

**Managed Services
Governance procedures
V0.1**

***Between Vendor Y
Customer X***

Consulting Cloud Preview

Amendment History

Issue	Date	Author	Pages Changed	Replacement Details

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1 Introduction

1.1 Purpose of this document

This document is a manual of procedures to govern the managed services contract between Vendor Y and Customer X.

The document is to be signed off by Vendor Y and Customer X as an agreed set of procedures to govern management and operation of the managed service and the parties agree to act in accordance with its contents.

The procedures contained in this document are directed towards creating an optimal working relationship between Vendor Y and Customer X.

Use of the IT Infrastructure Library (ITIL)

This document is based on the principles of best practice documented in the following publications:-

- Best Practice – Service Delivery – Published by Stationery Office (UK) 2001
- Best Practice – Service Support – Published by Stationery Office (UK) 2001

1.2 Approval of the document

This document is subject to acceptance by: -

Table 1-1 Approval Signature

Signatory	Signature	Date
Customer X IT Manager		
Vendor Y Service Delivery Manager		

Each signatory acts on behalf of their respective organizations and retains a signed copy.

1.3 Ongoing review

This document and the procedures and systems it describes should be subject to review from time to time. Changes to this document should be managed in accordance with the change management procedures defined herein and signed in accordance with the above.

2 Service Delivery

2.1 Introduction

This Section identifies the service levels defined in the contract and procedures for measuring and reporting compliance with them.

2.2 Hours of coverage - technical support hours

07:00 – 19:00 EST
Monday to Saturday excluding Victorian Public Holidays
Technical support for ALL Severity 1 calls will be provided
on a 7 X 24 X 365 basis

After hours technical support will also be provided by Vendor Y at the request of Customer X via a Service Order and Change Request.

2.3 Hours of coverage - Service Desk

00:00 - 24:00

The Service Desk operates 7 days per week between 00:00 – 24:00 and will use the Remedy software to log and track incidents. Inside standard Support Hours calls will be answered and supported through the Vendor Y Melbourne Service Desk and calls outside these hours will be handled by the Vendor National Operations Centre (NOC).

2.4 Vendor Y automated monitoring of service delivery

Vendor Y aims to offer the highest standards of service delivery through use of Paessler and Stormwatch monitoring software and its Remedy fault reporting and resolution system.

Vendor Y monitoring software will automatically monitor server operations and immediately bring problems to the attention of Vendor Y technicians and designated Customer X IT support staff.

ALL faults detected by the automatic monitoring software will be classified as Severity 1 incidents

A detailed list of the automatic monitoring and alert services can be found in **APPENDIX E**.

2.5 Service Availability

Service Availability

Service availability for the purpose of this document means the availability of the server to the network as well as the successful functioning of the Operating System and Application Layer (exclusive to SQL Server 2000, WebSphere Application Server 5.1, .NET Framework) where applicable.

Server Service Availability table

Server	Service availability target
Server 1	99.7%
Server 2	99.7%
Server 3	99.7%
Server 4	99.7%
Server 5	99.7%
Server 6	99.7%
Server 7	99.7%
Server 8	99.7%
Server 9	99.7%
Server 10	99.7%

Vendor Y shall make the system available for usage from Monday to Sunday, 0000 – 2400, 365 days per year excluding Planned Downtime, Excusable Downtime and other Downtime as per the formula below.

For the purposes of assessing the achieved Availability percentage the following formula shall be utilized:

$$Availability = 100 * \frac{(AST - DT)}{AST}$$

Where:

AST = Agreed Service Time (AST excludes any Planned Downtime or Excusable Downtime)

DT = Actual Downtime during Agreed Service Time

For the purposes of the above Planned Downtime shall include downtime resulting from ad-hoc and scheduled maintenance.

Excusable Downtime shall also include all equipment and line failures and downtime resultant from factors beyond the reasonable control of Vendor Y such as in the event of a Disaster Recovery Plan being executed.

2.6 Agreed maintenance windows

Maintenance windows apply to all servers except the development server.

Maintenance windows may be agreed in writing (email exchange is acceptable) between the Customer X IT Manager and the Vendor Y Service Delivery Manager, if they fall outside the following times. A notice period of 48 hours is required to change the maintenance window times.

Agreed maintenance window - Tuesday 7pm - 11pm

Including Public Holidays

The Customer X IT Manager is responsible for advising Customer X personnel of the window and the Vendor Y Delivery Manager is responsible for advising Vendor Y personnel.

The nature of all work undertaken during the maintenance window shall be specified and agreed in accordance with the change management and release processes documented in the Sections that follow, routine preventive maintenance to hardware not involving change being excepted.

In the event that Vendor Y completes all its maintenance work before expiry of the maintenance period then it will advise Customer X accordingly and make the system available on completion of the work.

