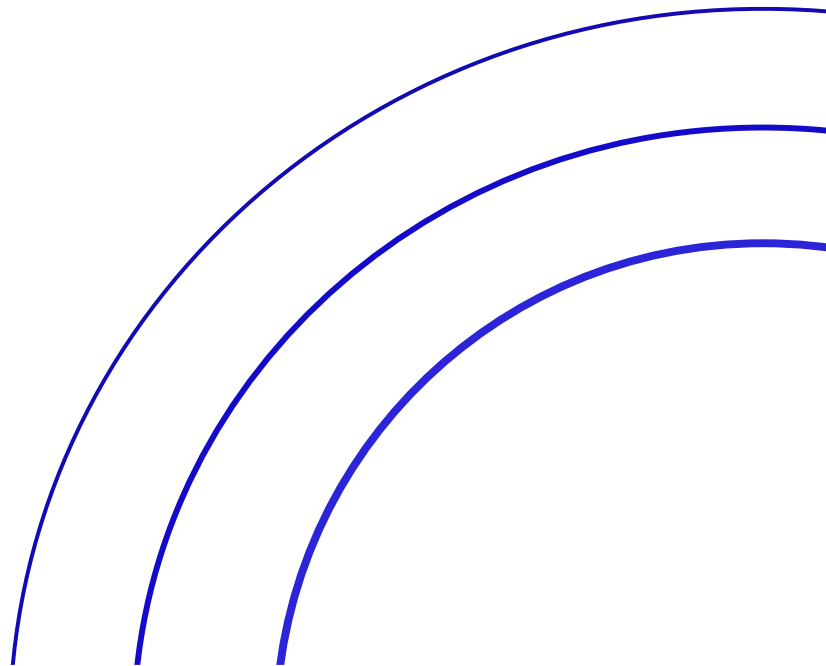




**Managed Storage Device
Service Description**



1. Document Control

TITLE:	Managed Storage Device Service Description	DOCUMENT REF NO:	QMS REC169
DESCRIPTION:	This document defines the services provided by Calligo's Managed Storage Device service.		
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2. Service Overview

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

3. Service Inclusions

3.1. CO-ITSM-STOR

This service leverages client specific requirements for on premises or hosted physical storage devices.

3.2. 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.

4. Service Provisions

4.1. CO-ITSM-STOR

4.1.1. Inclusions

CO-ITSM-STOR	
Scope Item	Description
Performance monitoring	<p>Monitor data throughput rates to identify bottlenecks.</p> <p>Track latency to identify any delays in data access, which can impact application performance.</p> <p>Measure I/Os to assess the storage system's ability to handle read and write requests effectively.</p>
Capacity management	<p>Regularly monitor storage capacity to determine when additional resources may be required to avoid running out of storage space.</p> <p>Track historical data to forecast growth trends and plan for expansion.</p>
System Health	<p>Monitor the overall health of SAN and NAS components, including storage arrays and media, switches, and controllers.</p> <p>Implement alerting to notify administrators of hardware failures or other critical issues that require immediate attention.</p> <p>Above dependent on manufacturer limitations which may vary by product and OS.</p>
Backup and Disaster Recovery	<p>Integrate with established Calligo backup and DR plans and service lines to protect data in case of hardware failures, data corruption, or other incidents.</p>
Access control and security	<p>Implement and maintain access controls and permissions to restrict unauthorised access to sensitive data.</p>
Firmware and Software Updates	<p>Keep SAN and NAS firmware, drivers, and software up to date to benefit from patches and performance enhancements.</p> <p>Where appropriate and practical, test updates in a controlled environment before deploying them in production to avoid business disruptions.</p>
Troubleshooting	<p>Investigation and remediation of abnormal or unwanted behaviour.</p>

CO-ITSM-STOR	
Scope Item	Description
Documentation and Logging	Maintain detailed documentation of SAN and NAS configurations in IT Glue, including hardware, software, and network information. Document changes, configurations, and troubleshooting procedures for future reference. Storage and network event logging.

