



ans

Managed Services

Handbook

Welcome

TO YOUR ANS MANAGED SERVICE.

Hi, I'm Steve Breen, Head of Managed Services and along with my team, I'll be taking responsibility for overseeing the successful management of your managed service.

We're committed to providing you with world-class expertise throughout your engagement with us. ANS is made up of a diverse range of people, each with an incredibly rich set of specific skills that we believe you should benefit from, regardless of your project.

To make this possible, we've broken down the barriers between the technical teams at ANS to develop a skills and knowledge share system, known as our Cloud Centre of Excellence (CCOE).



STEVE BREEN

HEAD OF MANAGED SERVICES

Welcome

TO YOUR ANS MANAGED SERVICE.

Within the CCOE, people from technical teams across ANS work across a common set of standards and principles so that you benefit from an incredibly broad range of expertise from your first engagement with us, right through to managing your service. Our CCOE operates on 2-week rotational sprints giving you the opportunity to benefit from additional expertise, you may otherwise not have had chance to tap into.

Your IT environment is super important to us and we want to keep you in the loop every step of the way. This handbook details everything you need to know, from working processes and procedures, through to definitions of the terms we use to deliver your managed service (we use a lot of them so you might want to refer to the glossary at the back of this handbook to swat up!)



Need to get hold of us?

ANS GLASS Portal & mobile app
glass.ans.co.uk

Phone

For general enquiries please call 03330 163 600
To contact the service desk call 0333 0142 999

Service Hours

Our normal business hours are 09:00 - 17:30
Monday to Friday (excluding bank holidays)

Our service desk is manned 24 x 7 x 365

YOUR MS HUB.

Appendices

OUR SERVICES

OUR SUITE OF MANAGED SERVICES IS DESIGNED TO ENSURE YOU GET THE MOST OUT OF YOUR ANS SERVICE.

We pride ourselves on delivering efficient and reliable IT operations giving you a cost-effective, skilled and pro-active approach to management.

We have over 175 UK-based technical experts which are only ever a phone call away, ready to unleash their technical expertise, governance management and reporting to help you increase operational value.

Over 300 customers ranging from household brands to major government departments all rely on ANS to provide an unbeatable 24x7x365 managed service.

MANAGED CLOUD

Allowing you to get the most out of your public cloud investment.

Our UK based advisory services, technical expertise, governance management and reporting will increase your operational value, whilst our financial insights and automation will help you to maximise value from your cloud environment. ANS Managed Cloud operates across 4 key domains: expert access, technical operations, financial insight and security and governance.

Each domain provides several core services to increase technical, financial and operational efficiency so you can focus on innovation and driving your business forward, while we take care of optimising your cloud environment.

MANAGED CONNECTIVITY

Providing proactive management of your site, cloud and perimeter security connectivity.

Using our bespoke management tooling, the service provides fast and efficient processing of all alerts. Operating proactively, the service acts as a warning mechanism to avoid any critical connectivity issues. It also reduces the mean time to resolution by allowing analysts to see everything through a single pane of glass. The service also provides visibility and lifecycle management of all hardware, software and service functions deployed as part of the end to end delivery.

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MANAGED DATA PLATFORMS

Providing a set of technical services focused on delivering maintenance and support across modern cloud-based data platforms and services.

Enterprise data platforms require continuing maintenance and administration to ensure service levels, security and governance, performance and consumption costs remain optimum. This service aims to increase data platform efficiency using analysis, best practice adoption and implementation of strategic process improvement (changes) during both development and production cycles.

THREAT MANAGEMENT

Threat Management-as-a-Service combines cloud -based software and innovative analytics to assess, detect and block threats to applications and other workloads.

We help you achieve compliance requirements whilst defending against a broad range of server-side threats. By using Alert Logic SaaS threat management, alongside ANS technical experts, we deliver better cloud and web application protection, reducing your risk of adopting cloud whilst accelerating the growth of your business.

MANAGED POWER PLATFORM

A set of technical services focused on delivering support for the Power Platform tenant.

The Power Platform SAAS product is constantly evolving, this service aims to deliver enterprise level guidance and support within best practice protocols to ensure that your Power Platform is optimally managed, resourced and utilised, to ensure that Power Platform continues to meet the growing demands of business.

MANAGED BUSINESS APPLICATIONS

A structured proactive support program delivered by our Business Apps gurus in order to ensure your success with CRM.

The program addresses the key areas critical to long-term realisation of your business outcomes. This includes regular health checks with your customer success manager and an annual executive review, online resources, upgrade assurance, certification-level training programs, how to questions, P1-P4 support with SLA's, in addition to access to Microsoft's Premier technical support to ensure that your CRM solution is evolving and delivering value.

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MONITORING AS A SERVICE

Monitoring your devices.

It provides fast and efficient processing of all alerts. Operating proactively, the service acts as a warning mechanism to avoid any major disasters. It also reduces the mean time to resolution by allowing engineers to see everything through a pane of glass.

DEVOPS MANAGEMENT

Providing support across the full DevOps lifecycle, including support for the Infrastructure as Code templates.

We'll help you with the integration of the ecosystem, best practice release management and governance policies with extensive support capability across Azure DevOps, AWS CodePipeline, Jenkins, Terraform, GitHub and Kubernetes.

MANAGED FIREWALLS

Proactive management of your cloud hosted Firewalls removing the administrative overhead on IT operations to ensure your systems remain compliant and secure.

The Firewall service will give you an enterprise level Firewalling capability with access to Forti-Gate and Azure qualified experts, proactive management and change delivery throughout the service life-time.

MANAGED PATCHING

Proactive management of your patching requirements.

This removes the administrative overhead on IT operations to ensure your systems remain compliant and secure. The service includes detection and delivery, for your network and platform endpoints to ensure your systems are up to date with the latest security patches on a 4 week patch rotation cycle.

MANAGED OPERATING SYSTEM

Providing you with a high standard of proactive maintenance and administration to ensure service levels and overall stability of your platform and applications.

As well as providing you with an enterprise level OS service, we will provide 24/7 support and build workflows/runbooks to help resolve any issues with the environment, incident and change management relating to operating system issues & requests and patch management.

OUR SERVICES

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MANAGED DBA

A set of technical services focused on delivering SQL DBA support.

Enterprise database ownership requires a high standard of maintenance and administration to ensure service levels, long term durability as well as flexibility during periods of growth and change. This service aims to increase database efficiency using analysis, best practice adoption and implementation of strategic process improvement (changes) during both development and production cycles.

MANAGED BACK-UP

Set of technical services focused on Data Protection support.

Enterprise backup ownership requires a high standard of maintenance and administration to ensure service levels, long term durability as well as flexibility during periods of growth and change. This Backup and restore service will give you an Enterprise Level Backup solution, access to Commvault and Azure qualified experts and Proactive Management and Testing of Restore capabilities throughout the service life-time.

MANAGED ANTI-VIRUS

Protection aimed at server workloads.

Enterprise database ownership requires a high standard of maintenance and administration to ensure service levels, long term durability as well as flexibility during periods of growth and change. This DBA service will increase database efficiency through means of analysis, best practice adoption and implementation of strategic process improvement during both development and production cycles.

MANAGED DR

Comprehensive support to reduce operational risk and ensure that the disaster recovery capability can deliver on its requirements if needed.

From support configuring the platform and making changes, to testing recovery and reporting on the stability of the technology, the service provides you with both peace of mind and a 24x7 capability to make sure your business can continue to function in the event of unforeseen events and circumstances.



ans GLASS

GLASS IS OUR INSTANT AND REAL-TIME SERVICE MANAGEMENT PORTAL, DESIGNED TO GIVE YOU A COMPLETELY TRANSPARENT, SINGLE VIEW OF ALL SERVICE TRANSACTIONS.

