# **Service Framework Summary**

* 1. This Service Framework document provides information as to the Service definition and framework utilised by the Service Desk, in relation to Cloud Compliance Services procured.
	2. The following service areas are set out herein:

|  |  |
| --- | --- |
| **Reference** | **Service Section** |
| K01 | Business Requirement Definition |
| K02 | Project Lifecycle |
| K03 | Build to Run |
| K04 | Incident Management |
| K05 | Request Fulfilment |
| K06 | Problem Management |
| K07 | Access Management |
| K08 | System Monitoring and Event Management |
| K09 | Application Management |
| K10 | Network Management |
| K11 | Server Management |
| K12 | Record and Retention Management |
| K13 | License Provisioning |
| K14 | Availability Management |
| K15 | Information Security Management |
| K16 | Capacity & Performance Reporting |
| K17 | Change Management |
| K18 | Service Asset and Configuration Management |
| K19 | Release and Deployment Management |
| K20 | Service Measurement and Service Reporting (Monthly) |

## K01 - Business Requirement Definition – Service Design

|  |  |
| --- | --- |
| Definition: | The customer should provide the “User Stories” required for Kerv to collect and define the business requirements, which ultimately will determine the design of the technical platform, the functionality, and the associated service. |
| Kerv CCP Responsibilities: | * Organise a “Business requirement gathering” workshop with the customer.
* Allocate required roles (Product manager, tech leads, PM) to capture the requirements.
* Produce & provide a report with the business requirements/user stories and the most suitable service/solution.
* Provide an Initial KPI/SLA definition & agreement.
* Produce a SOW in line with the customer business requirements and the Kerv Cloud managed services definition.
 |
| Customer Responsibilities: | * Provide initial scope of the project and definition of “Done”.
* Provide a summary of the documentation required for internal controls or the onboarding process (if applicable)
* Collect all user stories/business requirements and present them in a readable format.
* Provide a SPOC to discuss business requirements (BA profile or similar).
* KPI/SLA definition & agreement.
* Sign-off the scope of work prior commencement of the project.
 |

## K02 - Project Lifecycle– Service Transition

|  |  |
| --- | --- |
| Definition: | Understand the goals, priorities, deadlines and risks of the project. Set the right governance bodies and effectively monitor the progress of the tasks across the service transition. |
| Kerv CCP Responsibilities: | * Assign a project manager as a single point of contact (SPOC) for the customer to oversee the project.
* Establish project team roles and responsibilities.
* Coordinate project logistics with the customer’s SPOC.
* Work with the customer’s SPOC to create and maintain project plan and milestone schedule.
* Suggest and agree a relevant level of project governance required to manage the project. This is inclusive of project reporting, type of meetings required and meeting cadence.
* Conduct and organize routine project status meetings, stand-ups and steering calls if required.
* Manage change requests that are raised by customer.
 |
| Customer Responsibilities: | * Assign a project manager as a single point of contact (SPOC) to work with Kerv CCP PM.
* Appoint a technical lead or similar role to interface with Kerv CCP engineering teams.
* Agree and support the relevant level of project governance required to manage the project. This is inclusive of project reporting, type of meetings required and meeting cadence.
* Define and provide details of an executive project sponsor for escalations purposes.
* Follow the project change request procedure when required.
 |

## K03 - Build to run – Service Transition

|  |  |
| --- | --- |
| Definition: | Service transition/Project closure includes the project team (build), the support team (run) and the customer stakeholders completing a sign-off on all key information, artifacts, processes and controls to deliver on the agreed SLA´s. |
| Kerv CCP Responsibilities: | * Complete & distribute LLD at least 3 weeks before Go-Live.
* Provide a high-level test plan to be used during the initial onboarding and pre-go live stage.
* Produce rundown plan for Go-Live.
* Create the Interlock document containing engagement methods, contact details, service level agreements and process flows.
* Complete an internal handover to Kerv CCP support.
* Produce and provide a project closure document for the customer.
 |
| Customer Responsibilities: | * Sign-off test provided test plan.
* Complete the UAT sign-off 3 weeks before platform go-live.
* Support interlock sign-off 3 weeks before platform go-live.
* Assign required resources to support Go-Live activities.
* Sign-off project closure document received by Kerv.
 |

