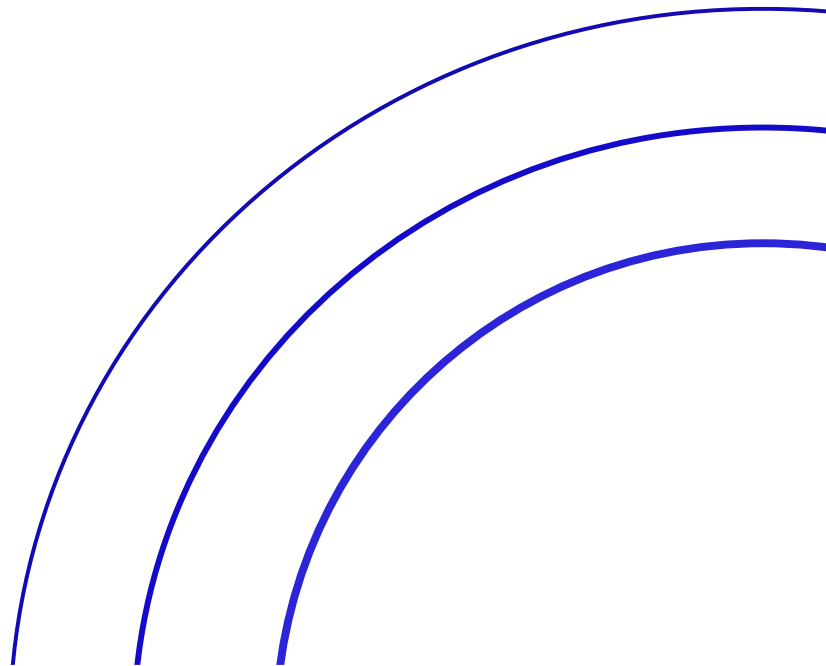




**Managed CSP
Service Description**



TITLE:	Managed CSP Service Description	DOCUMENT REF NO:	QMS REC189
DESCRIPTION:	This document defines the services provided by Calligo's Managed CSP service		
OWNER/ AUTHORITY:	VP, Cloud Operations	VERSION NO:	1.0
DOCUMENT CROSS REFERENCE:	N/A	VERSION DATE:	16/10/2023
DISTRIBUTION METHOD	Email and Website	DOCUMENT CLASSIFICATION	Internal

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1. Service Overview

This document defines the services provided by Calligo’s Managed CSP (Cloud Solution Partner) service. The Managed CSP service is one of a suite of services within the Calligo Operating Model.

The service leverages skilled Calligo Engineers to provide support to customers who have questions or issues relating to their purchased Microsoft products.

2. Service Inclusions

2.1. CO-ITMS-CSP

This service leverages skilled Calligo Engineers to provide support to customers who have questions or issues relating to their purchased Microsoft products.

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-ITMS-CSP

3.1.1. Inclusions

CO-ITMS-CSP	
Scope Item	Description
Receive incoming technical support requests from customers	Support customer questions or issues relating to in scope CSP products. Resolution of issues that are within scope of the baseline support boundaries. This may involve investigating for service health issues, troubleshooting software, settings, or the configuration.
Microsoft escalation and communications	Contacting Microsoft support, where required, to escalate both commercial and technical issues or to answer ‘how to’ questions on behalf of the customer.
Receive incoming billing- related questions from customers	Resolve billing related questions and queries relating to in scope CSP products.
Payment fulfilment	On-time payments to Microsoft for in scope CSP products on behalf of the customer
Subscription Management	Management of subscriptions on behalf of the customer for in scope CSP products

3.1.2. Exclusions

CO-ITMS-CSP	
Exclusion Item	Description

Microsoft responsibilities	<p>Calligo will hand off the following categories of issues to Microsoft to fix:</p> <ul style="list-style-type: none"> • Undocumented problems with services that aren't operating according to service descriptions. • Unavailable services. • Bugs and other irregularities that affect service appearance or operation. • Large-scale network disruptions (relating to Microsoft). • Regional issues with multitenant impact (relating to Microsoft)
Support for non-supported CSP products	Calligo will not provide support for products that are not part of the in-scope (direct) CSP agreement.
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 Managed CSP elements:

Service Activities – Core Elements	Calligo	Customer
CO-ITMS-CSP		
Resolve incoming technical support requests from customers	R, A	C, I
Microsoft escalation and communications	R, A	C, I

Resolve incoming billing related questions from customers	R, A	C, I
Payments to Microsoft for in scope CSP products	R, A	C, I
Subscription Management	R, A	C, I
Request changes to subscriptions and or CSP in scope products	R, A	C, I
Resolve incoming technical support requests from customers	C, I	R, 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 Managed CSP that are included in the core service:

Service Item	Reporting Item	Description	Frequency
NOT APPLICABLE			

6. Data Residency

[Calligo Data Residency](#)

7. Service Requirements

Service Item	Requirements Item
CO-ITMS-CSP	CSP Agreements between the customer and Calligo
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 CSP products in scope as required for remediation actions

9. Support Locations

[Calligo Support Locations](#)

10. Service Catalogue Request Items

Catalogue Item	Fulfilment Time	Qualifying Criteria	Included Requests

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

13.1. Service Delivery Manager

This element of the service leverages an experienced Calligo Service Delivery Manager to assist with service management requests, reporting, escalations and technical advice and guidance as needed.