From incidents and changes to contractual information and reporting, the digital interface provides anytime, anywhere access. Developed using feedback from our customers, GLASS is much more than a traditional ticketing system.

The portal offers a digital and efficient way for you to communicate any requests or notifications with ANS, allowing you to do the following;

- Action incidents and changes
- Monitor and track key information about your live projects
- Monitor your AWS or Azure environment including month to date spend in real time, billing history and cost savings.
- Access transparent and detailed contract information
- View specific date information such as scheduled changes and consultant days in the calendar view
- View Cloud Score recommendations as well as current and previous scores on a month by month basis

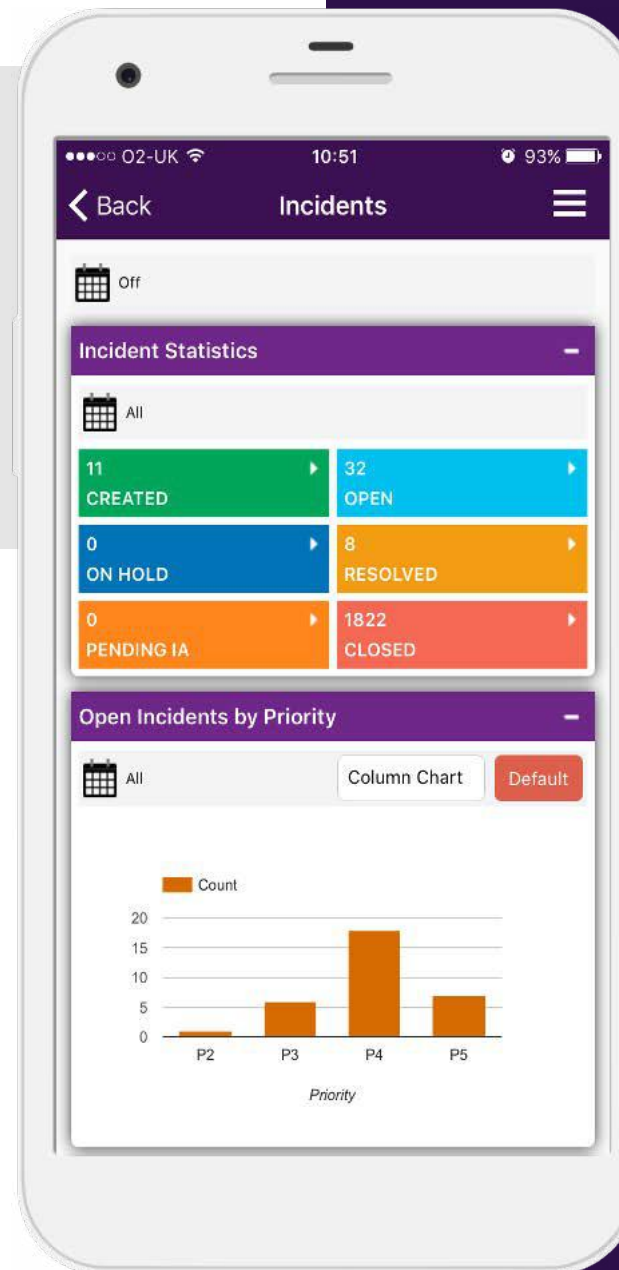
THE PORTAL OFFERS A DIGITAL AND EFFICIENT WAY FOR YOU TO COMMUNICATE ANY REQUESTS OR NOTIFICATIONS WITH ANS THROUGH A SINGLE INTERFACE.

ACCESS TO GLASS.

Access to the GLASS portal will be provided during on-boarding of your ANS Managed Service. At this point you will be asked to complete a set of security questions in order to complete your account registration.

Should you have any issues when registering or using the portal please contact the ANS service desk.

GLASS is also available on iOS and Android devices, enabling you to add incidents and changes and view updates on the move.



To access our customer portal please go to glass.ans.co.uk

CLOUD SCORE IS OUR UNIQUE SCORING MECHANISM DESIGNED TO RATE YOUR OVERALL CLOUD HEALTH, SO THAT YOU CAN IMPROVE AND OPTIMISE YOUR CLOUD ENVIRONMENT.

Designed to both challenge and educate you to get the best out of your cloud environment, Cloud Score works by breaking down various elements of your cloud environment, such as application on-boarding, tagging, monitoring, and security to give you a completely transparent insight into how well your environment is operating.

We'll start by giving your Cloud environment an initial score along with recommendations to help you optimise your environment and increase your overall rating so you can start reaping all the possible features and benefits of cloud.

BENEFITS OF CLOUD SCORE

- Gives you a clearly defined journey for your cloud operations
- Opens up key conversations regarding your strategy and new services
- Drives continuous value add across your Managed Service
- Ensures we are aligning our recommendations to your strategic goals
- Gives you access to more regular data
- Provides granularity when compared to traditional reporting methods

WE SPLIT CLOUD SCORE INTO 3 STAGES:

To move through each stage, your cloud environment will require a pass mark to progress onto the next level.



FOUNDATION

We'll measure your onboard progress and establish security, technology and service fundamentals to ensure the platform is aligned with best practice. We'll also enable all capabilities within the ANS Managed Service through completion of all the tasks on the acceptance criteria.



ADVANCED

Once the cloud fundamentals are in place, we will work with you to optimise the environment. This could range from cost efficiency and consumption through to advanced services and supporting business goals. During this stage we'll also ensure you cloud is fulfilling your strategic drivers.



NATIVE

The native phase means your IT focus can shift from operational tasks to delivering business value and measuring performance against strategic drivers. At this point you'll be using cloud native technologies to build and run scalable services in modern, dynamic environments using Agile DevOps processes.

Once you move out of the foundation stage and move into Advanced and Native, you will be presented with five key pillars:

01 OPERATIONAL EXCELLENCE

Running and monitoring systems to deliver business value, and continually improving processes and procedures. Key topics include automating changes, responding to events, and defining standards to manage daily operations.

02 SECURITY

Protecting information and systems. Key topics include confidentiality and integrity of data, identifying and managing who can do what with privilege management, protecting systems, and establishing controls to detect security events.

03 RELIABILITY

Ensuring a workload performs it's intended function correctly and consistently when it is expected to. A resilient workload quickly recovers from failures to meet business and customer demand. Key topics include

04 PERFORMANCE EFFICIENCY

Using IT and computing resources efficiently. Key topics include selecting the right resource types and sizes based on workload requirements, monitoring performance, and making informed decisions to maintain efficiency as business needs evolve.

05 COST OPTIMISATION

Avoiding unnecessary costs. Key topics include controlling and understanding where money is being spent, selecting the most appropriate and right number of resource types, analysing spend over time, and scaling to meet business needs without overspending.

INCIDENT MANAGEMENT

ALL INCIDENTS WILL BE RECORDED IN THE ANS SERVICE DESK ITSM SYSTEM UNDER THE INCIDENT MANAGEMENT WORKFLOW.

We will record the name of the person reporting the incident, the time of the call and any other pertinent information, along with criteria for resolution to ensure that the workflow is initiated correctly.

Please note that support for customer-initiated business critical issues is via telephone only. Unfortunately, we can't offer any SLAs for business-critical issues reported via email.

NAMED CONTACTS

Our Incident Management service is available to a defined list of named contacts with varying levels of authority for incident, change and escalation.

Escalation contacts are the relevant stakeholders within your organisation that will be informed of the status of any P1 incidents. During the P1 incident, you will get an automated email every hour with an update on the P1. This will be followed by regular calls as required during the incident.

