|  |  |
| --- | --- |
|  | |
| <Azure SQL> | |
| Standard Service Package | |
|  | |
|  | |
| Classification: <Confidential> |  |
| Version: <01> |
| ID: <CRM-ID> |
| YYYY-MM-DD |

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### Introduction

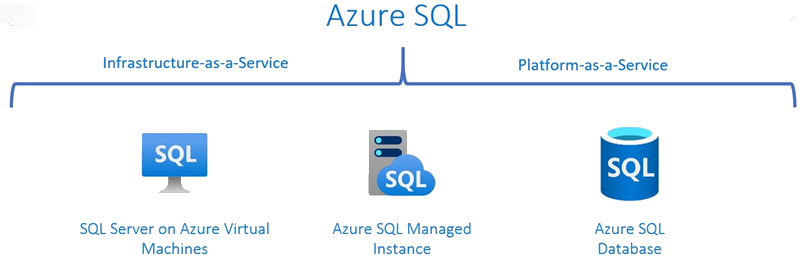
This document outlines the terms and conditions under which NNIT (will be pertained to as “Service Provider” hereafter) can provide services under a given contract to the Customer.

This document does not cover a specific service delivery but describes how the Azure SQL can be ordered as one or more Standard Services and what is delivered. In other words, it describes the possible types of service that can be ordered, and multiple choices can therefore exist for Availability targets, etc. It will also usually contain multiple service variants and enhancing services that can be ordered in various combinations.

# Service Objective and Overview

This document describes the service features, components, and terms of the Service Package Azure SQL purchased by the Customer.

The Azure SQL Service Package describes the operation model of the Microsoft Azure SQL family with its different flavours in the Azure Cloud.



**Figure 1: Family of Microsoft Azure SQL services**

With Azure SQL, one of the most important benefits is that customers can modernize existing applications and support modern cloud applications. It also helps and provides the entire product portfolio through a consistent, unified experience that provides program-based guidance to create the right resources to meet customer needs.

# Service Description

The The Azure SQL Service Package in terms of operations is delivered according to the package type and their respective levels of support described in seccion 2.1. In adition to the standard packages we offer complementary services that are subject of agreement and are optional and not included by default

## Service Variants

This section describes the different Service Variants of which the Customer can choose between. The different Service Variants are the connecting threads between the scope of service and the different sections of Service Levels, KPIs and Reporting, and Charging Model.

Below the specific Service Variants are described in detail and the table describes the specific differences and characteristics between the Service Variants.

|  |  |  |  |
| --- | --- | --- | --- |
| Characteristics/key differentiators | Service variant | | |
| **Basic** | **Advanced** | **Custom** |
| 24 hours a day 7 days a week |  | **√** |  |
| Danish Business Days, Monday through Friday 08:00 to 17:00 CET/CEST | **√** |  |  |
| [Full Operation] - Fully managed by NNIT Cloud Operations. |  | **√** |  |
| [Only Backup Operation] - NNIT is responsible for backup and restore tasks only. | **√** |  |  |
| [Unmanaged Operation] - NNIT can deploy and provide basic configuration but customer is responsible for the SQL service. These are SQL resources that are visible in Azure portal but NNIT has no SLA on them. |  |  | **√** |
| Database service | **√** | **√** | - |
| Managed Instance service | **√** | **√** | **√** |
| SQL Server service | - | **√** | **√** |
|  | | | |

## Enhancing Services

The enhancing service/services are optional and can be/are subject to separate payment and charging model (for the definitions of the different charging models, refer to section 5 Service Request Catalogues).

|  |  |  |  |
| --- | --- | --- | --- |
| Enhancing Service | Description | Charging Model | |
| Azure SQL Reports and Monitoring | This service supports both Databases and Database Managed Instance.   * Monitoring of all Azure databases across subscriptions particularly the health and performance of databases including CPU utilization. * Creation of custom monitoring rules and alerts based on collected metrics which helps identifying issues at each layer of application stack. * Query reports – correlate the performance of any query through the query duration and query waits perspectives. | T&M | |
| Build AlwaysON solutions | * Always On Failover Cluster on Azure SQL VM including the Windows cluster * Always ON Availability Group on Azure SQL VM | T&M |
|  |  |  | |