Service Element Scope

SCOPE ITEM	DESCRIPTION
Service Review Meetings	Regular meetings between the key stakeholders for the client and Calligo Service Delivery Managers to review an agreed set agenda, including Service Performance, Project Updates, Calligo Company Updates.
Service Reporting	Regular reports covering support ticket summary and performance against Service Levels, Availability and Capacity management (where applicable), Operations Management performance against Service Level Objectives.
Technical guidance	Access to business hours technical guidance and support to ensure customer's success, bringing Calligo's best ideas, standards, innovations, and capabilities to customers to drive maximum business value. Educate Calligo clients on how existing and new product features and functionality work, and how it can contribute to their business growth

Escalation contact	Calligo point of contact during Business hours for support requests and accounts escalations.
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Service Provision Excludes

EXCLUSION ITEM	DESCRIPTION
24/7	Access to Service Delivery Managers is during business hours only.

Service Requirements

REQUIREMENTS ITEM
All support tickets are logged via the Calligo ITSM system by clients.
All Service Review reports are generated via Calligo Reporting dashboards
Access to client's key stakeholders and decision makers

Access Requirements

ACCESS REQUIREMENTS
N/A

Service Catalogue Request Items

CATALOG ITEM	FULFILMENT TIME	QUALIFYING CRITERIA	INCLUDED REQUESTS
Review Meetings	1 Week	No previous review in past month	

Standard Reporting

REPORTING ITEM	DESCRIPTION	FREQUENCY
Service Review Reports	Covering support ticket summary and performance against Service Levels, Availability and Capacity management (where applicable), Operations Management performance against Service Level Objectives.	Monthly generated
Incident Reports	Providing Incident Reports for all major Incidents to outline the root cause and future mitigation to avoid reoccurrence.	For all P1 Incidents impacting the client

RACI Table

SERVICE ACTIVITIES	Calligo	Customer
Producing and delivering Service Reports	A, R	C, I
Scheduling and managing Service Review Meetings	A, R	C, I
Obtaining client feedback on Service levels	A, R	C, I
Providing feedback on Calligo Service levels	C, I	A, R
Providing management and oversight on active client projects	A, R	C, I
Delivery of Incident Reports and post incident review meetings	A, R	C, I

Approval for changes in service scope	C, I	A, R
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R=Responsible, A=Accountable, Consulted, I=Informed

13.2. Technical Account Manager

This element of the service leverages an experienced Calligo Technical Account Manager to assist with technical requests, reporting, escalations, and ongoing technical advice to help drive and direct client's strategy and need for information technology.

Service Elements Scope

SCOPE ITEM	DESCRIPTION
Service Review Meetings	Regular meetings between the key stakeholders for the client and Calligo to review an agreed set agenda, including Service Performance, Project Updates, Client IT Strategy roadmap, Calligo Company Updates.
Service Reporting	Regular reports covering support ticket summary and performance against Service Levels, Availability and Capacity management (where applicable), Operations Management performance against Service Level Objectives.
Technical guidance	Access to business hours technical guidance and support to ensure customer's success, bringing Calligo's best ideas, standards, innovations, and capabilities to customers to drive maximum business value. Educate Calligo clients on how existing and new product features and functionality work, and how it can contribute to their business growth.
Escalation contact	Calligo point of contact during Business hours for support requests and account escalations.

Service Provision Excludes

EXCLUSION ITEM	DESCRIPTION
24/7	Access to Technical Account Managers is during Business Hours only as specified in the MSA.
Implementation services	This service does not include activities that would be classified as development or project work.

Service Requirements

REQUIREMENTS ITEM
All support tickets are logged via the Calligo ITSM system by clients.

Access Requirements

REQUIREMENTS ITEM
Administrative access to all assets in scope as required for remediation actions

Service Catalogue Request Items

CATALOG ITEM	FULFILMENT TIME	QUALIFYING CRITERIA	INCLUDED REQUESTS
Not applicable			

Standard Reporting

REPORTING ITEM	DESCRIPTION	FREQUENCY
Incident Reports	Providing Incident Reports for all major Incidents to outline the root cause and future mitigation to avoid reoccurrence.	For all P1 Incidents impacting the client

RACI Table

SERVICE ACTIVITIES	Calligo	Customer
Producing and delivering Incident Reports and post incident review	A, R	I
Scheduling and managing technical roadmap Review Meetings	A, R	C, I
Obtaining client feedback on Service levels and Performance	A, R	C
Providing feedback on Calligo Service levels and Performance	I	A, R
Providing technical oversight on active client projects within scope	A, R	C, I
Approval for changes in service scope	C, I	A, R

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

14. Auxiliary Services

14.1. Service Onboarding & Transition

To launch Managed CSP 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 CSP 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
<p>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.</p>
<p>Approved by the Chief Operating Officer, Calligo ("Entity") on 16 October 2023</p>

CHANGE HISTORY RECORD				
VERSION	DESCRIPTION OF CHANGE	AUTHOR	APPROVAL	DATE OF ISSUE
1.0	Original Version	VP, Cloud Operations	Chief Operating Officer	16/10/23