If you require a change to any of your contacts, please raise a ticket in GLASS or request this through your Service Manager.

LOGGING AN INCIDENT

We will complete an initial impact assessment on all new incidents to determine the number of users/systems affected and establish the commercial impact it will have on your environment. Please refer to the next page for the Incident Impact Assessment Matrix.

When logging an incident If you require a change to any of your contacts, please raise a ticket in GLASS or request this through your Service Manager.

- Workload/Server/Device/Circuit
- Details of symptoms experienced
- Details of any recent changes

- Impact to the business
- Effect on systems or services
- Any screenshots, diagnostic data or diagrams as necessary

Incident response times may be delayed if the above information is not provided.

INCIDENT HANDLING

Once your incident has been logged with us, it will be managed within ANS' ITSM system in-line with the assigned priority. All actions and associated updates are logged throughout the incident lifecycle with periodic updates sent to the originator. On resolution, the ANS Service Desk will contact the originator to confirm authority to close the incident.

Please note that the ANS Service Desk will make a maximum of three attempts to contact the incident originator in order to confirm authority to close. If all three attempts to make contact are unsuccessful, the incident will be closed automatically with a notification sent to the originator via email. Please refer to Appendix B of this document for the Incident Management workflow.

CRITERIA FOR RESOLUTION

The criteria for resolution is agreed as part of the impact assessment. When the criteria is met, the incident will be marked as resolved and we will contact you to confirm the authority to close the incident.

PRIORITY DEFINITIONS

INCIDENT ASSESSMENT MATRIX

AFFECT	BUSINESS IMPACT		
	MINOR	MODERATE	MAJOR
SYSTEM/SERVICE DOWN	P3	P2	P1
SYSTEM/SERVICE AFFECTED	P4	P3	P2
USER DOWN/AFFECTED	P5	P4	P3

PRIORITY DEFINITIONS

PRIORITY 1 (P1)

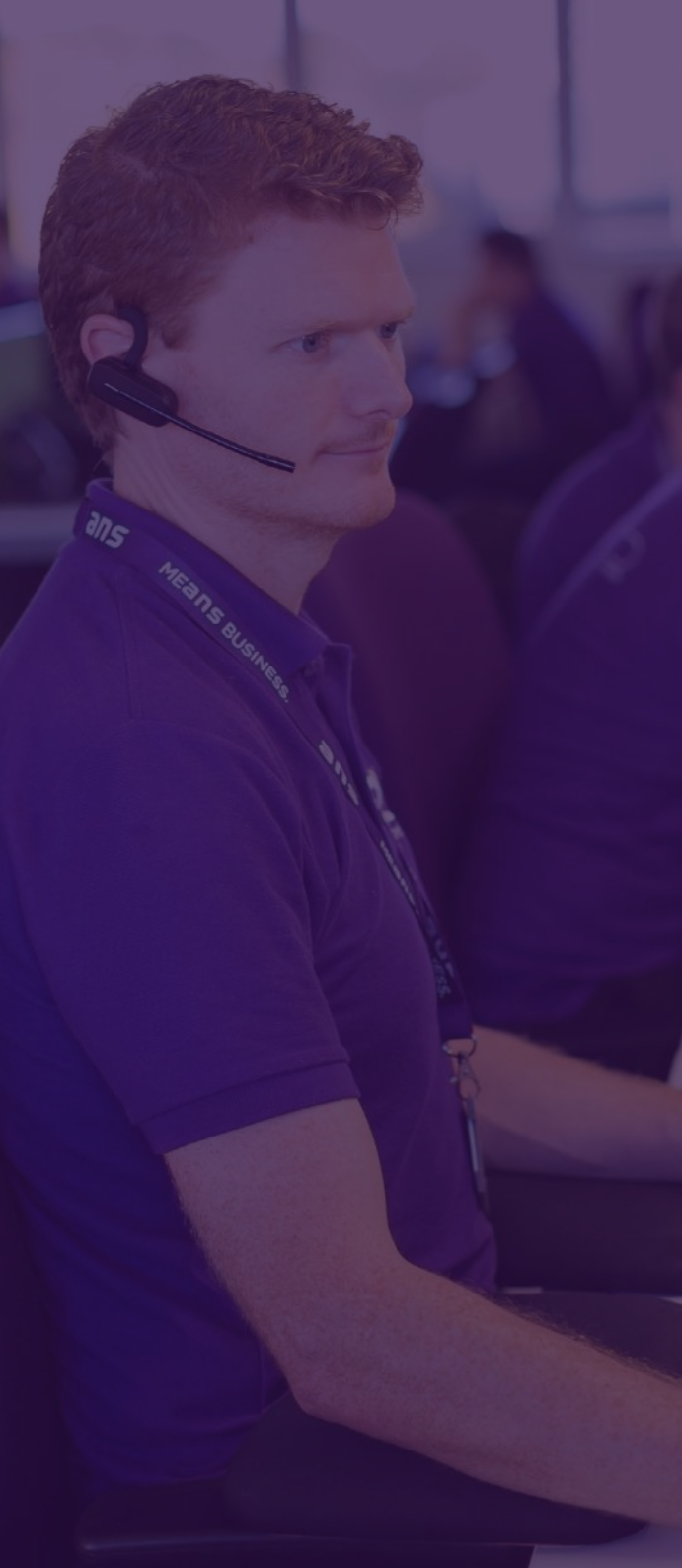
Major incidents ranked as P1 require both parties to commit to round-the-clock response times and involvement by all necessary and appropriate personnel/systems until a mutually agreeable workaround is provided and the priority is no longer considered to be P1. ANS classifies all P1 incidents as Major Incidents (MI). Please refer to Appendix C for the ANS MI Workflow.

Examples of a P1 incident include: server, site/circuit, node, system or cluster is down, unable

to serve data, is in a state of frequent or repeating crash, panic or hang or is in a state of degraded performance sufficient to prevent critical business operations.

PRIORITY 2 (P2)

Incidents categorised as a P2 mean we are committed to a commercially reasonable effort to provide a workaround and/or restore normal operations as quickly as possible during normal business hours (9am-5:30pm)



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Examples of a P2 incident include: when a server, site/circuit, node, system, or cluster is experiencing an infrequent, isolated or intermittent crash, panic or hang, or is in a state of degraded performance that allows business operations to continue but at an inconsistent or less than optimal rate.

PRIORITY 3 (P3)

For P3 incidents, we will work towards a viable and mutually agreeable workaround or propose an upgrade or replacement to mitigate the problem during normal business hours.

Examples of a P3 incident include: workload, application, circuit, node etc is experiencing an issue, anomaly or cosmetic defect that inflicts little or no business impact.

PRIORITY 4 (P4)

During normal business hours, we will provide advice on whether a workaround, upgrade or replacement to mitigate the issue is available.

PRIORITY 5 (P5)

At this priority level we will provide answers to low priority questions during normal business hours.

OUT OF HOURS SERVICE - NIGHT WATCH

We will monitor your infrastructure 24x7x365 from our Secure Operations Centre located in our head office in Manchester. We operate around the clock to ensure that if a major incident is raised (P1), our Technical Engineers are available and equipped to react immediately no matter what time of day, or night, you experience a critical error.

If you experience an issue that requires escalation outside of our usual hours, we have an out of hours Duty Manager that can be contacted when needed by calling 0333 014 2999 and selecting the option for Duty Manager.