## Locations and Approved Sub-contractors

### Locations

The Service can be delivered from the following locations:

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | DK | CH | CZ | DE | PL | UK | US | CN | PH | SG |
| *Azure SQL Service* | **√** |  | **√** |  |  |  |  | **√** | **√** |  |

DK – Denmark; CH – Switzerland; CZ – Czech Republic; DE – Germany; PL – Poland; UK – United Kingdom

US – United States

CN – China; PH – Philippines; SG - Singapore

### Approved Sub-contractors

The following sub-contractors are approved by the Service Provider in delivering the Service to the Customer:

|  |  |
| --- | --- |
| Sub-contractor Name | Description |
|  |  |
|  |  |
|  |  |

# Charging model

## Resource Unit Definitions

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| ID # | Service Package | Resource Unit (RU) | RU measurement source | Frequency | Charge type | Definition |
| 1 | Azure SQL Service | Instance | Tags | Recurring | PxQ | TBD |
| 2 | Azure SQL Service | Database | Tags | Recurring | PxQ | TBD |
|  | | | | |  |  |

## Financial Responsibility Matrix

The Financial Responsibility matrix indicated below is related to the financial responsibilities of the parties in relation to the Standard Service, Facilities and Software which are elements in the different Service Variants indicated in Section 2.1 Service Variants.

The financial responsibility matrix is a key tool in ensuring alignment between Customer and Service Provider regarding the financial scope of the standard service. The columns and rows combine the key features of the given Standard Service with key cost drivers and distinctions.

The color codes indicate whether the respective Service, Facility or Software is part of the monthly fixed fee marked with red (Service Provider) or marked green (Customer) where the financial responsibility is included as a T/M service or otherwise included as a Customer payment not included in the monthly fixed fee. The color-code green also indicates ownership of specific hardware and software. Ownership of software and tools indicates responsibility to enter all necessary service and support agreements with software and/or tool vendors to keep software and tools ‘fit for purpose’ in the contract period.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Service Variants** | **Software/tools** | **Delivered on physical location**  *[If relevant]* | **Upgrade & enhancement** | **Maintenance incl. Support agreements with 3. party vendors** | **Procurement & ownership** |
| License Azure Hybrid Benefit for SQL Server | Azure SQL | *-* | **Service Provider** | **Customer** | **Customer** |
|  |  |  |  |  |  |

Table 2: Financial responsibility matrix of Software in scope of Standard Service.

# Scope of Standard Service

This section defines the scope and limitations of the Standard Service including dependencies to Customer and/or other external parties which are not sub-contractors of the Service Provider.

