

JSP 602 Instruction	1015	Applicability	Applications, Data/Information, Infrastructure, Integration, Network/Communications, Security
Configuration Identity	Version: 01.02 Amended: 2009-03-02 Reviewed: 2006-06-21	Epoch Applicability	2005 - 2009

JSP 602: 1015 - Managed Services

Outline

Description: Managed Services covers the delivery and management of network-based services, applications, and equipment. The key component of any managed service procurement is the SLA. This policy covers the selection of managed services and service suppliers and defines the mandatory elements that must be included within an SLA.

Reasons for Implementation: This policy is intended to promote a consistent approach to the procurement of Managed Services and to ensure that the procured services are both effective and provide value for money. It is also intended to ensure that the Managed Services are defined, operated and managed correctly and that MOD is not exposed to undue risk.

Issues: Service Level Agreements are frequently dependent upon subsidiary SLAs that have been previously agreed. These can hide conflicting requirements that can compromise the overall service operation due to the cumulative effects of terms within agreements. Projects setting up SLAs need to ensure that, where subsidiary SLAs are invoked, necessary checks are made.

Guidance: The de facto standards for guidance on Managed Services are contained within the OGC ITIL web site and in BS15000 'The BS 15000 IT Service Management Standard'.

This policy is outside the scope of both the e-GIF and the NC3TA.

Policy

Strategic

1015.01: Managed Service Selection

1015.01.01 All projects procuring Managed Services for use within MOD shall, where possible, use services already provisioned within the DCSA catalogue.

1015.01.02 Where the required Managed Services are not within the DCSA catalogue, all projects procuring Managed Services shall, where possible, use the service providers contained within the DCSA catalogue.

This minimises service replication and maximises the use of previous service agreements and supplier selection.

Comment: Where existing services and SLAs are used they must be checked to ensure that they do not inadvertently introduce conditions that conflict with the business requirements. Where business requirements do not align, projects should establish whether the existing SLA is good enough or whether a new SLA needs to be produced.

1015.02: Managed Service Definition

1015.02.01 All projects producing Service Level Agreements shall ensure that the following topics are included as part of the service definition:

1015.02.01.01 Definition of Terms - all terms used within the SLA must be defined

1015.02.01.02 Service Definition - a precise statement of what the service is and what is being provided.

1015.02.01.03 Service Boundary Definition - a precise statement of the service boundary i.e. where it begins and ends and, where appropriate, asset location and ownership.

1015.02.01.04 Responsibilities - a statement of the responsibilities of all people and/or roles, both on the customer and supplier side, that are concerned with the SLA.

1015.02.01.05 Time Synchronisation - a definition of the authoritative time source that governs all times/timings that are part of the SLA.

Comment: These elements must be defined and agreed as the rest of SLA is predicated upon them.

1015.03: Managed Service Operation

1015.03.01 All projects producing Service Level Agreements shall ensure that the following topics are included as part of the service operation:

1015.03.01.01 Times - a precise statement of all time limits and event triggers that are part of the SLA. This will include such items as time to respond, time to restore service and time to fix faults. The times defined here must also identify the times/timings that are part of subsidiary SLAs that are nested within this SLA.

1015.03.01.02 Expectations - a precise statement of how the customer expects the service to perform.

Strategic (continued)

1015.03.01.03 Normal/Heightened Service Levels - a precise statement of the service levels expected during normal operation and those expected during periods when operational requirements are heightened. Also a definition of the conditions that trigger/revoke the transition to heightened service levels.

1015.03.01.04 Environment - a precise statement of the operating environment (software, hardware and physical) in which the service will operate.

1015.03.01.05 Interface Specifications - a definition of the interfaces into the service to which both the service provider and all service users must conform.

1015.03.01.06 Service Outputs - a precise statement of the outputs that the service must provide. This will include items such as the notification of events and/or alerts, the varying severity of such events/alerts and the mechanisms to be used to provide notification (telephone, email, fax etc.), which could be linked to their severity.

1015.03.01.07 Service Deliverables - a precise statement of any deliverables that the service supplier must provide. These may include: statistics reports to demonstrate SLA compliance, monthly reports, end-of-shift reports and incident reports.

1015.03.01.08 Caveats - a precise statement of any caveats that apply to the operation of the service.

1015.03.01.09 Staffing - the staffing levels that the service provider must provide as part of the service delivery.

1015.03.01.10 Audit Logs - a definition of the information that must be recorded for audit purposes. This will include such items as: a unique identifier for each record, a record of all events, a record of all people involved in an event, the times associated with an event and the data that must be logged.