SERVICE LEVEL AGREEMENTS (SLAs) + KEY PERFORMANCE INDICATORS (KPIs)

BUSINESS IMPACT	RESPONSE SLA	SPECIALIST REVIEW	ESCALATION MANAGER	ESCALATION DIRECTOR/ VENDOR	EMAIL FREQUENCY	TARGET RESOLUTION KPI
P1	30	1 HOUR	IMMEDIATE	IMMEDIATE	HOURLY	4 HOURS
P2	1 HOUR	2 HOURS	4 HOURS	NONE	GLASS	1 DAY
P3	4 HOURS	1 DAY	2 DAYS	NONE	GLASS	10 DAYS
P4	1 DAY	NEVER	NEVER	NONE	GLASS	30 DAYS
P5	2 DAYS	NEVER	NEVER	NONE	GLASS	NONE

Please note these are our standard SLAs and we would advise you to refer to your SDD for information on your specific Service Level Agreements and Key Performance Indicators.

PROBLEM MANAGEMENT

OUR PROBLEM MANAGEMENT FUNCTION OPERATES ALONGSIDE OUR SERVICE MANAGEMENT, EVENT MANAGEMENT AND SERVICE DESK TEAMS TO ENSURE WE CAN SWIFTLY IDENTIFY ANY PROBLEMS.

We ensure problems are proactively identified using trend identification techniques and service management reporting to provide added value to your organisation.

A problem may be the cause of one or more incidents, although the potential cause is not usually known at the time the problem record is created. In order to prevent problems and resulting incidents from reoccurring, problems are investigated using a variety of methods to determine root cause and effective resolution or workaround. Once we've identified the root cause, we will then document it using the ANS' Knowledge Management Process.

A known error will be recorded to help reduce the meantime to resolution of any future incidents and to accelerate the resolution of future problems for other customers.

Problem information will be reported and discussed during a service management review meeting with your assigned service manager.



CHANGE MANAGEMENT

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REQUEST FOR CHANGE (RFC)

You should submit all change requests using the ANS Request for Change Form (RFC) in the GLASS portal. Once we receive the RFC one of our Technical Engineers will evaluate the form and determine the nature of the change before confirming with you. Once you've accepted, standard changes will be put forward for scheduling whilst normal changes will be submitted for subject matter expert (SME) review before Change Advisory Board (CAB) approval.

Please refer to Appendix F for full details of the ANS Change Workflow.

STANDARD CHANGES

Standard changes are pre-approved changes that have been through the full change management process, including change advisory board (CAB) approval at least once. The delivery process and detail will be documented and templated within the ANS ITSM tool to ensure we can provide a smooth and timely delivery of the change. Our team can request a normal change to become a standard change by requesting this in the ANS ITSM tool which will then reviewed during CAB.

For the latest list, please visit:
ans.co.uk/ms-documents

EMERGENCY CHANGES

We consider an emergency change as a change required in order to resolve or implement a tactical workaround for a P1 incident. All emergency changes are subject to approval by both the ANS Emergency CAB and your organisation before implementation.

An example of an emergency change would be if the operating system on a virtual machine has been corrupted and a replacement virtual machine needs to be re-provisioned/restored immediately in order to resolve a P1 Incident.

Please refer to Appendix G for details of the ANS Emergency Change flow.

NORMAL CHANGES

Normal Changes are all changes that are not classified as standard or emergency. Once a normal change has been logged, it will be plotted against the risk matrix and given a change request (CR) ranking.

CHANGE ADVISORY BOARD (CAB)

Our Change Advisory Board meet each Tuesday and Thursday during normal business hours. The main objectives of the CAB is to catch up on the following since the last CAB meeting:

- Evaluate emergency changes that have been implemented
- Review and approve or reject all normal change requests logged
- Review all failed and rejected changes
- Review standard list of changes

EMERGENCY CHANGE ADVISORY BOARD (ECAB)

The emergency CAB is available 24x7 and the board will meet as soon as an emergency change is raised. A named contact from your organisation must also approve all emergency changes before implementation. Once approved, the emergency change will be implemented immediately.

Emergency changes are usually a result of a P1 scenario and will ultimately help to resolve the problem.

APPROVAL AND REJECTION OF CHANGES

When we assess your change request, an ANS engineer will agree an implementation date before submitting this to you for approval. You will then need to approve the change before it can be submitted to CAB. Change notifications and approval actions will be accessed through GLASS. You will also have the ability to reject a change.

If the CAB review your change request, they will inform one of our technical engineers who will

proceed with the implementation at the agreed schedule.

If the CAB reject the change request, they will give you the reasons as to why they've made this decision. We may recommend you resubmit the change with amendments made so that it can be reviewed again at the next CAB meeting.

IMPACT ON SERVICE	HIGH	SIGNIFICANT 3 CR3	MAJOR 2 CR2	CRITICAL 1 CR1
	MEDIUM	MINOR 4 4 CR4	SIGNIFICANT 3 CR3	MAJOR 2 CR2
	LOW	CANDIDATE FOR STANDARDISATION 5	MINOR 4 4 CR4	SIGNIFICANT 3 CR3
		LOW	MEDIUM	HIGH
PROBABILITY OF NEGATIVE IMPACT UNTIL CHANGE IS SUCCESSFULLY COMPLETED				

CUSTOMER SUCCESS ARCHITECTS

OUR CUSTOMER SUCCESS ARCHITECTS (CSA) ARE DESIGNED TO HELP GUIDE YOUR BUSINESS INTO BECOMING CLOUD NATIVE. YOU'RE DEDICATED CSA HAS BEEN ASSIGNED TO YOU TO ENSURE YOU RECEIVE NOTHING SHORT OF AN EXCEPTIONAL EXPERIENCE WHEN INTERACTING WITH ANS AND OUR TECHNICAL EXPERTS.

Your CSA will review your cloud health on a regular basis to make sure your environment is always optimised and you're making the most of your managed service.

They will also help you to:

- Identify new opportunities for you to improve your cloud service through our cloud health scoring mechanism, Cloud Score
- Define standards and best practices for delivery and management of new technologies in conjunction with the Lead DevOps Architect
- Review your cloud score and Cloud TAE0 to provide technical analysis and support

SERVICE MANAGEMENT

HIGH TOUCH SERVICE MANAGEMENT IS PROVIDED ACROSS ALL ANS' MANAGED SERVICES TO PROVIDE A CONSISTENT EXPERIENCE REGARDLESS OF THE SERVICES CONSUMED. BUILT UPON INDUSTRY LEADING TOOLS AND PROCESSES, ANS' SERVICE MANAGEMENT IS DESIGNED TO ENABLE YOU TO MAXIMISE THE VALUE OF YOUR MANAGED SERVICE INVESTMENT.

As part of our robust service management process, we deliver regular service reviews. Depending on your preference, service review documents are either sent or presented to you to detail the service metrics of the operational service during a given time frame.

These metrics include:

- Trend analysis
- Utilisation statistics
- Capacity reporting/management*
- Release reporting/management*
- Performance statistics*
- Vendor incident breakdown
- Quality issues
- SLA management and measurement
- Contract renewals

*Where applicable

YOUR RESPONSIBILITIES

DEPENDING ON WHETHER YOU'RE A MANAGED OR CO-MANAGED CUSTOMER, THERE MAY BE DIFFERING REQUIREMENTS FOR THE MAINTENANCE AND CARE OF YOUR ENVIRONMENT AND GUIDELINES FOR THE TERM OF YOUR SERVICE.

To find out more about your specific responsibilities, please refer to your service definition document (SDD).

MAINTENANCE WINDOWS

If you're undergoing any maintenance work that may affect the service we are providing, please send us a notification to

[**scheduled.maintenance@ansgroup.co.uk**](mailto:scheduled.maintenance@ansgroup.co.uk)

Additional service charges may occur if you fail to notify us of any scheduled maintenance work.