|  |  |
| --- | --- |
| Scoped cost drivers and Standard Service limitations | Descriptions |
| Event process | The event process is a high-level process taken and input, performing an action, and delivering and output. This means the event process covers incidents and alerts.  An event can be triggered from many different areas.  An incident can trigger an alarm starting the event process.  Customers can identify events that can trigger the event process.  NNIT can identify events that can trigger the event process. |
| Change Management | The change request process starts with a customer requesting a change in their cloud environment. The change is then accepted by NNIT and the change is implemented. |
| Incident Management | The incident process starts when an incident happens. The start can be either automatic (Alerts), from Customers or NNIT. |
| Problem Management | The problem process starts when an incident happens. The start can be either automatic (Alerts), from Customers or NNIT. |
| Configuration Management | Configurations items are created during server deployment or transfer of operations from customer to NNIT and are updated as relevant via change procedures. |
| Capacity Management | Capacity Management is delivered according to the NNIT IT Service Management document, described in the *Capacity Management Process* section.   * Proactive monitoring of server resources like CPU, Memory and disks * Proactive monitoring of database resources (agent jobs execution and general availability, database files)   Azure SQL Health Check solution can be used to avoid potential problems and take corrective actions |
| Backup Policy Management | Azure backups are fully automatic where Full backups are taken every 7 days, differential every 12 hours, and log backups every 5-10 min. This apply for Database and Azure managed instance which have this built-in feature.  Supported Azure Backup for SQL Database and Managed Instance:   * Data protected with automated backups * Long Term (LTR) configurable backup retention period * Point-in-time database restore capability * User can initiate backups from his side   For SQL Server the backups are done via Azure Backup and stored on the Recovery Services vault. NNIT will monitor the backups jobs in the portal. Email alerting is an option to facilitate better reaction time.  Supported Azure Backup for SQL Virtual machines:   * Creation of standard backups policies to backup databases regularly * Point in Time restores in one step * Email notifications * Azure RBAC for backup and restore management * Central management of backups and other workloads from a single dashboard |
| Patch Management | Managed by Microsoft. Database and SQL managed instances are always running on the latest stable version of SQL Server Database Engine and patched OS ensuring high availability. In case of SQL Server on Virtual Machines the OS will be part of the OS patching procedure and the SQL instance according to the NNIT Cloud Operations procedure. Note that SQL Server installations in general must be at the highest service pack level to be covered by Microsoft support. |
| Monitoring | Monitoring of the Azure SQL is done through cloud native monitoring (i.e. Azure Monitor). When alerts are received, they are automatically changed to an Incident to ensure that appropriate actions are taken. |

## Prerequisites for Standard Service Delivery and Due Diligence

The table below lists both what is required in order to deliver the service in terms of information or other Customer input of any form (e.g. processes, data, personnel expertise, etc.) and any other prerequisites that may apply.

|  |  |
| --- | --- |
| Prerequisite | Customer delivery Description/nature of prerequisite |
| Azure SQL | The Azure SQL services must run Azure Cloud |
| Database Backup and Recovery | The entire database is always is restored and not specific objects |
| Access prerequisites | NNIT Cloud Operations should have the highest privilege access in order to operate all Azure SQL services. The default authentication type is a domain account created in Azure Active Directory with the following roles:   * Instance level SysAdmin role * Azure AD server principals (logins) |
| Services windows | A schedule for stopping and starting cloud-based Azure SQL Server deployments can be negotiated with NNIT if necessary, to minimize operating costs. |
| Notification services | For the notification services for SQL Server Agent scheduled jobs, the customer must provide a SMTP mail relay and is responsible for ensuring that recipient email addresses are valid. |
|  |  |

## Delivery Dependencies to Customer

|  |  |  |
| --- | --- | --- |
| Dependency | Phase (Project/ Operation) | The nature of the dependency |
| … | . |  |
| … |  |  |
| … |  |  |
|  |  |  |

## Deliveries and Dependencies to other Service Package(s)

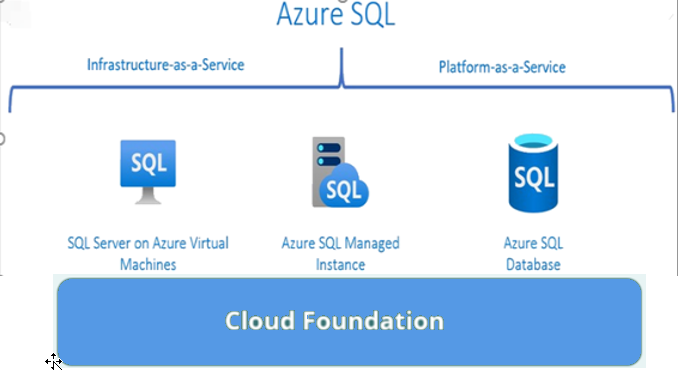


Figure 2: Azure SQL and its Cloud service options and dependencies

# Service Request Catalogues (SSR and CSR)

## Standard Service Request (SSR)

The Standard Service Requests (SSR) covers all activities required to deliver a predefined final delivery within a committed delivery time and at a committed charging model.