## K04 - Incident Management – Service Operation

|  |  |
| --- | --- |
| Definition: | Kerv will identify, log, triage and aim to restore operational functionality when an incident is reported.  |
| Kerv CCP Responsibilities: | * Provide a single point of contact for Incident logging by use of the 24/7 Kerv Service Operations centre.
* Manage the investigation of the incident by classification, prioritisation and restoration of the service operation.
* Log all incidents and service requests within an internal ITSM tool.
* Adhere to all Incident Management Service Level agreements across response and engagement times stated in the SOW or MTA.
* Co-ordinate and manage the incident resolution where escalation to a vendor or third party is required.
 |
| Customer Responsibilities: | * Use the Kerv self-service portal to raise Incidents into the support team.
* Assist the Kerv Service Operations Centre by providing the information requested throughout the triage and discovery stage.
* Provide the Kerv Service Operations Centre with updates where necessary throughout the timeline of the incident.
* Notify the Kerv Service Operations Centre of any known major incidents across the 0365/M365 Microsoft tenant/Unified Comms integration.
 |

## K05 - Request Fulfilment – Service Operation

|  |  |
| --- | --- |
| Definition: | Kerv will log, track and complete service requests/MACD’s that are within scope of the maintenance agreement when raised into the Kerv Service Operations Centre.  |
| Kerv Responsibilities: | * Provide support for large scale downloads via the web user interface, noting that large scale downloads should be planned and agreed with Kerv as one-off egress charge may be applied.
* Liaise with the customer for any “user not configured” alerts and instruct the customer to remediate by either adding or removing the user within the Microsoft Teams recording policy.
 |
| Customer Responsibilities: | * Manage and administer VFC recorded users or system administrators through Active directory or manually. (user creation, user invalidation, user amendments).
* Administration of the customers 0365/M365 tenant/Unified Comms integration.
* Responsible for assigning the customers users to any of the default in-built roles within the VFC application through AD.
* Responsible for defining new roles specific to the customers’ requirements.
* Responsible for assigning Microsoft teams recording policies to users.
* Responsible for placing legal holds on a single user/user group or call(s) by assigning labels with legal hold status.
 |

**K06 - Problem Management – Service Operation**

|  |  |
| --- | --- |
| Definition: | Kerv will undergo problem management after service restoration to determine the root cause for critical Incidents.  |
| Kerv Responsibilities: | * Provide the customer or end user with an Incident report and technical root cause analysis for Critical (Sev1/P1) Incidents.
* Correlate and organise incidents into a problem ticket which is tracked in an internal ITSM tool.
* Organise an internal post incident review for critical issues to outline actions taken to prevent further re-occurrences of incidents.
* Outline any applicable recommendations and send the information to the customer.
* Periodically complete a trend analysis across incidents to prevent further re-occurrences of issues.
 |
| Customer Responsibilities: | * Confirm receipt of the Incident report and send any further requests for information to the Kerv Service Operations Centre.
* Implement or follow the recommended actions outlined in the Incident report.
* Liaise with any third-party suppliers to address issues/incompatibilities where a non-managed service or component is the cause of a problem record.
* Provide additional information surrounding the incident / problem record when requested by Kerv.
 |

**K07 - Access Management – Service Operation**

|  |  |
| --- | --- |
| Definition: | Access to the Verba recording system and recordings is controlled by the configuration of users, roles, groups and extensions. |
| Kerv Responsibilities: | * Provide up to 2 user training session to the customers system administrators on the purposes of users, roles, groups and extensions that govern the user access.
* Provide support for any system bugs/errors that affect the access of users or system administrators.
* Provide a report of system roles (created by the customer, Kerv or system) that details the permissions of application access, conversation access, group supervisor access on a frequency stated by the customer.
* Provide a report of users and the assigned application roles on a frequency stated by the customer.
* Manage and maintain the restriction of access to windows servers that host the application, the restriction and approval of access is managed under change control and through the Kerv CAB.
 |
| Customer Responsibilities: | * Responsible for providing the user role requirements for access management as part of the project delivery before operational go live.
* Responsible for reviewing the user access permission list and maintaining the correct level of access permissions for the assigned users.
 |

