Provide onsite assistance for maintenance / diagnostics	I, C	R, A

Service Activities – Core Elements	Calligo	Customer
Provide billing support	R, A	I, C
Informing Calligo of SLA breaches	C	R
CO-ITMS-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

Not applicable.

6. Data Residency

Calligo Data Residency

7. Service Requirements

Service Item	Requirements Item
CO-ITMS-SD	Client is provided information on support access methods
CO-ITMS-SD	All Priority 1 incidents are logged, and the client must follow up with a telephone call into support.

8. Access Requirements

Not applicable.

9. Support Locations

Calligo Support Locations

10. Service Catalogue Request Items

Not applicable.

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 Managed Circuit service, Calligo can provide the following service items as optional add on services for Managed Circuit:

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.

14. Auxiliary Services

14.1. Service Onboarding & Transition

To launch Managed Circuit 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 Circuit 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.