



Service Catalogue

Your secure data centric guardians

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24x365 Core Managed IT Services

1 Introduction

Amicus ITS are secure data centric guardians. We follow the tough regulatory procedures of ISO 20000, ISO27001 and ISO 9001, along with the process frameworks of PRINCE2 and ITIL_v3 methodologies. As a leading provider of managed IT and cloud services, we specialise in delivering holistic solutions tailored for our customers in healthcare, public sectors, regulated markets and to blue chip corporates. Amongst our capabilities, we are specialists in design and build and maintaining services to align with boardroom strategies.

2 Objectives and Benefits

We look after our customer's infrastructure, data and information safely, intelligently and proactively as their trusted partner. We are seen as innovative, engaged and proactive in its support. Our goal is to enable our customer to keep their focus on delivering their core business strategies. Amicus ITS do this by providing always-on, secure, compliant data services for their needs today. We stay close to them to understand and help them plan for the technologies they need tomorrow and add value where we can to each plan.

3 Core Managed Service Bundle Elements

Amicus ITS provides a core Managed Service bundle of four key elements listed below, along with a host of additional services available as options to create a customer's tailored bundle (see table below):

3.1 24x365 Service Desk

- o Incident Management
- o Service Request Fulfilment
- o Access Management
- o Problem Management

3.1.1 Service Desk managed service description

"Service Desk" is a primary IT Function within the discipline of ITSM – ITIL. The intention is to provide a Single Point of Contact (SPOC) with a fully accredited partner, to meet the communication needs of end users and our operational teams. Our Service Desk is not limited to a contact centre, managing phone calls (inbound/outbound), emails, chat facility and web self-service portal, but extends into a fully-fledged IT Service Desk, troubleshooting end client / end client infrastructure/application issues through remote assistance tools. The Service Desk, handles incidents and service requests as well as provide an interface to users for other ITSM activities.

An integrated solutions tool within the web self-service portal allows end clients to browse through FAQ documents, reset their passwords which also enables them to log and track tickets online. The service can also be fully white labelled to ensure we offer a **consistent service in line with the organisation's brand and image requirements**.

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3.2 Proactive Network Operations Centre (NOC) monitoring

- o Event Management
- o Availability Management
- o Capacity Management

3.2.1 NOC managed service description

Delivered 24x365, Amicus ITS has a rapidly scalable and reliable 24x365 proactive monitoring service delivered by a highly trained NOC Team with support skills around an extensive range of technologies. We excel in managing various monitoring tools and are best placed to advise on best practice monitoring sets and threshold parameters, coupled with flexible notification options through phone / email.

Our proactive monitoring service runs on a single integrated platform for the entire application ecosystem - end user, applications, underlying infrastructure components such as application servers, databases, big data stores, middleware & messaging components, web servers, web services, ERP packages, virtual systems, storage, networking and cloud resources. This helps in streamlining the operational workflow for efficient ITSM

We review alarms, filter for false alarms, escalate issues, and customize monitoring thresholds, configuring notification and escalation policies to ensure all monitored systems are available, healthy and performing and desired functional levels. We provide our customers with reports, which helps them to quickly visualise large data sets.

3.3 CCRM

- o Change Management
- o Configuration Management
- o Release Management

3.3.1 CCRM managed service description

Amicus ITS maintains a detailed inventory of each IT system's Configuration Item (CI) within the CMDB (Configuration Management Database). This enables us to patch and revise levels of individual software and hardware modules, components and subsystems, as well as map the relationship between different configuration items (CI).

We harness changes to such systems through a controlled standard process aligned to the ITIL framework. We ensure there is an audit trail around change requests, approvals, resets and results, installation / deployment dates and post installation quality assurance tests to support the system's operational baseline configuration document. This facilitates lifecycle management and operational consistency.

We use industry standard tools to automate the processes involved to deliver the service through agent-based discovery, custom workflows, pre-filled templates, auto-assigned tasks, visual relationship maps and other features.

We have a well-structured, technically competent and highly organised Change Approval Board (CAB) to monitor and manage non-standard and emergency change requests. Our customers are invited to the CAB meeting, along with our Change Manager, Release Manager, L3/L4 Technical Consultants and Service Delivery Managers to facilitate Change and Release Management effectively.

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We offer CCRM service during core UK Business Hours, but extend this to 24x365 for emergency changes.

3.4 Service Delivery Management

3.4.1 SDM managed service description

The objective is to provide a world class service with premium communication and collaboration efforts with our customers to building relationships and drive loyalty during the contract – and ideally renewing the contract at term. We have ITIL_v3 certified Service Delivery Managers who work in conjunction with the customer to define “WHAT” we are delivering to the customer and then use the tools and processes specified in the Service Catalogue to achieve expected SLA and KPI against each IT service.

The Service Delivery Managers set expectations on service quality, availability and timelines.