**K08 - System Monitoring and Event Management – Service Operation**

|  |  |
| --- | --- |
| Definition: | Kerv will monitor the azure and application environment 24x7x365 using appropriate monitoring systems for application and server events. |
| Kerv Responsibilities: | * Monitor the backend Azure environment 24x7x365 for any critical issues.
* Monitor the performance of the servers in scope 24x7x365. (CPU, Hard drive usage, RAM usage, call count).
* Monitor application alerts and events for the teams recording application 24x7x365.
* Monitor application services across servers in scope of the maintenance agreement.
* In the case of events that generate an incident, problem or change – ensure that these are formally closed within the internal Kerv ITSM tool once resolved.
* Review the event management (application & server) and identify significant events by introducing filtering rules.
* Periodically analyse application event logs for indication that the event patterns/trends [Notification, Warning, Error, Critical, Fatal] may indicate an underlying problem that may be addressed in advance of a serious service disruption.
 |
| Customer Responsibilities: | * Acknowledge and liaise with the Kerv Service Operations Centre for any incidents/problems/changes that are caused by monitored events (where customer intervention is applicable).
 |

**K09 - Application Management – Service Operation**

|  |  |
| --- | --- |
| Definition: | Kerv is committed to providing expert application support and management through trained and certified solution professionals. |
| Kerv Responsibilities: | * Responsible for the database management for servers in scope of the maintenance agreement.
* Application patches released by the vendor will be validated by the Kerv Engineering team within a non-production/development environment and will follow internal release and deployment policies.
* Responsible for the configuration of server certificates within the application layer that has been installed and added into the windows certificate store.
* Responsible for the management of Incidents caused by active directory
* Complete an initial investigation into any voice quality alerts (RTP loss, SRTP decryption errors, decoding errors, media mixing errors, volume, silence, noise, beeps and clicks, sharp amplitude changes) and report to the customer for any issues.
 |
| Customer Responsibilities: | * Customer will provide the sufficient and appropriate Microsoft licensing for the purposes of policy-based recording for all named regulated MS Teams users.
* Provide customer service management to customers end users.
* Acknowledge “User not configured” alerts from the Kerv Service Operations Centre and remediate by either adding or removing the user within the Microsoft.
* Complete any end-to-end testing of the recording, search, and playback of production users and newly provisioned recorded users.
 |

**K10 - Network Management – Service Operation**

|  |  |
| --- | --- |
| Definition: | Kerv will monitor and support network troubleshooting within the azure environment and ensure the correct configuration is applied between applications.   |
| Kerv Responsibilities: | * Ensure that the correct Inbound/outbound firewall rules are correctly maintained/applied for the SQL server, Verba Media repository server, recording server, azure application gateway / load balancer.
* Provide network troubleshooting support across network security groups and load balancers within the azure environment.
 |
| Customer Responsibilities: | * Responsible for the end-user customer management for issues relating to the home network of users.
 |

**K11 - Server Management – Service Operation**

|  |  |
| --- | --- |
| Definition: | Kerv will monitor the azure environment through a combination of tools including ConnectWise Automate agents that are used and configured along with Azure Monitor for Azure based resources, server management is completed through logging the notifications as incidents and triaging appropriately.  |
| Kerv Responsibilities: | * Complete monthly patch maintenance outside of regional business hours for the operating system to secure the azure environment against known vulnerabilities, Kerv will only apply updates that are categorised by Microsoft as critical or security updates.
* Complete an annual health check on the azure environment and make recommendations on best practices and enhancements, this includes any security recommendations that may arise.
* Responsible for the support of the antimalware software that is supplied on the supported servers.
* Provide support around the following core technologies within the azure environment where incidents impact the user’s ability to conduct client work or reduces functionality causing some disruption to the completion of business-critical tasks.
* Key vault
* Virtual Machines
* Storage accounts
* DNS
* Azure AD App Registrations
* App Service Domain
* Application gateway
* Load Balancers
 |
| Customer Responsibilities: | * Acknowledge any major/critical incidents related to the server management for the configuration items that are in scope of the agreement.
 |

