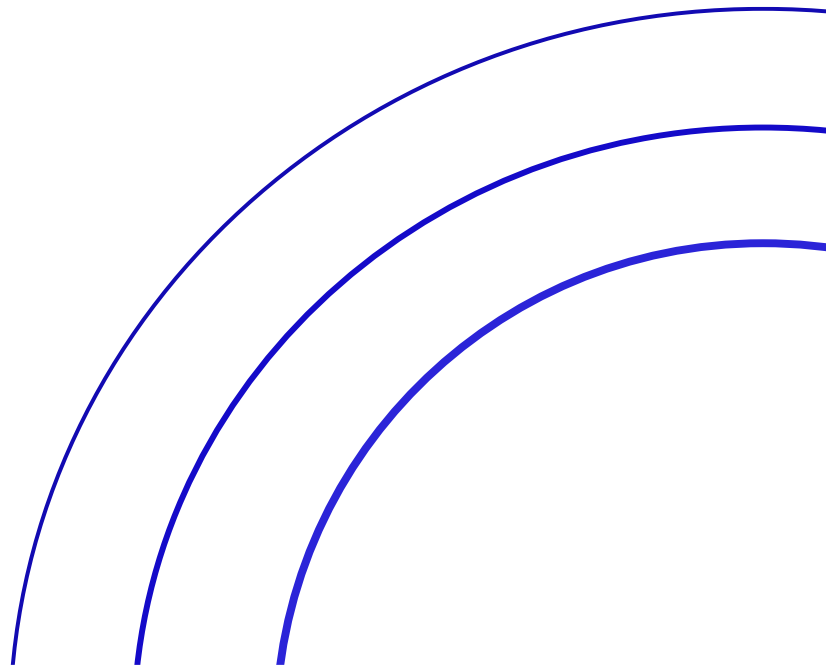




**BaaS - Office 365 Service
Description**



TITLE:	BaaS - Office 365 Service Description	DOCUMENT REF NO:	QMS REC172
DESCRIPTION:	This document defines the services provided by Calligo's BaaS-Office365 Services		
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1. Service Overview

This document defines the services provided by Calligo's BaaS - Office 365 service. The BaaS - Office 365 service is one of a suite of services within the Calligo Operating Model.

2. Service Inclusions

2.1. CO-BAAS-USER

This service leverages backup tooling to provide M365 User Level Backups.

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-BAAS-USER

3.1.1. Inclusions

CO-BAAS-USER	
Scope Item	Description
Mailbox Backup (Exchange Online)	Copy of all user's mailboxes including archive mailboxes and shared mailboxes
SharePoint Backup	Copy of all SharePoint data including custom web parts.
Teams	Copy of all Teams Sites, including team chat data and files shared within Teams
OneDrive Backup	Copy of any OneDrive for Business.
Storage	Up to 50GB per User Account. Additional storage above 50GB available at an additional cost.

3.1.2. Exclusions

CO-BAAS-USER	
Exclusion Item	Description
Unlicensed users	Service is unavailable to unlicensed users.
Project Web Apps	Not supported.

Microsoft Teams data	<p>Current exclusions for Teams:</p> <ul style="list-style-type: none"> • Private and shared channels • One-on-one and group chats • Audio and video calls • Video recordings saved to Microsoft Stream • Contacts • Code snippets in posts <p>Data of applications added as channel tabs (such as Website, Planner, Word, Excel, PowerPoint, Visio, PDF, Document Library, OneNote, SharePoint, Stream, Forms, Power BI, Power Automate and Azure DevOps) and other 3rd party applications if their data does not reside in the SharePoint document library of the team</p>
OneNote	Backups for OneNote, if size is more than 2 GB, this is currently not supported.
Storage	Storage requirements above 50GB unless previously agreed and provisioned at an additional cost.

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 BaaS - Office 365 elements:

Service Activities – Core Elements	Calligo	Customer
CO-BAAS-USER		
Backup Retention Specification	C	R, A
Backup Retention Configuration	R, A	C
Request to add or remove a user from the scope	C	R, A
Management of users	R, A	C
Backup Checks	R, A	I
Restore Test	R, A	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 BaaS - Office 365 that are included in the core service:

Service Item	Reporting Item	Description	Frequency
CO-BAAS-USER	Client Storage Usage	As Required	On Request
CO-BAAS-USER	Client License Usage	As Required	On Request

6. Data Residency

[Calligo Data Residency](#)

7. Service Requirements

Service Item	Requirements Item
Not applicable	

8. Access Requirements

Requirements Item
For initial configuration of the service an account with the Global Admin role is required, after install and setup the accounts permissions can be updated to have the roles listed below.
Service Account (Standard Calligo Naming Convention) with the following roles for SharePoint (SharePoint Admin, View-only Configuration & View-Only Recipients) for Teams (Team Administrator)
Service Account requires a license with access to the Teams API (Minimum Microsoft Teams Exploratory experience)

9. Support Locations

[Calligo Support Locations](#)

10. Service Catalogue Request Items

Catalogue Item	Fulfilment Time	Qualifying Criteria	Included Requests
Add or remove a user from the scope	24BHR	Users may be added or removed from the scope. Must be raised as a ticket in Calligo ITSM system	1 weekly
Changes to the retention policy	24BHR	Must be raised as a ticket in Calligo ITSM system	1 monthly
Restore request	8BHR	Must be raised as a ticket in Calligo ITSM system	As required

11. Standard SLO's

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

12. Related Documents

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 BaaS - Office 365 service, Calligo can provide the following service items as optional add on services for BaaS - Office 365:

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 BaaS - Office 365 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 BaaS - Office 365 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.

15. Document Control

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 28 September 2023

CHANGE HISTORY RECORD				
VERSION	DESCRIPTION OF CHANGE	AUTHOR	APPROVAL	DATE OF ISSUE
1.0	Initial Issue	Director, Operations Management	VP Cloud Operations	28/09/23
1.1	Updated the Storage per user limits	VP Cloud Operations	COO	05/04/24