1015.03.01.11 Communications/Escalation - a definition of the lines of reporting for personnel involved in the service provision and the timings and triggers that dictate when problems are escalated up the reporting line.

Comment: The SLA must capture all necessary details of the operation of the service so that it becomes possible to establish if the managed service supplier is fulfilling the SLA.

1015.04: Managed Service Change Management

1015.04.01 All projects producing Service Level Agreements shall ensure that the following topics are included as part of the service change management:

1015.04.01.01 Operational Changes - a definition of the process by which changes to the service operation will be defined, agreed and implemented.

1015.04.01.02 Upgrades/Refresh - a definition of the process that must be followed when upgrades to the service software/hardware are made or when the service implementation technology is refreshed.

Strategic (continued)

1015.04.01.03 Business Requirement Changes - a definition of the process by which new and changed business requirements are defined, agreed and implemented.

Comment: Managed Services will change over time in response to new/changing requirements and technology. The governance of the service must be addressed by defining the processes that govern the introduction of change.

1015.05: Managed Service Measurement and Audit

1015.05.01 All projects producing Service Level Agreements shall ensure that the following topics are included as part of the service measurement and audit:

1015.05.01.01 Trend Analysis - a definition of the trends that must be monitored and analysed by the service supplier and the process(es) that must be invoked to counteract adverse trends.

1015.05.01.02 Availability - a definition of the required availability of the service, typically as a percentage of total time.

1015.05.01.03 Mean Time Between Failures - a definition of the acceptable mean time between failures of the components of the service.

1015.05.01.04 Audit - a precise statement of the process for conducting audits of the managed service provision. This will include a definition of: when audits must occur, who must carry them out and an upper limit (cap) on the time that they can take.

1015.05.01.05 Arbitration - a definition of the process that must be followed to arbitrate between service suppliers and customers when disagreements over the service provision in relation to the SLA are unresolved.

Comment: The SLA must define the metrics and processes that will allow the service to be audited against the SLA.

1015.06: Managed Service Penalties

1015.06.01 All projects producing Service Level Agreements shall ensure that the following topics are included as part of the service penalties:

1015.06.01.01 Contraventions of SLA - a definition of the penalties that are imposed on the service provider when the SLA is not met. Penalties could include: refunds and/or free service provision for a defined period of time or in extreme cases the right to end the contract without penalty.

Comment: The SLA must clearly define what sanctions are applied in the event of a supplier failing to meet the SLA.

1015.07: Managed Service Support

1015.07.01 All projects producing Service Level Agreements shall ensure that the following topics are included as part of the service support:

Strategic (continued)
<p>1015.07.01.01 Helpdesk - a precise statement of the helpdesk/service-desk facilities that must be provided to support users of the managed service, the availability of the support (e.g. 24/7, 9-5 Mon-Fri etc.), the staffing levels and call response and resolution times.</p> <p><i>Comment:</i> The SLA must define what support users must be provided with, how responsive that support is and how quickly issues must be resolved.</p>
Deployed
<p>As for Strategic domain.</p> <p><i>Comment:</i> Managed Service could extend into the deployed domain hence the SLAs should incorporate the same definitions and statements.</p>
Tactical
<p>Not applicable.</p> <p><i>Comment:</i> Managed Services are unlikely to extend into the tactical domain.</p>
Remote
<p>As for Strategic domain.</p> <p><i>Comment:</i> Remote users accessing Managed Services in the strategic or deployed domains will be subject to the same SLAs.</p>

Responsibility for Implementing the Policy

Implementation of this policy shall be the responsibility of all IPTs (and their suppliers) that provide Managed Services within any part of the GIL.

Procedure

Procedures for implementing Managed Services are contained within the OGC ITIL web site and in BS15000.

Relevant Links

The OGC ITIL web site can be found here. (<http://www.ogc.gov.uk/index.asp?id=1000367>)

A glossary of terms and abbreviations used within this document is available here.

Instructions on how to read a JSP602 leaflet are available here.

Compliance

Stage	Compliance Requirements
Initial Gate/DP1	MOD Projects shall submit a formal declaration that they have read and understood the policy and sought guidance from the SME(s).
Main Gate/DP2	MOD Projects shall reference in their SRD (and MODAF technical views) the specific Managed Services that are they are procuring or updating. They shall identify which services use existing SLA(s) and which require the production of new SLA(s). For each service requiring a new SLA they shall present an outline SLA as evidence that each mandatory element of the agreement is being considered.
Release Authority/DP5	MOD Projects (supported by their equipment suppliers) shall, for each service requiring a new SLA they shall present an detailed SLA as evidence that each mandatory element of the agreement has been considered. Where elements are considered not relevant or applicable, suitable justification shall be provided.