**K12 - Record and Retention Management – Service Operation**

|  |  |
| --- | --- |
| Definition: | Kerv is committed to the efficient record and retention management for business-critical records whilst ensuring information can be found and retrieved quickly.  |
| Kerv Responsibilities: | * Ensure records are stored securely so they will be accessible, retrievable and readable until their ultimate disposal/destruction.
* When records have reached the end of their retention period, they are disposed of securely within one year of the end of their retention period.
* Ensure records can be retrieved within the agreed SLA timescale (if applicable) when requested by the customer.
* Ensure the application logs a record of what has been disposed/destroyed.
* Ensure that any records that are not required for the suppliers legal or regulatory reasons will be either handed back to the customer or disposed of as the customer directs on the termination of the maintenance agreement.
 |
| Customer Responsibilities: | * Provide the retention settings for users and user group during the initial set up of the application system.
* Administer any changes to the retention period settings for users, groups, extensions within the application layer.
* Responsible for placing litigation hold on one or more calls/users/groups via the standard label with legal hold function.
 |

**K13 - License Provisioning – Service Operation**

|  |  |
| --- | --- |
| Definition: | Kerv will support the installation, provision and activation of new application licenses ordered through the Kerv Service management team.   |
| Kerv Responsibilities: | * Responsible for Verint licensing for dedicated Kerv CaaS environment suitable to provide the functionality described within the SOW between Kerv and the customer.
* Apply any new Verint license files to the production system and liaise with the 3rd party vendor for activation.
* Responsible for providing the knowledge and information around additional MS Teams recording modalities (e.g. chat, video, screenshare) in addition to voice only capture.
 |
| Customer Responsibilities: | * Review the Licensing summary/usage report that is sent by the Kerv Service operations centre.
* Liaise with the Kerv Service Management team for any new orders/extension of license(s) for chat, video, screenshare or voice only capture modalities.
 |

**K14 - Availability Management – Service Design**

|  |  |
| --- | --- |
| Definition: | Kerv will ensure the availability of the system is working by design and track the uptime of the application.  |
| Kerv Responsibilities: | * Ensure the system is working by design, azure availability zones are segregated/2N recording is configured and the configuration is maintained.
* Implement a disaster recovery and document recovery procedures in case of non-availability.
* Analyse service and component availability, reliability, and maintainability for the configuration items in scope of the maintenance agreement.
* Investigate and address instances of unplanned non-availability through internal review or 3rd party assistance.
* Complete a yearly preventative maintenance (detailed in section 4) to highlight any issues that may lead or contribute to application non-availability.
 |
| Customer Responsibilities: | * Report any incidents of non-availability of the application into the Kerv Service Operations Centre.
 |

**K15 - Information Security Management – Service Design**

|  |  |
| --- | --- |
| Definition: | Kerv will review, develop and follow a framework of security policies that focus on the safeguarding and protection of the azure environment.  |
| Kerv Responsibilities: | * Ensure that access to the SaaS platform is governed by strict elevated access approvals.
* Ensure that no generic accounts are available to login to the SaaS platform/azure environment.
* Liaise directly with the 3rd party vendor to ensure any new threats and vulnerabilities are addressed within the application layer.
* Ensure the correct level of security flagging and notification across the SaaS platform by use of Azure Sentinel, Azure defender for cloud and log shipping.
* Complete monthly OS patch maintenance for the operating system to secure the azure environment against known vulnerabilities.
* Responsible for the renewal and installation of server certificates before the expiry date.
* Responsible for the installation, configuration and renewal of the SSL certificate to allow HTTPS access to the web Gui application.
 |
| Customer Responsibilities: | * Conform to any supplier led instructions for any preventative measurements for the handling of security breaches once they occur.
* Acknowledge any warnings/security alerts sent by the Kerv Service Operations Centre (where applicable).
 |

**K16 - Capacity and Performance Reporting – Service Transition**

|  |  |
| --- | --- |
| Definition: | Kerv is responsible for ensuring that the CaaS platform has adequate IT capacity to meet service levels by monitoring and analysing IT components within the environment.  |
| Kerv Responsibilities: | * Report and review the current service capacity and performance levels.
* Monitor component capacity levels 24x7x365 (CPU, Hard drive usage, RAM usage, call count, log file usage) for all servers in scope.
* Continually review and implement pro-active improvements to the capacity and performance monitoring strategy.
* Ensure capacity plans are issued and implemented across approved changes for the Azure environment.
 |
| Customer Responsibilities: | * Inform the Kerv Service Operations Centre of any customer led changes that may impact the capacity and performance of the service.
 |