4.1.2. Exclusions

CO-ITSM-STOR	
Exclusion Item	Description
Out of support appliance	Any appliance that has passed its end-of-life date or manufacturer support contract has expired
Custom Development	Integrating the device with a product or service not directly supported by the manufacturer
Hardware Replacement Costs	Replacing failed hardware components or upgrading existing, subsequent to deployment.
Ongoing licensing costs	Costs subsequent to initial deployment, associated with software licenses, including SAN/NAS operating systems, virtualisation software, and backup software.
Intra-network performance	Connectivity among devices in the local network.
Data Migration, Consolidation and Hygiene	Moving data between storage systems, whether for data consolidation, upgrades, migrations, or for reasons of storage capacity is not included in this agreement.
Data Restore and Disaster Recovery	Restore and recovery are handled by existing Calligo service descriptions and do not form part of the scope of this service item.
Data Security and Compliance	Data security measures, compliance audits, and regulatory compliance falls outside this agreement's scop
End-User Support and training	This scope is for Calligo management purposes and not intended for the end-user.

4.2. CO-ITSM-SD

4.2.1. 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.

4.2.2. 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.

5. Roles and Responsibilities

The table below provides a responsibility matrix for the core Managed Storage Device elements:

Service Activities – Core Elements	Calligo	Customer
CO-ITSM-STOR		
Performance Monitoring	R	A, I
Capacity Planning	R	A, I
Firmware and Software Updates	R, A	I
Hardware Health Check	R, A	I
User Access and Permissions	R	C, A
Storage Allocation/De-allocation	R	C, A
Security Audits and Compliance Checks	R	A, I
Documentation and Reporting	R	A, I
Troubleshooting and Incident Response	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

6. Reporting

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

Service Item	Reporting Item	Description	Frequency
CO-ITSM-STOR	Executive Summary	Performance, capacity	2/year as requested
CO-ITSM-STOR	Health	Hardware, logs, statistics	1/quarter as requested
CO-ITSM-STOR	Security	Device security, change management, documentation	2/year as requested
CO-ITSM-STOR	Incidents & problems	Incidents, issues, and problems, RCAs	On demand
CO-ITSM-STOR	Detailed Services	Detailed report of feature activity	1/year as requested

7. Data Residency

[Calligo Data Residency](#)

8. Service Requirements

Service Item	Requirements Item
CO-ITSM-STOR	Asset under management must be within the current product support lifecycle and be eligible for required patching / updates / revisions.
CO-ITSM-STOR	Management software for device(s) should have adequate reporting capabilities.
CO-ITSM-STOR	Some SAN / NAS features require additional license subscriptions.
CO-ITSM-STOR	Logging and reporting may require a separate log server.
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.

9. Access Requirements

Requirements Item
Access to admin / support credentials for supported asset.
A suitable always-on device on the network to act as a secondary network node for monitoring purposes.
Secure remote access to the network to manage the appliance.
Access to physical asset location when required.

10. Support Locations

[Calligo Support Locations](#)

11. Service Catalogue Request Items

Catalogue Item	Fulfilment Time	Qualifying Criteria	Included Requests
Performance Monitoring and Optimisation	24BHR	Regular performance assessments to identify and address bottlenecks, optimise configurations, and ensure best possible performance.	1/quarter
Firmware and Software Updates	24BHR	Requests to apply firmware updates, software patches, and updates to SAN/NAS components.	2/year
Hardware Health Check and Maintenance	24BHR	Scheduled inspections, diagnostics, and preventive maintenance.	2/year
User Access and Permissions	24BHR	Requests to create, modify, or remove user access permissions to appliance	1/week
Security Audits	24BHR	Requests for security audits, vulnerability assessments to ensure data security.	2/year
Documentation and Reporting	24BHR	Requests for storage performance reports, capacity reports, and documentation updates.	1/month
Troubleshooting and Incident Response	24BHR	Incidents, issues, and problems, RCA	On demand

12. Standard SLO's

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

13. 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](#)

14. Optional Services

In addition to the Managed Storage Device service, Calligo can provide the following service items as optional add on services for Managed Storage Device:

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.

15. Auxiliary Services

15.1. Service Onboarding & Transition

To launch Managed Storage Device 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 Storage Device 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.

15.2. 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.

16. 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 25 September 2023

CHANGE HISTORY RECORD				
VERSION	DESCRIPTION OF CHANGE	AUTHOR	APPROVAL	DATE OF ISSUE
1.0	Initial Issue	VP Cloud Operations	COO	25/09/23