|  |  |  |
| --- | --- | --- |
| Charging Model | | |
| Included | Fixed price | Means that there shall be no charges for the execution of each SSR |
| Unit based | Fixed price | Means that there is a pre-agreed fixed price for each execution of the SSR |
| T&M (Time and Material) | Variable charges | Means that each execution of the SSR is charged on a T/M basis with an upfront time estimate which can give the Customer an expected price level. The price level is only to some degree binding for the Service Provider. |
|  | | |

|  |  |
| --- | --- |
| SSR Type | Committed delivery time |
| Type 1 | Nine (9) hours |
| Type 2 | Twenty-four (24) hours |
| Type 3 | Forty-eight (48) hours |
| Type 4 | Seventy-two (72) hours |
| Type 5 | Five (5) Days |
|  | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Unique identifier in contract (& internal price catalogue) # | Short name | Description  Result shall be: | Type | Charging model | |
| CDB-SRT001 | Applying customer scripts on customer databases | Run scripts issued by the customer or execute customer requested  Actions or troubleshooting functions that are not negotiated. | Type 1 | T&M | |
| CDB-SRT002 | Customer requested Database Backup | In case of application upgrades when the process of upgrading goes wrong the customer could previously request a database backup | Type 1 | T&M |
| CDB-SRT003 | Restore or Move database | Restoring a database within the same instance/server or move to another instance/server | Type 3 | T&M |
| CDB-SRU001 | Basic Audit report | Instance, Database accesses and privileges, failed logins. | Type 1 | Unit |
| CDB-SRU002 | User account management | Create, delete, reset passwords and unlock users | Type 1 | Unit |
| CDB-SRU003 | High Availability Configuration | Configure Always On Availability Group between two or more databases. | Type 3 | Unit |
| CDB-SRU004 | Activate Azure Defender for SQL | Protection against threats on the Azure SQL servers providing also alerts and recommendations. | Type 1 | Unit |
| CDB-SRU005 | Set up Long-Term Retention backups | Configure backups retention policies | Type 1 | Unit |
| CDB-SRU006 | Retrieving information | Retrieve configuration information like Collation, Creation Date, License, Location, Owner, State | Type 1 | Unit |
| CDB-SRU007 | Decommission of an Azure SQL service | Delete a database, retire an Instance | Type 3 | Unit |
| CDB-SRT004 | Service pack upgrade | Installing Service packs on SQL server on Azure VMs | Type 2 | T&M |
| CDB-SRT005 | SQL Database Migration Services | This service offers seamless migration from multiple database sources to Azure data platforms with minimal downtime   * It includes assessment report that is to be prepared first to provide recommendations which serves as guide through the changes required prior to performing a migration to Azure using Data Migration Assistant. * Remediation be performed if required after assessment reports including troubleshooting and optimization of the planned migration. Offers the option for offline and online migration. * Involves troubleshooting and optimization of the planned migration. Covers pre-migration, actual migration, and post-migration activities. | Type 5 | T&M |
| CDB-SRT006 | SQL Database Performance Tuning | * Discovering The Root Causes * Finding Problematic Queries * Fine Tuning the Queries * Cleaning-up Indexes * Avoid Overloading SQL Server * Execution Plan Re-use * Manage Transaction log, tempdb and memory | Type 4 | T&M |
|  | | | | | |

## Customer Service Request (CSR)

Customized Service Requests (CSR) are characterized by being unpredictable in its nature and therefore ordered as a T&M task or project