4 Service Scope

CORE MANAGED SERVICE BUNDLE	Basic	Enhanced	Advanced
24x365 Service Desk contact centre services. Call handling (dedicated phone number) with triage, email handling, incident handling, 3 rd party support / vendor co-ordination, access to self-service portal	✓	✓	✓
24x365 Service Desk technical support services. Remote support (using Bomgar), Major Incident coordination, service request fulfilment, user administration (<i>Active Directory, MS Exchange and other business applications</i>)	✓	✓	✓
24x365 white labelled Service Desk contact centre services	✓	✓	✓
24x365 NOC Monitoring Agentless monitoring of applications, servers, storage and network infrastructure	✓	✓	✓
Change, Configuration and Release Management. Raise change requests and submit for review in customers CAB, L3/L4 Technical consultant to participate in customer CAB meeting	✓	✓	✓
Phone and email statistic reports – volumes and wait times	✓	✓	✓
Alarm and incident statistic reports – volumes and category	✓	✓	✓
Availability and capacity reports – out of system reports	✓	✓	✓
Monthly service reports – virtual Account Manager	✓	✓	✓
Custom and tailored SLAs for response and resolution time	✓	✓	✓

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24x365 Service Desk option for customer technician access to ticket management tool (up to 10)	optional	✓	✓
NOC – technical support services: remediation of alarms based on an agreed-upon set of tasks and run lists	optional	✓	✓
Change, Configuration and Release Management: Additionally, Asset Management, software and hardware configuration through agent based discovery tools	optional	✓	✓
Monthly change and release audit reports	optional	✓	✓
Dedicated Service Delivery Manager	optional	✓	✓
Monthly service reports – detailed by dedicated SDM	optional	✓	✓
Monthly service review - onsite with customer	optional	✓	✓
Major Incident reporting – dedicated SDM	optional	✓	✓
Quarterly Continuous Service Improvement Plans, following to service analysis and feedback through dedicated SDM	optional	✓	✓
Strategic roadmaps and business alignment feedback – dedicated SDM	optional	✓	✓
Single point of management escalation – in hours to Service Delivery Manager	optional	✓	✓
Single point of management escalation – out of hours to Director on Call	optional	✓	✓
24x365 Service Desk with problem management and management of identity management platform*	optional	optional	✓
NOC – technical support services - remediation of alarms through end-to-end troubleshooting	optional	optional	✓
Change, Configuration and Release Management: Additionally, inclusion of all non-standard and emergency changes reviewed authorised and scheduled in Amicus ITS CAB weekly meetings; Change Manager, defined release content; dependencies; business approval; problem management on identified issues – Release Manager	optional	optional	✓
Availability and capacity reports – reviewed with recommendations	optional	optional	✓
Customised SLAs for response and resolution time	optional	optional	✓

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5 Additional Service Options

The additional suite of services can be added to a customer's chosen core Managed Service bundle to ensure a tailored service delivery to meet their business needs (see Main Service Catalogue and separate Technical Design Sheets for each additional service). The customer will define the relevant service level required out of the options within each service:

ADDITIONAL MANAGED SERVICE OPTIONS	Basic	Enhanced	Advanced
Anti-Virus and Anti-Malware management	✓	✓	✓
Backup and restore management (on premise and cloud)	✓	✓	✓
Windows Server Patch management	✓	✓	✓
Mobile Device Management	✓	✓	✓
SQL Database Administration	✓	✓	✓
Hardware Break-Fix	✓	✓	✓
Windows Active Directory Administration and Auditing (ADDS, ADCS, ADFS, ADLDS, ADRMS, DNS, DHCP)	✓	✓	✓
Windows File and Storage Services Administration and Management (File, Storage, Print and Document)	✓	✓	✓
Storage Management and Administration (SAN)	✓	✓	✓
End User Compute	✓	✓	✓
Virtualisation Administration	✓	✓	✓
Office 365	✓	✓	✓
Azure	✓	✓	✓
Exchange Administration	✓	✓	✓
Professional Services	✓	✓	✓
Hyper Converged Infrastructure management	✓	✓	✓
Hot Swap Device Service	✓	✓	✓
Network and Firewall Administration	✓	✓	✓

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6 How We Provide This Service

The core Managed Service is built up from the Service Desk, NOC Team, Change and Configuration Management, Technical Consultants and Service Delivery Managers.

The Service Desk maintains the interaction with the customer throughout the service lifecycle and the Service Delivery Manager acts as an Operational Management representative to the Customer.

7 Service Reporting

The standard monthly reports include the following based on the customer's tailored plan:

- Phone and email statistic reports
- Alarm, incident and problem statistic reports
- Availability and capacity reports
- Monthly change and release audit reports
- Major Incident reports
- Monthly service reports
- Continuous Service Improvement Plans (where service includes SDM)
- ACE reports

Additional services selected by the customer may include other reports which are detailed in each relevant service sheet.

8 Service Pricing

The pricing for a Managed Service support bundle will be based on the costs of the core services, plus any additional services selected.