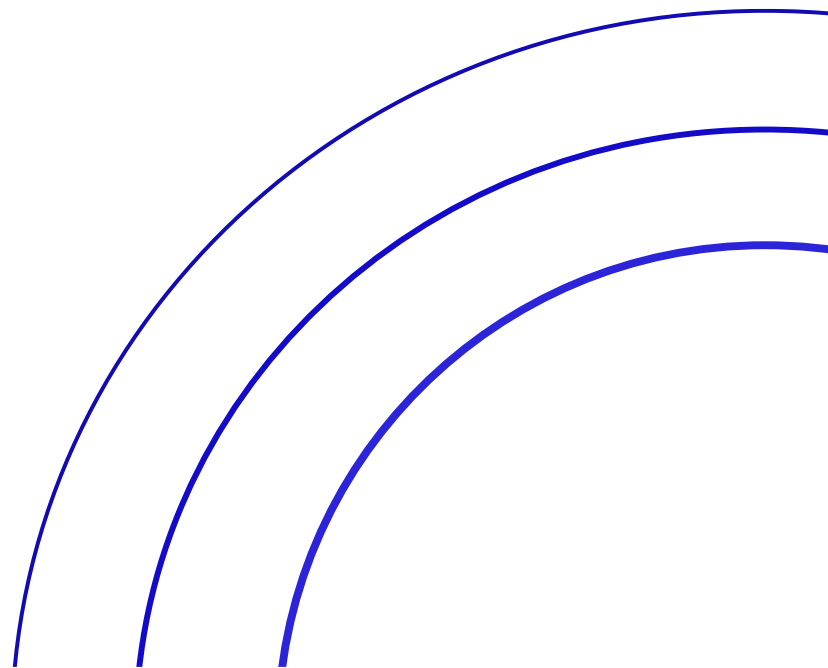




**Managed SQL - Service
Description**



TITLE:	Managed SQL - Service Description	DOCUMENT REF NO:	QMS REC190
DESCRIPTION:	This document defines the services provided by Calligo's Managed SQL service		
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1. Service Overview

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

2. Service Inclusions

2.1. CO-ITSM-SQL

This service leverages Microsoft SQL support consultants and monitoring tooling.

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-ITSM-SQL

3.1.1. Inclusions

CO-ITSM-SQL	
Scope Item	Description
Incident support and resolution	Rapid response and resolution service for all Microsoft SQL database issues. Microsoft SQL server bug resolution
Monitoring	Proactive monitoring, with rapid response to exceptions Raised, via SQL monitoring system. Applications Manager includes the following agentless functionality: <ul style="list-style-type: none"> • Microsoft SQL Server database monitoring • Server/OS monitoring • Virtualization monitoring • Cloud monitoring • Reporting on critical alerts • Trend analysis and planning reporting
Maintenance	Preventative maintenance, management, and housekeeping

Change Management	Database change management, heeding client change management processes
Backup	Database backup process implementation, management, and maintenance (native SQL only) Database restore testing on request, plus emergency database restores.
Test Database refresh	Test database refreshes as required and on request (1 per month) Test database refresh issue resolution
Performance and stability	Performance bottleneck investigation Performance and stability optimisation advice
Strategic planning	Strategic planning assistance Consultation and advisory service regarding Microsoft SQL Server and related products Liaison with third parties appointed either directly or indirectly by the client

3.1.2. Exclusions

CO-ITSM-SQL	
Exclusion Item	Description
Application functional support	No application functional support
Application code	No amendment of application code
Support of databases and environments not explicitly agreed	No support of databases and environments not documented and agreed in the Service Design documentation
Daily Health Checks	Full manual daily health checks (see CO-ITSM-SQLADV)
Upgrade and patching	Microsoft SQL Server upgrade and patching service (see CO-ITSM-SQLADV)
Out-of-hours scheduled maintenance	Out-of-hours scheduled maintenance (see CO-ITSM-SQLADV)
Backup	VM or Application-level backups (see CO-CC-BAAS)

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 SQL elements:

Service Activities – Core Elements	Calligo	Customer
CO-ITSM-SQL		
Monitoring and management of the in-scope Microsoft SQL servers	R, A	I
Resolution of Microsoft SQL database issues	R, A	I
Preventative maintenance, managements and housekeeping	R, A	I
Microsoft SQL Server bug resolution	R, A	I
Database backup process implementation, management and maintenance	R, A	I
Database restore testing	R, A	I
Test Database refreshes	R, A	C, I
Performance bottleneck investigation	R, A	C, I
Performance and stability optimisation	R, A	C, I
Third party liaison	R, A	C, 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 Managed SQL that are included in the core service:

Service Item	Reporting Item	Description	Frequency
CO-ITSM-SQL	Critical alerts	Report on critical alerts	Self-service reporting
CO-ITSM-SQL	Trend analysis and planning reporting	Report on trend analysis and planning	Self-service reporting

6. Data Residency

[Calligo Data Residency](#)

7. Service Requirements

Service Item	Requirements Item
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 assets 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 \(calligo.io\)](#)

Any clients onboarding to Calligo will require the following document as an introduction to service:

[Calligo – Welcome to Support for Clients](#)

12. Optional Services

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

12.1. Managed SQL – Advanced

Note, this service cannot be purchased standalone.

Service Elements Scope

SCOPE ITEM	DESCRIPTION
Daily Health Checks	Full manual daily health checks
Upgrade and patching	Microsoft SQL Server upgrade and patching service. Scheduled as agreed with the client and documented in the Service Design
Out-of-hours scheduled maintenance	Out-of-hours scheduled maintenance as agreed with the client and documented in the Service Design
Database Support	Support for databases associated with one production system (including one test, one development and DR databases)

Service Provision Excludes

EXCLUSION ITEM	DESCRIPTION
Application functional support	No application functional support
Application code	No application code amendment
Support of databases and environments not explicitly agreed	No support of databases and environments not documented and agreed in the Service Design documentation

Access Requirements

This table represents the items required for this service.

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

RACI Table

The RACI Table provides a responsibility matrix for the in-scope Managed SQL - Advanced service elements.

SERVICE ACTIVITIES	Calligo	Customer
Daily Health Checks	R, A	I
Upgrade and patching	R, A	C, I
Out-of-hours scheduled maintenance	R, A	C, I
Database Support, associated with one production system (including one test, one development and DR databases)	R, A	I

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

12.2. 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.

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

Data Residency

RESIDENCY ITEM	DESCRIPTION	SYSTEM	STORAGE LOCATION
ITSM Data	ITSM Ticket information and logged attachments	Viaje	London Luxembourg Jersey

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

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

12.3. 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

Data Residency

RESIDENCY ITEM	DESCRIPTION	SYSTEM	STORAGE LOCATION
ITSM Data	ITSM Ticket information and logged attachments	Viaje	London Luxembourg Jersey

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, C=Consulted, I=Informed

13. Auxiliary Services

13.1. Service Onboarding & Transition

To launch Managed SQL 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 SQL 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.

13.2. 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.

14. 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 05 October 2023</p>

CHANGE HISTORY RECORD				
VERSION	DESCRIPTION OF CHANGE	AUTHOR	APPROVAL	DATE OF ISSUE
1.0	Initial version	VP, Cloud Operations	COO	13/10/23