To see ANS' scheduled maintenance details, please read our Terms and Conditions :

[**ans.co.uk/terms-conditions**](https://ans.co.uk/terms-conditions)

ENTERPRISE MONITORING + EVENT MANAGEMENT

OUR ENTERPRISE MONITORING SYSTEM (EMS) IS USED FOR MONITORING YOUR INFRASTRUCTURE FROM OUR SECURE OPERATIONS CENTRE (SOC) AT OUR HEAD OFFICE IN MANCHESTER.

We use LogicMonitor as our SaaS based system which is the only fully automated, cloud-based infrastructure monitoring platform for enterprise IT and managed service providers. It enables us to gain full-stack visibility for networks, cloud, servers, and more within one unified view.

collector and is not there to monitor all VM's/OS by default, unless you are receiving our Managed OS or Patching service.

ENTERPRISE MONITORING SYSTEM

We will deploy Logic Monitor collectors within your cloud environment. This enables us to on-board applications and deliver runbooks for you to enable access to ANS' 24x7 CSOC for value added Runbook delivery. The collector is there to monitor everything that sits under the application. Your application drives the requirements of the monitoring via the

EVENT TYPES: WARNING, ERRORS & CRITICAL

Events are categorised depending on their type and criticality. Events will be routed via the EMS Dashboard or automated phone system. Updates will also come through on our wallboards in our Cloud Services Operations Centre. Critical events will take an accelerated workflow to make sure their urgency and impact are quickly flagged. Depending on the service you have in place, we can deliver a bespoke workflow to enable you to receive alerts via phone, email or text.

Each event is categorised as one of the three following types:

01 WARNING

Warning events include systems or processes that may have reached a predefined warning threshold, such as a connection bandwidth reaching higher than usual thresholds but is not yet impacting on service. Depending on your level of service, the alert will be escalated to you, or this may be reviewed and assessed within our CSOC to identify if any further preventative action is required in order to mitigate possible system impact.

02 ERROR

An error event could include systems or processes that may have reached a predefined error threshold, such as Azure VM backup status or storage volume capacity reaching 80%. Depending on your level of

service, the alert will be escalated to you, or this may be reviewed and assessed within our CSOC to identify if any further preventative action is required in order to mitigate possible system impact.

03 CRITICAL

Examples of a critical event include a system or process that has either reached a predefined critical warning level, such as resource health availability status reaching 90%, or a system, service or device down. Initially we would assess the event to make sure it's related to a genuine alert before initiating the incident management process

ADDITIONAL SERVICE CHARGES

ALL SERVICES MAY BE SUBJECT TO ADDITIONAL SERVICE CHARGES IF OUTSIDE OF THE SCOPE OF YOUR SERVICE DEFINITION AND/OR SLA:

Here are a few examples of where additional service charges will occur. Please note that this list is not exhaustive.

- Normal changes above 2 hours (subject to scope of contract)
- Project work
- Configuration changes not verified by ANS CAB of any support assets that subsequently cause an outage or incident to be logged
- Unauthorised change of any supporting asset of any managed asset
- Remediation of supported asset resulting from any power outage
- Logging any non-P1 call out of hours (unless covered within the customer service definition document)
- Break-fix only contract customers logging non-hardware P1 calls out of hours
- Deviation from the agreed scheduled maintenance window process
- Remediation of security breaches
- Remediation of customer caused incidents
- Remediation of unauthorised changes by the customer

Please refer to your SDD for full details of inclusive services.

SERVICE	CHARGE
NORMAL BUSINESS HOURS (REMOTE SUPPORT)	£250 PER HOUR
OUT OF HOURS (REMOTE SUPPORT)	£450 PER HOUR
NORMAL BUSINESS HOURS (ONSITE L1 ENGINEER SUPPORT)	£300 PER HOUR
OUT OF HOURS (ONSITE L1 ENGINEER SUPPORT)	£500 PER HOUR
DAILY RATE (ONSITE CONSULTANT)	£1250 PLUS EXPENSES
BANK HOLIDAYS & WEEKENDS RATE (ONSITE CONSULTANT)	£1875 PLUS EXPENSES

