



Managed Application

Product Specification

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Product Name:	Managed Application
Service Level Hours:	24x7
Unit of Charge:	Fixed Cost per Month
Prerequisites:	Cloud Core
Supported Cloud Platforms:	AWS and Azure
Product Code	CO-CORE-MANAGED-APP
Version Number:	2.5.1
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The Small Print

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Definitions

The definitions for all capitalised terms used throughout this Product Specification are set out in the Cloudreach Cloud Operations Product Definitions and Interpretations document which forms a part of this Product Specification and the Cloudreach Order Form to which this Product Specification relates.

1. Product Overview

Managed Application delivered by Cloudreach provides the proactive monitoring and management of the Customer's applications in accordance with this Product Specification.

Cloudreach applies monitoring to application end points to reflect and report a real time view of application availability. The offering is application agnostic and can be tailored to the Customer's requirements. Managed Application also incorporates incident resolution and request delivery services as well as triage and management across third parties and is underpinned by strong management reporting.

A summary of the key components of Managed Application are listed below:

- **Application Onboarding** - Cloudreach will provide application onboarding for each line of business application in the form of Knowledge Articles, Runbooks and Responsibility Matrices as defined below;
- **Application Monitoring** - Cloudreach will monitor third-party endpoints to ensure the Customer's application is operating as expected;
- **Case Management** - Cloudreach will provide incident resolution and request delivery for the supported applications. These services will be based on the knowledge documented and transferred to Cloudreach during Onboarding;
- **Management Reporting** - Cloudreach will provide a standard set of management reports to ensure appropriate levels of governance are in place across Customer's line of business applications;
- **Third Party Governance** - Cloudreach will engage with third parties who form part of Customer's applications operational support model.

1.1 Application Onboarding

Cloudreach will work closely with the Customer to onboard applications onto Cloudreach's operational support platform.

The Customer Service Manager can request onboarding of new applications during the Term subject to additional onboarding and ongoing charges as set out in the Order Form. Requests should be raised with the Cloudreach Service Delivery Manager who will advise on onboarding lead time.

Applications are categorised into varying levels of complexity and the onboarding effort for each level will vary as outlined below:

Complexity	Effort
Simple	5 Days
Intricate	7 Days
Complex	10 Days

Customer acknowledges that where Cloudreach determines, acting reasonably and in good faith,

that any of the Customer's applications supported by Managed Application are in an unstable state, Cloudreach shall be entitled to suspend or terminate support of those unstable applications immediately on notice to the Customer. If requested by the Customer, Cloudreach shall assist with resolving any impact and/or issues related to the Customer's application subject to Customer paying Cloudreach's then current daily consultancy rates.

Onboarding will consist of the creation of the following:

- Runbooks - Defined process to follow based on the occurrence of a specific event. Onboarding will cover the creation of upto 10 runbooks.
- Responsibility Matrices - A list of application component owners and escalation points. Each matrix will include contact information and details of engagement with each contact.
- Knowledge Articles - Defined steps for resolving known issues or delivery steps to fulfill a Service Request.

Cloudreach will perform the following testing as part of Onboarding to ensure support can be delivered in line with the Customer's expectations:

- Contact test - based on the Responsibility Matrix for each line of business application.
- Service request delivery sample - based on a number of the Knowledge Articles created.
- Runbook sample - based on a number of the documented Runbooks.

The Customer acknowledges that Customer is required to provide Cloudreach with access to appropriate levels of resource, documentation and third parties to successfully deliver application onboarding and ongoing support.

Customer Service Manager is responsible for approving in writing, Knowledge Articles, Runbooks and Responsibility Matrices, which Cloudreach will use to support Customer's applications, such approval not to be unreasonably withheld or delayed. Customer approval shall be requested and confirmed via email during the Onboarding.

1.2 Application Monitoring

Cloudreach shall actively monitor third party endpoints to ensure the Customer's application is operating as expected.

Cloudreach will respond to each event based on an agreed process with the Customer. The endpoints that will be monitored by Cloudreach will be mutually agreed and documented during the onboarding process of the application. A list of the types of endpoints that Cloudreach will monitor are listed in the table below:

Endpoint Type	Description
Database endpoint	A connection point on/to a database.
.NET Web Service endpoint	Represents a connection point to a .NET Web service.
Web content endpoint	A client connection point to Web content, such as HTML files or Active Server Pages (ASP).
Generic endpoint	A connection point to a service of a nonspecific type which supports the TCP protocol.

Customer can specify up to 5 endpoints per application to be monitored during Onboarding.

1.3 Case Management

Cloudreach will provide incident resolution and request delivery for the supported applications which will be managed in line with Cloudreach's ITIL aligned Incident Management Process.

