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| 1 | 07/03/2013 | IFA | Stephane Levieux | Thierry Chamfrault  Montserrat Guardia Guell | Adrinée Dufils  Patrick Giraudeau |
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| DOCUMENT REVISIONS | | | | | |
| Sections changed in last revision are identified by a vertical line in the margin | | | | | |
| DOCUMENT STATUS CODE: IFR = Issued for Review/Comments – IFA = Issued for Approval – FIN = Final Issue  SERVICE CARD STATUS CODE: Not Started:  Execute:  Define:  Applicable:  Retired: | | | | | |
| **Category: Hosting**  **Sub-Category: Technical Hosting**  **Ref: 1.2 .0** | | | | | |

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| SERVICE DESCRIPTION OVERVIEW | | ***Client service description*** | | | | | | | | |
| **Technical hosting provides an environment based on standard IT solution to be used as a production, pre-production, training, qualification or development platforms platform as well as the operating services associated.**  **This service ensures the provision of storage capacity, server power (physical and virtual servers, cloud servers and mainframe) with operating system and end point protection, the adequate connectivity and needed database environment and the operating services associated (monitoring, backup, maintenance...).** | | | | | | | | |
| ***Included items details*** | | | | | | | | |
| * Physical hosting services (see Service Card 1.1 “Physical Hosting”) * Hardware service management * Asset owned by hoster (transferred when client existing equipment is reused) * Initial setup and maintenance (failed parts replacement, firmware upgrade) * Fully managed and monitored by hoster * Software service administration (Operating System and database only) * Asset owned by hoster (transferred when client existing license is reused) * Initial setup and maintenance (patch management, antivirus...) * Fully managed and monitored by hoster * Database environments provisioning (see Service Card 1.2.3 “Database Environment”) * Monitoring & support services: * Monitoring of servers, storage, network, backup, CPU, Memory, disk space.., server/ technical service availability * Levels 2 & 3 support for technical infrastructure and services * Security services: (see Service Card 3.4.1 “Security Management”) * User access to server * Privilege account for user access administration * Privilege accounts for servers, storage, network, backup administration * Storage Services: (see Service Card 1.2.5 “Data Storage”). * Standard storage is between 1GB and 1TB | | | | | | | | |
| ***Not included*** | | | | | | | | |
| * Middleware software and administration | | | | | | | | |
| ***Options*** | | | | | | | | |
| * On Demand Technical Expertise: * Architecture / infrastructure solutions expertise * Operations: * Backupand/or Restore(1): Frequency, type of backup, technology in line with Technip High level Document for backups (Technip IT standards) * Nonstandard solution for servers provisioning * Continuity and security: * Dedicated computer room with separate external secured access (two separate data centers) * Network Services: * Connectivity to WAN (see Service Card 2.1.1 “WAN Access”)-  1. *The backup and/or Restore are applicable for system or data (see Data Storage SC 1.2.5)* | | | | | | | | |
| ***Product composition*** | | | | | | | | |
| * Physical hosting: (see Service Card 1.1 “Physical Hosting") * Standard content: Rack mounts or square meters in Technip data center * Servers (Physical, Virtualized) depending on the standard/ non-standard customer requirements Storage * Storage * NAS, * SAN, * Backup solutions. * Software: * Operating system according to servers (OS, VMWare, etc.) * Database * Remote access * Monitoring tools * System Backup tools * High availability software   Technip IT Architecture & Technical standard for server available on the Hosting & Operation SharePoint site (ref last version of EDC-VMware-HLD document) | | | | | | | | |
| ***Lifecycle and service access modalities*** | | | | | | | | |
| * Subscription process: * Client provides specifications and capacity plan (initial and monthly recurrent 1 year forecasts). (In particular, a technical form is filled in Application Hosting) * Agreement signature * Duration: * Unlimited except for specific projects * Disengagement conditions: * Months before end of service * Reversibility: * Architecture and configuration description documents, data backup medias | | | | | | | | |
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| SERVICE LEVELS | | ***Indicator*** | | ***Family*** | ***Unit*** | ***Frequency*** | ***Bronze*** | ***Silver*** | ***Gold*** |
| **Infrastructure availability (server, network, database, user access) (1)** | | Availability | % | Monthly | 99,0% | 99,5% | 99,90% |
| **Target Address time** | | Efficiency | Hours | Monthly | 8 hours for virtualized environments | 4 hours for virtualized environments | 2 hours  for virtualized environments |
