

Managed Network Services – Responsibilities Framework

This document was last modified [November 2, 2021] and may updated from time to time by Datavalet.

1 DEFINITION

Responsibility matrix definitions:

Role	Symbol	Definition
Responsible	R	Stakeholders performing the work related to the success the goals to be accomplished. Many stakeholders can be jointly Responsible
Accountable	A	Stakeholder which is the owner of the work to be performed. This stakeholder must make sure that the responsibilities assigned in the matrix are accurate and that the proper actions are performed. Only one stakeholder/person can be Accountable
Consulted	C	Stakeholders that are providing input to perform some work or might be involved in some of the Responsible actions to be provided. Many stakeholders can be Consulted jointly
Informed	I	Stakeholders that are kept informed of the progress of actions or notified of situation but does not have any resulting actions to perform. They need to be kept updated, but their approval is not required, nor do they need to be formally consulted. Many stakeholders can be Informed.

2 RESPONSIBILITIES MATRIX

Detailed responsibilities matrix for Datavalet managed network services:

Activity No	Activity	Datavalet	Customer
Incident Management			
1	Perform infrastructure monitoring, detection of incident and logging of incident in ITSM solution	R,A	I
2	Perform classification of incident and troubleshooting activities	R,A	I
3	Perform investigation steps, troubleshooting and diagnosis	R,A	
4	Escalate incidents to Level II and Level III support as required	R,A	
5	Open cases to technology vendors as required	R,A	I
6	Initiate Major Incident Management notification process	R,A	C, I

Activity No	Activity	Datavalet	Customer
7	Manage and review ITSM queue of incidents to ensure respect of SLO	R,A	
8	Perform update to incident ticket in the ITSM system	R,A	I
9	Take action to resolve service outage or degradation, documenting the intervention in the ticket and properly resolving it	R,A	I
10	Initiate Problem Management process	R,A	I
11	Escalate to Datavalet NOC management any problems resulting from multiple incidents or breaching tickets	R,A	I
12	Confirm resolution with customer	R,A	I
13	Ensure availability of onsite resource for initial incident assessment and troubleshooting (when possible) prior to a technician dispatch	R	R, A
Service Request / Change Management			
1	Recognize change requirement to the supported environment and document service request for MACD	R,A	C
2	Create service request ticket in Datavalet ITSM solution based on client MACD request (email, phone, etc.)	R,A	C, I
3	Validate and classify the type of request/change from the client	R,A	C,I
4	Populate required tasks per stakeholders in the ticket to perform MACD request	R,A	C,I
5	Acknowledge required action to be perform as part of the request	R,A	R,C,I
6	Create Change record, if required and submit for approvals	R,A	R, C
7	Build change, develop implementation plan, rollback procedures and test plans (as required)	R,A	I
8	Coordinate with external partners required action in planning phase	R,A	R,I
9	Coordinate MACD activities with client teams as required	R,A	R,C

Activity No	Activity	Datavalet	Customer
10	Execute required tasks assigned via the Request/Change record	R,A	R
11	Verify results and send change results notification	R,A	I
12	Complete change/request record with final status	R,A	I
13	Perform roll-back procedures for failed change/implementation	R,A	C,I
14	Document failed change record and provide results to client contact	R,A	C,I
15	Inform Datavalet of scheduled and approved Customer infrastructure change that could have impact on Datavalet managed service and coverage	C	R,A
Problem Management			
1	Perform incident review analysis	R,A	I
2	Identify, register and classify problems based on occurrences and impact	R,A	I
3	Assign problem investigation to appropriate technical specialist	R,A	I
4	Contact and assign client IT teams and/or external partners/vendors required in the problem management investigation	R,A	C,I
5	Lead problem investigation and diagnostic	R,A	C,I
6	Schedule required update session with all required stakeholders	R,A	I
7	Update problem investigation ticket in Datavalet ITSM	R,A	I
8	Identify know errors/problems and document problem context	R,A	I
9	Document remediation actions in problem investigation ticket/action plan	R,A	I
10	Ensure results of problem investigation and remediation activities are reflected in documentation (e.g. adjusting process workflow, SOP and support knowledgebase)	R,A	I