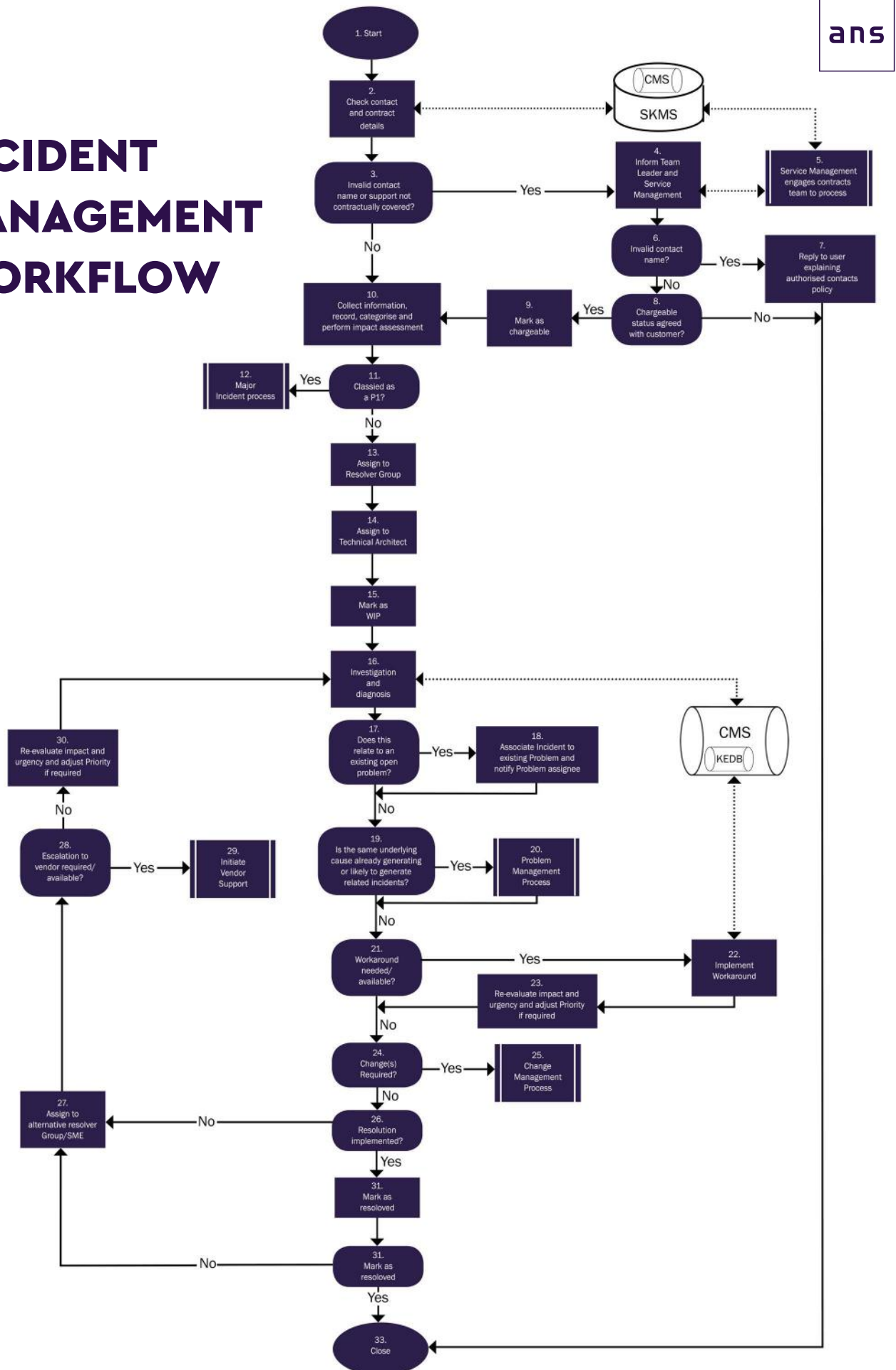
APPENDICES

LEVEL	CONTACT	DEFINITION	NAME	CONTACT	ROLES / RESPONSIBILITIES
1	SERVICE DESK TECHNICAL ENGINEER	INCIDENT IS WITH THE SERVICE DESK	SERVICE DESK	+44 (0)333 014 2999	ALL TASKS INVOLVED WITH INCIDENT MANAGEMENT
2	SERVICE DESK TEAM LEADER	INCIDENT HAS BEEN ESCALATED TO SQUAD LEADER. SQUAD LEADER TO MONITOR INCIDENT TO RESOLUTION, INCLUDING ALL P1 INCIDENTS	SQUAD A SQUAD B SQUAD C SQUAD D	+44 (0)333 014 2999	CAN ALLOCATE ADDITIONAL RESOURCE AND/OR SUPPORT
3	SERVICE MANAGER/ CUSTOMER SUCCESS MANAGER	INCIDENT HAS BEEN ESCALATED TO SM/ CSM	SM/CSM	+44 (0)330 163 600/ +44 (0)333 014 2999	PRIORITISATION/RE-ALLOCATION OF ADDITIONAL RESOURCE. HELP TO MANAGE STAKEHOLDER COMMUNICATION
4	SERVICE LEAD	INCIDENT HAS BEEN ESCALATED TO SERVICE LEAD	CHARLIE COURTNEY	+44 (0)7825 615240	MANAGES THE SERVICE MANAGEMENT FUNCTION TO ENSURE THE RIGHT LEVEL OF ENGAGEMENT AND ACTIVITY IS TAKING PLACE
5	SERVICE OPERATIONS MANAGER/ SERVICE DELIVERY MANAGERS	INCIDENT HAS BEEN ESCALATED TO SERVICE OPERATIONS MANAGER/ SERVICE DELIVERY MANAGERS - CLOUD & DIGITAL/ CONNECTIVITY	MATT GORST DANIEL REBIC – CONNECTIVITY TAREK BAAZIZ – CLOUD & DIGITAL	+44 (0)330 163 600 +44 (0)7540 426018 +44 (0)7867 428210	MANAGES THE SERVICE LEAD & TECHNICAL SQUAD LEADERS TO ENSURE THE RIGHT LEVEL OF ENGAGEMENT AND ACTIVITY IS TAKING PLACE
6	HEAD OF MANAGED SERVICES	INCIDENT HAS BEEN ESCALATED TO HEAD OF MANAGED SERVICES	STEVEN BREEN	+44 (0)330 163 600/	EMPOWERED TO USE ALL RESOURCES AVAILABLE TO ANS. WILL DISCUSS INCIDENT AT ANS DIRECTOR LEVEL

A) ESCALATION

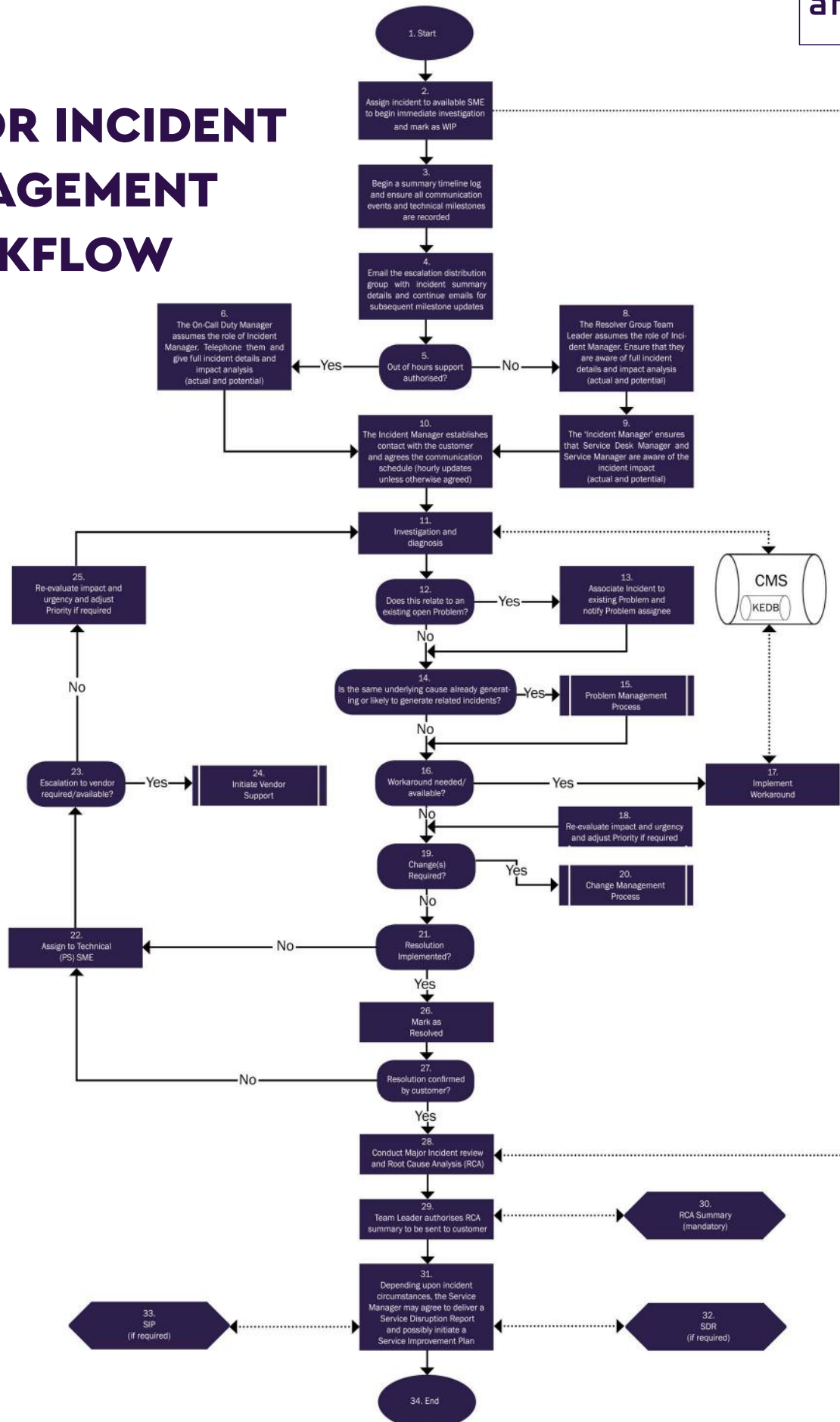
- Escalations are 24/7; however, steps 3 & 4 are replaced with the Duty Manager outside of normal business hours
- Escalations are automated via ANS' ITSM system but can be manually triggered as required.
- Escalation paths may be expedited depending on Incident priority