| **Max recovery time for backed up servers(3)** | | Delay | Working hours | Monthly | 1 hour | 1 hour | 1 hour |
| Note : (1) Execution Context : maintenance periods and authorized changes delays are not included in the calculation of indicators | | | | | | | | |
| Monthly report including trends describing :   * Availability * Servers availability * Performance * Server performance (RAM, CPU) * Backup session rate * Inventory of servers (ratio of standard, number of servers in the DR scope or number) | | | | | | | | |
| ***Reporting on Operational Performance Indicators:*** | | | | | | | | |
| * Monthly report including trends based on Operational Processes (Incident Management, Change Management, Release Management, Request Fulfillment): * - list of outage and duration * - list of changes (planned and unplanned) and events * - list of planned changes for next month | | | | | | | | |
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| USER CONTEXT | ***Service Accessibility*** | | | | | | | | | |
| Global | | | | | | | | | |
| ***Service Hours*** | | | | | | | | | |
| 24x365 | | | | | | | | | |
| ***Contract Service Hours*** | | | | | | | | | |
| * Bronze: 5x7 opened days from 8:00 am to 6:00 pm European local time * Silver: 5x7 opened days from 8:00 am to 6:00 pm European local time * Gold: 7x7 24h | | | | | | | | | |
| ***Actor Type*** | | | | | | | | | |
| IT BDO (Business Domain Owners) & Business users IT & Business Project Manager | | | | | | | | | |
| ***Usage Profile*** | | | | | | | | | |
| 24x365 | | | | | | | | | |
| ***Usage Mode*** | | | | | | | | | |
| Permanent | | | | | | | | | |
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| EXECUTION CONTEXT | ***Geographical*** | | | | | | | | | |
| EDC | | | | | | | | | |
| ***Prerequisites*** | | | | | | | | | |
| * -Customer agreement with initial specifications and capacity plan * -Technical context validation before running * -Monthly recurrent 1 year capacity forecasts (server power, storage capacity, network bandwidth, number of users) | | | | | | | | | |
| ***Execution Modalities*** | | | | | | | | | |
| 24x365 | | | | | | | | | |
| ***Planned Unavailability*** | | | | | | | | | |
| - Communicated to client at monthly meeting  - Urgent actions must be communicated to the client at least 3 days before | | | | | | | | | |
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| FINANCIAL | ***Cost Driver*** | | | | | | | | | |
| Licensing , Hardware  Man/day efforts  Options (backup, DRP, etc.)  Storage platforms technology  Resources guaranteed (including CPU, RAM) according to server class | | | | | | | | | |
| ***Billing & Cost Unit*** | | | | | | | | | |
| * Initial costs (project modality): server power class, storage volume * Recurrent costs:   Costs associated with the Resources allocated to the server and the Class. | | | | | | | | | |
| ***Invoicing Mode*** | | | | | | | | | |
| Yearly Billing | | | | | | | | | |
| ***Price*** | | | | | | | | | |
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| ***Financial Codification*** | | | | | | | | | |
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| ***Client Target*** | | | | | | | | | |
| Global | | | | | | | | | |
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| SERVICE ACTORS | | ***Service Owner*** | | | | | | | | |
| Hosting & Operations manager | | | | | | | | |
| ***Manager in charge of Service Delivery*** | | | | | | | | |
| Hosting & Operation delivery manager | | | | | | | | |
| ***IT Service Delivery Actors*** | | | | | | | | |
| * Hosting & Operations: EDC Manager * Physical hosting: Facility manager * Database: Database team leader * Data storage: Storage & backup team leader * Connectivity and Security * WAN team leader * LAN France responsible * Security Management team leader * SCTS – Infrastructure Architect | | | | | | | | |
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| COMPLIANCE | | ***Environment*** | | | | | | | | |
| Green data com rooms as they minimize power consumption | | | | | | | | |
| ***Facilities Access*** | | | | | | | | |
| Datacenter access control is based on nominative authorization only | | | | | | | | |
| ***Applicable Laws & Regulations*** | | | | | | | | |
| Under datacenter provider responsibility | | | | | | | | |
| ***Standards*** | | | | | | | | |
| Technip standards and policies are applicable. | | | | | | | | |
| ***Others*** | | | | | | | | |
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| SECURITY AND SAFETY | | | ***Information Confidentiality/Integrity*** | | | | | | | |
| Data integrity and confidentiality is under full client responsibility. | | | | | | | |
| ***Information Protection/Recovery*** | | | | | | | |
| See options for backup and disaster recovery plan | | | | | | | |
| ***People Safety*** | | | | | | | |
| People safety is compliant with Technip policies and standards, except if local regulation requires highest levels. | | | | | | | |