Event	Situation	Reaction
Incident	<ul style="list-style-type: none"> Knowledge exists that details resolution. 	Implement fix.
Incident	<ul style="list-style-type: none"> Knowledge to resolve does not exist. 	Triage incident and assign to appropriate third party.
Service Request	<ul style="list-style-type: none"> Documented process exists detailing delivery steps. Appropriate access privileges for Cloudreach to fulfill the request is in place. 	Fulfill request.
Service Request	<ul style="list-style-type: none"> No documented process exists detailing the delivery steps; And/Or access privileges for Cloudreach are not in place. 	Reject request / assign to appropriate third party to deliver.

Customer shall provide timely access to materials and resources to allow sufficient knowledge of the application to be captured.

1.4 Management Reporting

Cloudreach shall provide a standard set of management reports to ensure appropriate levels of governance are in place across Customer's line of business applications.

The following management reports will be provided as standard:

Report	Detail	Frequency
SLA	<p>Report containing the SLA performance of each line of business application. The report will cover the following:</p> <ul style="list-style-type: none"> Cloudreach response and resolution to application related cases. Third party SLA performance (where integration with Cloudreach ITSM tooling is available). Key areas for improvement on which to focus. 	Monthly
Caseload	<p>Report containing the caseload of each line of business application assigned to each third party that forms part of the operational support model.</p> <p>Caseload is the throughput of all requests for service in relation to each line of business application, which are detailed below:</p>	Weekly

	<ul style="list-style-type: none"> • Incident • Service Request • Change Request 	
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Customer may specify one additional management report as part of Managed Application.

1.5 Third Party Governance

Cloudreach will engage with third parties who form part of the Customer's applications operational support model.

Cloudreach will work together with such third parties in the following ways:

Engagement	Description	Method	Frequency
Case Assignment	Where any request for service received by Cloudreach requires being directed to a specific third party to: <ul style="list-style-type: none"> • Progress investigation • Implement resolution (where applicable) • Request further information not covered by existing documentation 	ITSM Tool E-Mail	Variable
SLA Breach	Where escalation is required due to incidents or service request having the potential to breach an SLA agreed between the Customer and a third party. Customer shall notify Cloudreach in advance of all applicable SLAs that it has in place with third parties.	E-Mail (%s of SLA) Management Report	Variable
High Priority Incident	Where the third party is required to investigate or be engaged in wider discussion around high priority incidents.	ITSM Tool E-Mail Telephone	Variable
Governance	Recurring engagement with key stakeholders to ensure processes are operating effectively.	Audio Conf Web Ex	Bi weekly

1.6 Application Categorisation

Using a discovery process, Cloudreach will categorise the Customer's application(s) based on levels of complexity defined in the table below.

Complexity	Definition
Simple	A simple application, is one which: <ul style="list-style-type: none"> • Has between 3 to 5 well defined technology

	<ul style="list-style-type: none"> dependencies that are fully documented. Is considered in Cloudeach's reasonable opinion consistently stable and easy to understand. Support is provided using 2 or less support partners/internal support teams.
Intricate	<p>An intricate application, is one which:</p> <ul style="list-style-type: none"> Has between 6 to 10 well defined technology dependencies that are fully documented. Stability is considered in Cloudeach's reasonable opinion acceptable and knowledge is readily available and accessible. Support is provided using between 2 to 5 support partners/internal support teams.
Complex	<p>A complex application, is one which:</p> <ul style="list-style-type: none"> Has 10+ well defined technology dependencies, some of them may be undefined. Stability is considered in Cloudeach's reasonable opinion acceptable and knowledge is only available for some but not all components. Support is provided by 5 or more support partners/internal support teams.

2. Service Levels

2.1 Incident Prioritization

The following tables outline the prioritization of Incidents and the description of each Priority Level.

Priority Level	Type of issue
P1 - Critical Impact	<ul style="list-style-type: none"> Service issue affecting all end users Service unavailable or unusable in one geographic region (e.g Belgium, Netherlands, UK, US etc.).
P2 - High Impact	<ul style="list-style-type: none"> Service issue impacting 5 – 10 % or more of end users.
P3 - Medium Impact	<ul style="list-style-type: none"> Service issue partially impacting end users.
P4 - Low Impact	<ul style="list-style-type: none"> There is no service issue but the Customer is requesting a change to the functional specification.
P5 - General Guidance	<ul style="list-style-type: none"> General technical guidance provided to the Customer

2.2 Response Times

The tables below show the response and resolution times for each Incident Priority. **“Response”** is defined as Cloudreach acknowledging the Incident by providing a reference number either electronically or verbally to the Customer as documented by Cloudreach. **“Resolution”** is defined as Cloudreach providing a reasonable workaround or solution to the Incident and for the avoidance of doubt, the time for Resolution starts ticking at the start of the Response time.

Priority	Target Response Time	Target Resolution Time
P1	30 mins	4 hours
P2	30 mins	8 Business Hours
P3	1 Business Hour	12 Business Hours
P4	4 Business Hours	3 Business Days
P5	1 Business Day	Reasonable endeavours