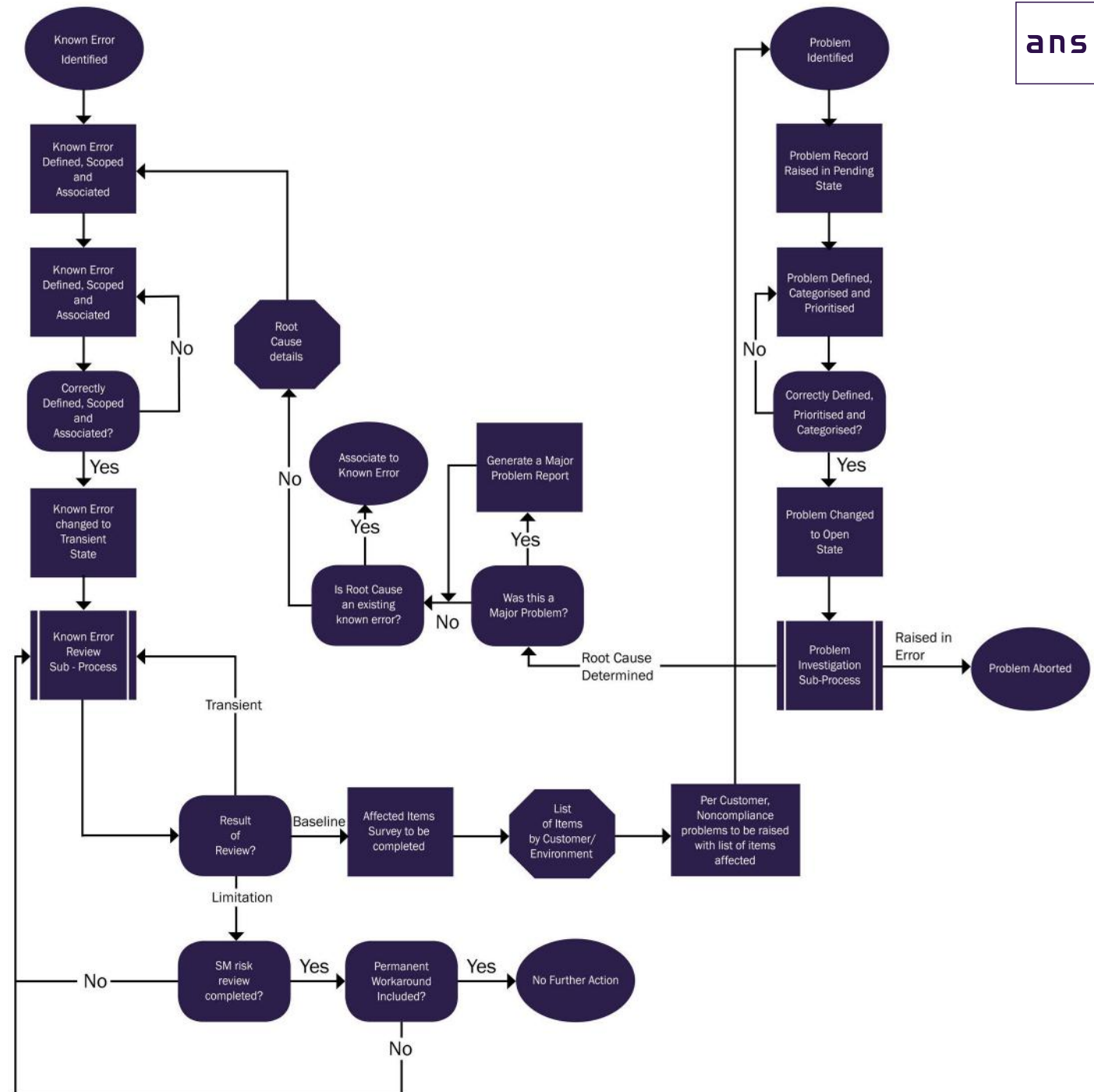
B) INCIDENT MANAGEMENT WORKFLOW



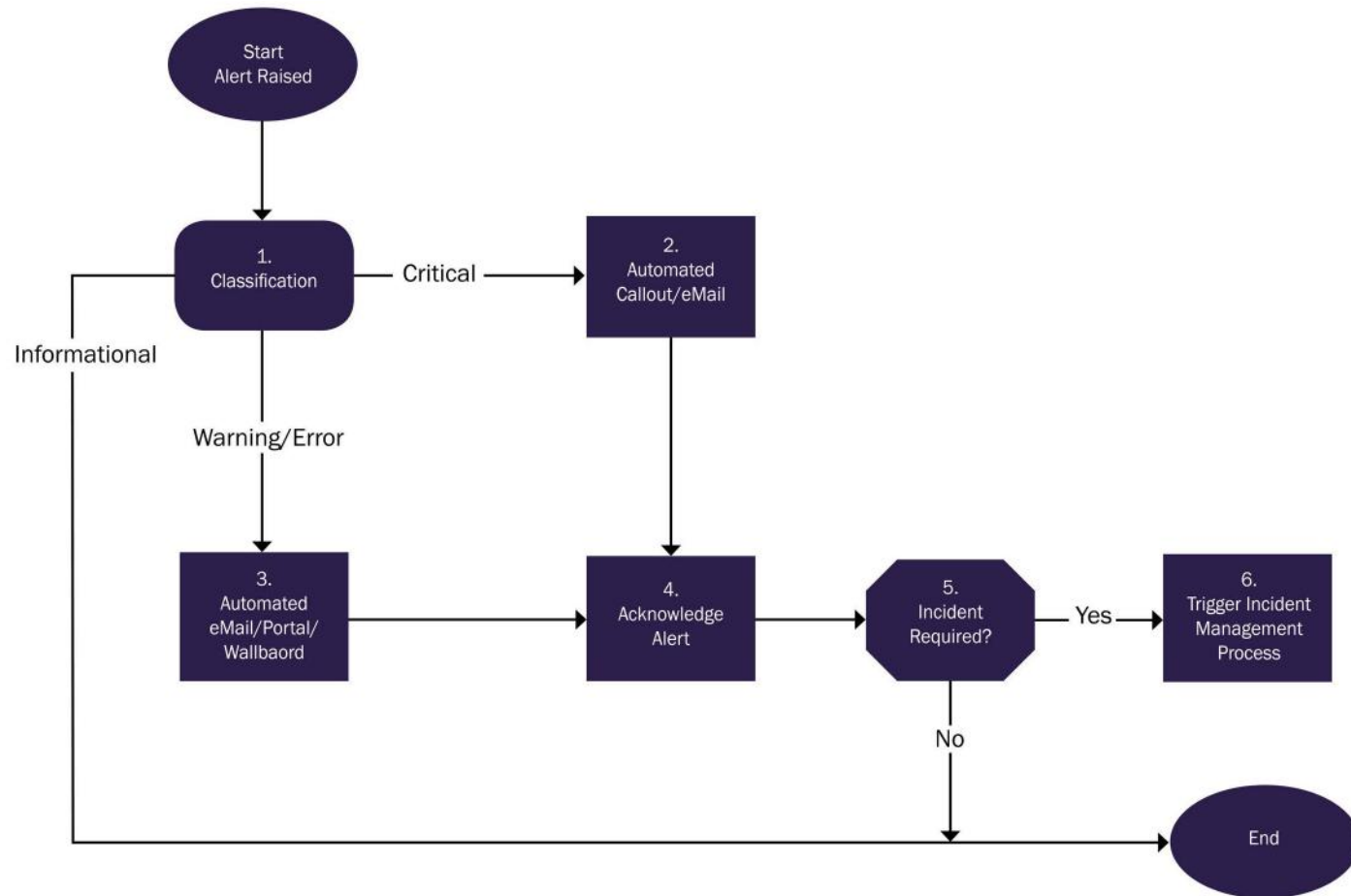
C)