2.7 Backup service levels

99% of backups successful per week

Insert backup regime details

Vendor Y and Customer X will adopt the current Customer X backup strategy to meet the objectives described in Appendix C of this document (principally to ensure that the customer's data may be restored promptly to the nearest practicable time preceding the failure of that on-line system).

Backups will be monitored for successful completion and logged to a system backup log (see below). Backup logs will be printed-off by Vendor Y. All printed backup logs will be put in the Backup box, with that set of tapes, and sent to Customer X's offsite storage facility daily. Once the box comes back to be re-used, the old logs will be destroyed.

A register of backup media is to be maintained referencing the date and content of backup media and their location (on or off site).

2.7.1 Suspension or cancellation of backup

The Customer X IT Manager may at Customer X's risk request suspension or cancellation of specific backups in writing to the Vendor Y Service Delivery Manager (email is acceptable). A written request is required for each occasion.

2.7.2 Who may request delivery or collection of a backup tape?

Customer X maintains a register of staff authorized to request deliveries or collections of backup tapes. A copy of this register is held by the off-site tape storage company and is also held in the configuration registry.

The staff authorized to request the deliveries or collections of the tapes are the Customer X IT Manager and Vendor Y Service Delivery Manager. The individually named staff on the list will be

updated from time to time as roles change and the list itself is found in the Customer X Configuration Management Repository.

2.8 Reporting

Vendor Y will deliver a monthly management report to Customer X by the fifth working day of the end of the month. The content of the report is as described in Appendix F of this document.

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3 Change Management

3.1 Introduction

This Section deals with the process for managing change and includes the following:-

- Procedures,
- Documentation,
- Hardware and network,
- Infrastructure software

3.2 Summary of the process

This process will control all change to the systems, infrastructure and documentation. Change requests are submitted, registered then subjected to assessment to provide the parties with sufficient information to determine whether the change should proceed and at what urgency.

It is expected that changes to the Customer X systems will be performed during support hours. Alternatively, maintenance can be performed during a scheduled maintenance window.

This change control procedure is controlled by the change review board (Section 6.5 Change Review Board) and it is proposed that all change be managed using this procedure, including change services provided by other parties. The Customer X IT Manager is to ensure that third party contractors comply with the provisions of this document.

3.3 Who may raise a change request?

Any authorized person (Customer X or Vendor Y) may request a change or enhancement, however only the Vendor Y Service Delivery Manager or authorized designate will schedule Operational Change Requests for:-

- Emergency fixes to the services.
- Changes to monitoring or infrastructure software in the managed environments,
- Hardware and network changes in the managed environments.

Change Request workflow

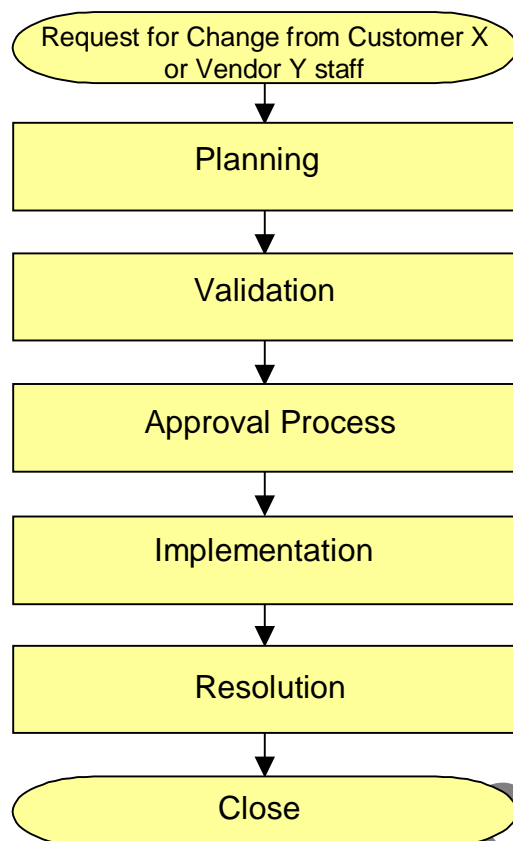


Figure 3-1 Change request Lifecycle

3.5 Raising a Change Request

The Vendor Y Service Delivery Team will process and assess new requests and assign the appropriate resources to plan the change. The status of the change becomes "Planning".

A member of this team will be required to complete the details within the change request e.g. by producing an implementation plan (including tasks and resources), a back-out plan and implementation dates.

3.6 Validating a Change Request

Change requests must be validated by the Vendor Y Service Delivery Manager who will analyse the impact, risk and cost/benefits of the change and must check the accuracy and validity of the details within the change request. By "validating" the change request, the Vendor Y Service Delivery Manager is accepting that change is required and that the requested details are accurate. Once the Vendor Y Service Delivery Manager has validated the change request, the approvers for the change are notified.