**K17 - Change Management – Service Operation**

|  |  |
| --- | --- |
| Definition: | Kerv will facilitate and execute configuration changes across the managed services in the azure environment, this includes standard, normal, emergency, and retrospective changes.  |
| Kerv Responsibilities: | * For standard changes, provide a technical scope of work (SOW) change to the relevant customer representative, submitting the request no less than 3 working days prior to the change.
* Track, manage and monitor all configuration changes during operational support within the Kerv internal ITSM tool.
* Coordinate and execute changes to servers/services in scope of the maintenance agreement following CAB (Change Authority Board) approval.
* Complete pre-implementation and post-change activities across changes where applicable.
* Complete all service impacting changes outside of standard regional business hours to avoid impact to recording.
 |
| Customer Responsibilities: | * Provide a distribution list for the change management notifications (service impacting).
* Acknowledge the change management notifications for service impacting changes.
 |

**K18 - Service Asset and Configuration Management – Service Operation**

|  |  |
| --- | --- |
| Definition: | Kerv will create and maintain a log of asset and configuration items within a Configuration Management system (CMS).  |
| Kerv Responsibilities: | * Generate a “Deployment Spreadsheet” containing the details of Configuration items (CI’s) that are in scope of the maintenance agreement.
* Log all CI’s that are in scope of the maintenance agreement into the internal Kerv ITSM/CMS tool.
* Ensure that no configuration items are added or modified without the required authorisation, and that such modifications are adequately recorded into the internal Kerv ITSM/CMS tool after successful CAB approval.
* Complete a periodic configuration verification and audit to ensure that the information contained in the ITSM/CMS tool is an exact representation of the configuration items that are installed in the live production environment.
* As part of the preventative maintenance, ensure there is no unauthorised changes made to the configuration of the application that does not follow best practices and may cause a negative impact to the service.
 |
| Customer Responsibilities: | * Notify the Kerv Service Operations Centre of any planned changes made to the System configuration profiles within the application layer.
 |

**K19 - Release and Deployment Management**

|  |  |
| --- | --- |
| Definition: | Kerv will follow internal release and deployment management policies for application releases, the team will identify and attempt to mitigate any potential risks or disruptions across the production environment.  |
| Kerv Responsibilities: | * Application patches released by the vendor will be validated and fully tested by the Kerv Engineering team within a non-production/development environment.
* For all application releases, the Kerv engineering team is responsible for creating, editing and completing test cases per release. Test cases assemble and execute test runs that can track and capture relevant results to identify key issues.
* Ensure all approved release versions are subject to internal CAB approval before being deployed within a production environment.
* Ensure there is an element of knowledge transfer to enable the customer to optimise the use of the released functionality or service enhancement.
* For operating system and application releases, ensure there is an appropriate back-up and rollback strategy before any approved release/patch is deployed.
* Ensure there is a clear record of issues, risks and deviations related to the new or changed service and liaise with any 3rd party vendors to remediate.
 |
| Customer Responsibilities: | * Acknowledge the knowledge transfer of any released functionality or service enhancements.
* If desired, contribute to the end-user testing of the released service or service enhancement.
 |

**K20 - Service Measurement and Monthly Reporting**

|  |  |
| --- | --- |
| Definition: | Kerv can provide service measurement and monthly reporting developed utilising PowerBI for the CaaS platform, providing the customer with data/analytics that are not available within the web application/built in reporting tool. |
| Kerv Responsibilities: | * Report 1 – CDR Reconciliation report for the Last 24 hours and 7 days (Daily/Weekly)
* Report 2 – Total number of user’s added and removed from a system (Weekly)
* Report 3 – Technical report, total number of calls, licenses, license usage, concurrent calls, users removed from recording but still have audio with retention (Monthly)
* Report 4 – Logins, replays, call downloads, application usage. (Monthly)
* Monthly reporting can be provided by Kerv to the customers team detailing support metrics (total service requests opened, closed, backlog of incident tickets, average age of incident tickets etc.)
 |
| Customer Responsibilities: | * Outline and confirm which application reports are required and at what frequency (daily, weekly, monthly)
* Provide the distribution list or intended audience (email) per service report.
 |