Activity No	Activity	Datavalet	Customer
11	Initiate Request for Change process in the event it is required to eliminate root cause of problem	R,A	I
Event Management, Monitoring and Availability			
1	Identify required availability of critical systems and component	C,I	R,A
2	Review solutions availability measure and monitoring capabilities	R,A	I
3	Assess impact of unavailability of IT components and review impact / severity associated (if required)	R	R,A
4	Identify and communicate planned downtime	R,A	R
5	Collect live information from IT environment supported	R,A	I
6	Consolidate feeds and logs into Datavalet proprietary surveillance platform where required	R,A	
7	Investigate unplanned non-availability of solution and take appropriate remediation actions	R,A	I
8	Define reporting and measures requirements and share with partners	R,A	C,I
9	Create necessary report and system extraction to create expected reports to client	R,A	I
10	Continuously monitor IT infrastructure availability	R,A	
11	Apply required security and accesses rules	R,A	R
12	Comply with maintenance obligations and predict future availability requirements	R,A	R
13	Monitor console for alarms and service degradation notifications	R,A	
14	Respond to automated monitoring alarms received and initiate incident management process as required	R,A	I
Information Security Management			
1	Identify and communicate to Datavalet security goals and policies requirements	I	R,A

Activity No	Activity	Datavalet	Customer
2	Apply, align and adhere to the client security policies, standards, procedures and guidelines as applicable	R	R,A
3	Identify approval conditions and guidelines that would permit Datavalet to proceed in processing certain requests (i.e. MACDs, security/logon, access or passwords reset, etc.) in accordance with client security policies	R	R,A
4	Regularly review with client security requirements that could affect service delivery or address business changes and objectives	R	R,A
5	Perform required security investigation and assessment (i.e. criminal case validation) of Datavalet employee to confirm compliance with security standards	R	R,A
6	Participate, as required, in security investigation related to the supported IT infrastructure	R	R,A
7	Provide required evidence for client security audit to confirm compliance (as required) as a type 3 change (project fees might apply)	R	R,A
8	Provide update and confirmation of actions to be performed on supported infrastructure aligned with client security action plan and requests	R	R,A
Operations, Patch and Performance Management			
9	Perform ongoing preventive maintenance for monitoring tools and supported infrastructure	R,A	C,I
10	Maintain monitors/thresholds and correlations rules	R,A	
11	Perform minor version upgrades and patches/hotfix on supported infrastructure as per Change management guidelines	R,A	I
12	Contact external vendors for any 3 rd level support of tools or software issues	R,A	
13	Respect service level targets and agreed maintenance window timeframes	R,A	I
14	Maintain access security to all components of the infrastructure environment supported remotely	R,A	C,I

Activity No	Activity	Datavalet	Customer
15	Maintain physical access security to all deployed infrastructure support by Datavalet	C,I	R,A
Continuous Service Improvement and Client Relationship Management			
1	Perform internal review of output of the other service modules and identify opportunities for improvement	R,A	I
2	Prepare monthly or quarterly business review of managed services as agreed upon with Customer	R,A	I
3	Identify potential improvement initiatives and assess if considered as an included operational improvement or a new business requirement	R,A	I
4	Initiate Service Request management process	R	R,A
5	Maintain contact and escalation list between Datavalet and the Customer	R,A	R,I
Carrier Management and Internet Line Procurement			
1	Initiate request for implementation of a new site/location	R,C	R,A
2	Document request with required information for defining WAN connectivity parameters	R,C	R,A
3	Request quote from partners for new site line connectivity	R,A	I
4	Trigger change management process and planning in project (Type 3 change) for establishing new internet lines	R,A	R,I
5	Complete internet lines procurement with ISP vendor to ensure proper coverage	R,A	I
6	Align and synchronize with local client team to install the requested lines at Location	R,A	R,C