MAJOR INCIDENT MANAGEMENT WORKFLOW





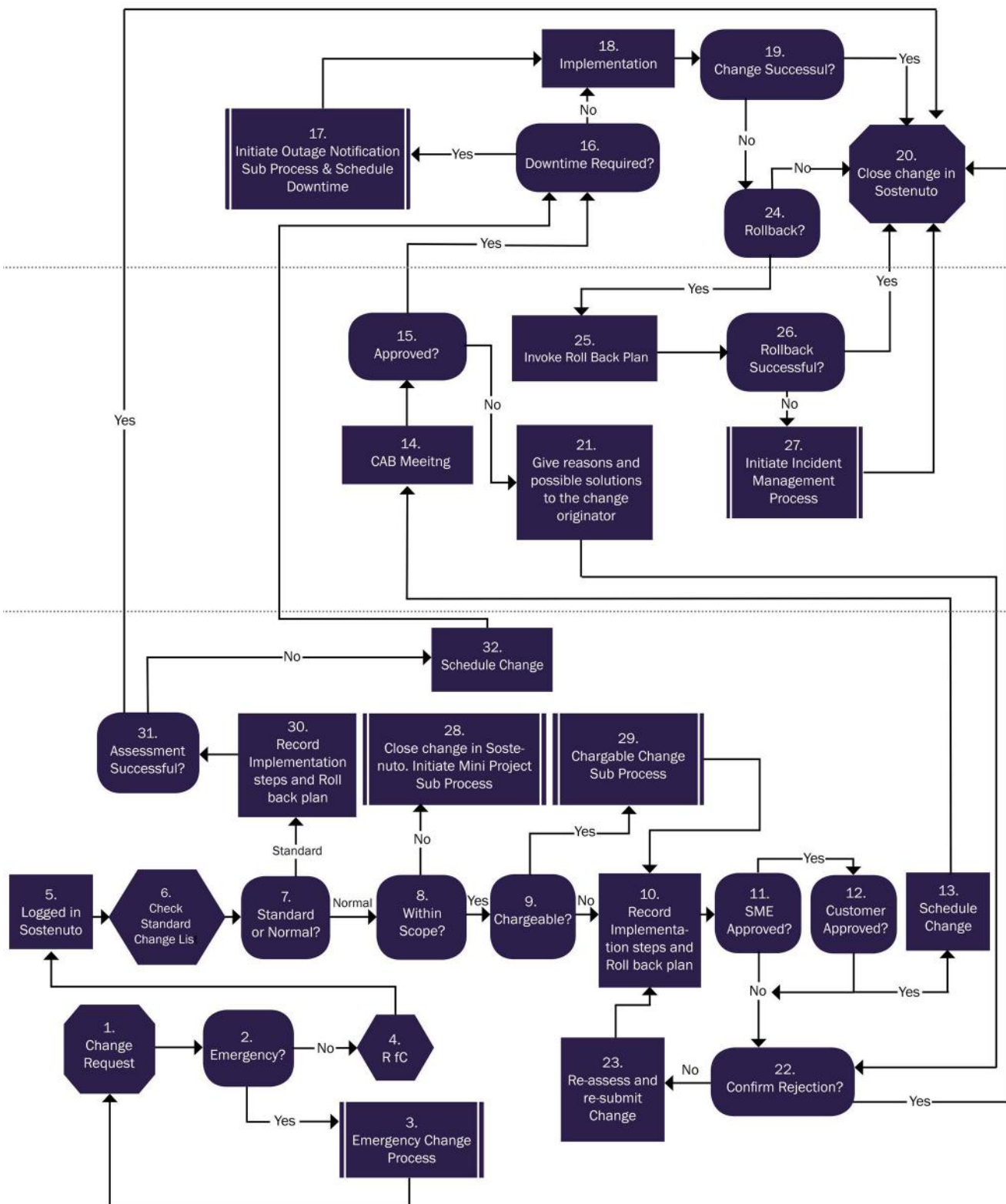
D) PROBLEM MANAGEMENT



E) EVENT MANAGEMENT WORKFLOW

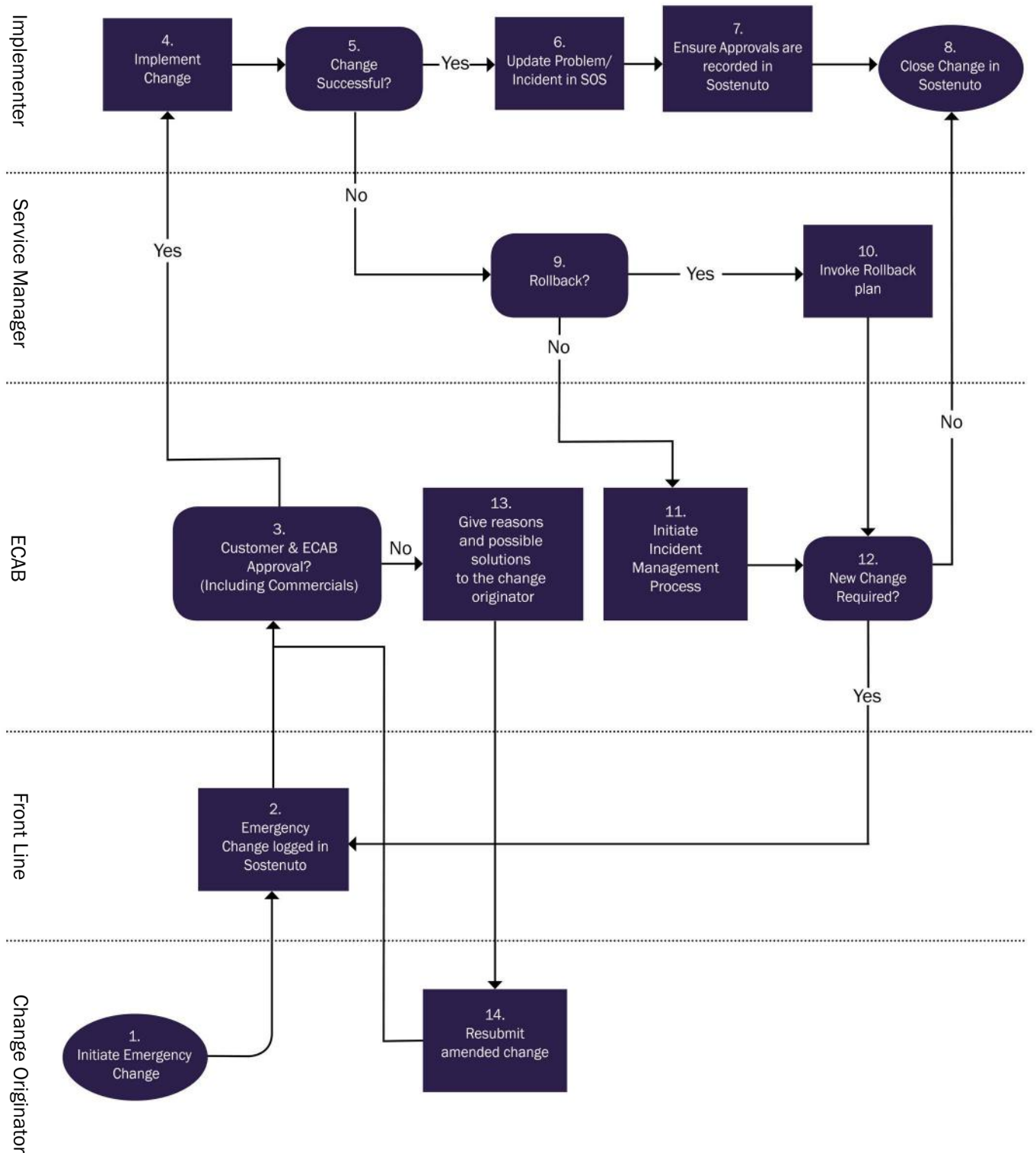
F)

CHANGE MANAGEMENT



G)

EMERGENCY CHANGE





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