# Service Levels, KPIs and Reporting

## KPI Name - description of service level

Service Availability

### Azure SQL services

|  |  |  |
| --- | --- | --- |
| Attribute | Description | |
| Availability Description | NNIT will deliver the same availability as guaranteed by Microsoft. The architecture can level up the availability SLA, for example changing the architectural models for both Azure SQL Database and Azure SQL Managed Instance | |
| Support Description | The available Support hours and response KPIs for the different service levels | |
| Service Level Options | Basic | Advanced | |
| Availability Azure SQL Database | Depends on design and according to [Microsoft SLA.](https://azure.microsoft.com/en-us/support/legal/sla/sql-database/v1_5/) | Depends on design and according to [Microsoft SLA.](https://azure.microsoft.com/en-us/support/legal/sla/sql-database/v1_5/) | |
| Availability Azure SQL Managed Instance | Depends on design and according to [Microsoft SLA.](https://azure.microsoft.com/en-us/support/legal/sla/sql-database/v1_5/) | Depends on design and according to [Microsoft SLA.](https://azure.microsoft.com/en-us/support/legal/sla/sql-database/v1_5/) | |
| Azure SQL Server on Vm | 98% | 99.5% | |
|  |  |  | |

# Documentation

- Operating Manual

## Customer Documentation

*n/a*

# Transition, Transformation, and Re-transfer Plans

**Migrating Azure SQL services into NNIT operations.**

Azure SQL services can be onboarded into NNIT operations in two ways.

* A new deployment according to NNIT’s operational manual
* Through migration services described in NNIT’s operational manual and also according to Microsoft best practices. This must be subjected to a transition project and not as a standar operation.

**Decommission of the Azure SQL services**

All Azure SQL services while retiring from the NNIT’s operations must happen according to NNIT Cloud operations decommission document.

# Definitions

*To be merged with MSA Definition schedule or remain in Service Package description.*

|  |  |
| --- | --- |
| Term | Definition |
|  |  |
|  |  |
| Business Day |  |
| CSR | Customized Service Request |
| Customer |  |
| Demarcation line | Scope of service, description of the boundaries of service. |
| SOM | Service Operation Manual |
| SSR | Standard Service Request |
| TDS |  |
|  |  |
|  |  |
|  |  |
|  | |

# Internal Service Description for *[Service Package Name]*

***For internal NNIT use only! The following sections should not be presented to the Customer.***

## Reference Architecture for Standard Deliveries

*[Technical view]*

### Reference Catalogue to used baselines (standards, best practices etc.)

*Links or sub-appendixes to MS best practices, used standards (e.g. ISO, SANS, NIST, regulatory guidelines and requirements e.g. EU GDPR Directive, NIS directive etc.*

*List requirements which enables this service to be EU GDPR/NIS/etc. compliant.*

### Reference Architecture

*[See example - Active Directory - Reference Architecture]*

#### Technical Solution Description

#### Topology

#### Recommendations and Considerations

## Design Authority

*What service area should be contacted in case there are deviations in the Standard Service? What should presales/sales take note of when discussing possible deviations to the Standard Service with a Customer?*

## Service Checklist for Solution Signoff (tender process)

The checklist details the solution signoff checkmark for standard/customized service delivery. The checklist contains key service markers stating difference between standard vs. non-standard delivery. This checklist will serve as key tool for Sales Support in the identification of the nature of the Service delivery in the respective tender.

## Delivery Output Documentation

### Handover to Operation (HOTO)

*[Link to official HOTO template in QPoint]*

### Test Catalogue

## Corresponding Sales Artifacts

*[Table with Sales artifacts, versioning]*

# Change log

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Version** | **Description of Changes** | **Initials** |
| yyyy-mm-dd |  |  |  |

# Service Package Template Change log

## DELETE THIS SECTION BEFORE USING THE TEMPLATE

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Version** | **Description of Changes** | **Initials** |
| 2020.10.02 | 1.5 | New document | MDGQ |
| 2020.10.21 | 1.6 | Minor revisions with introductory texts and table format; Additional sections from Hybrid Cloud template | AQRS/JUJR |
| 2020.11.27 | 1.7 | Re-arranged sections | MDGQ |
| 2021.01. | 1.8 |  |  |