CONFIDENTIAL

SERVICE REPORT

\*\*\* INCL. NON-BILLABLE \*\*\*

|  |  |
| --- | --- |
| **Service Name** | Manage Security Services - Manage Platinum 24/7 |
| **Service Term** | From: 1 November 2019  To: 1 November 2020  (12 months) |
| **Reporting Period** | From: 1 November 2020  To: 31 March 2020  (5 months) |
| **Report Date** | 12 April 2020 |

FOR

|  |
| --- |
| **ABC Company** |

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1. Purpose

The purpose of this document is to provide you with an overview of the services rendered under contract for the period identified on the coversheet of this document. For ease of reference, the services rendered will be categorised into two high-level groups, namely:

* Proactive services: these being those services rendered and measured by occurrence (“Frequency”)
* Reactive services: these being those services rendered and measured by consumption (“Time Units”)

Time Units are consumed as follows:

|  |  |
| --- | --- |
| **Time classification of services** | **Time Unit consumption rate** |
| 1 actual hour of services rendered and/or an onsite callout during Office Hours \* | 1 Time Unit |
| 1 actual hour of services rendered and/or an onsite callout during After Office Hours \*\* | 1 ½ Time Units |
| 1 actual hour of services rendered and/or an onsite callout during Weekends \*\*\* | 2 Time Units |

\* Office Hours - Monday to Friday, excluding Public Holidays, 08h00 to 17h00 – South Africa (GMT+2 / CAT)

\*\* After Office Hours - Monday to Friday, excluding Public Holidays, 17h00 to 08h00 – South Africa (GMT+2 / CAT)

\*\*\* Weekends - Saturday, Sunday and official South African Public Holidays

1. Overview

Proactive services

Proactive services that have been rendered during the Service Term thus far:

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description** | **Frequency**  **Allocation** | **Nov** | **Dec** | **Jan** | **Feb** | **Mar** | **Apr** | **May** | **Jun** | **Jul** | **Aug** | **Sep** | **Oct** |
| Base services - Service report | Monthly | 1 | 1 | 0 | 2 | 1 |  |  |  |  |  |  |  |
| Base services - Asset register | Quarterly | - | 1 | - | - | 1 |  |  |  |  |  |  |  |
| Base services - Configuration backup report | Monthly | 1 | 1 | 1 | 1 | 1 |  |  |  |  |  |  |  |
| Base services - Operations report | Monthly | 1 | 1 | 1 | 0 | 2 |  |  |  |  |  |  |  |
| Alert and Response services - Analyse | Monthly | 1 | 1 | 1 | 1 | 1 |  |  |  |  |  |  |  |
| Assessment and Remediation services - Assess and Review | Quarterly | - | 1 | - | - | 1 |  |  |  |  |  |  |  |
| Additional services - Onsite operations meeting | Monthly | 0 | 0 | 1 | 0 | 0 |  |  |  |  |  |  |  |
| Additional services - Security architecture workshop | Annually | - | - | - | 1 | 0 |  |  |  |  |  |  |  |

Reactive services

Reactive services that have been rendered during the Service Term thus far (incl. non-billable):

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description** | **Time Unit Allocation** | **Nov** | **Dec** | **Jan** | **Feb** | **Mar** | **Apr** | **May** | **Jun** | **Jul** | **Aug** | **Sep** | **Oct** |
| Base services | 60 of 200  (+12) | 12  (+2) | 15  (+0) | 10  (+3) | 2  (+0) | 21  (+7) |  |  |  |  |  |  |  |
| Alert and Response services | 31 of 48  (+15) | 5  (+7) | 7  (+2) | 6  (+3) | 12  (+3) | 1  (+0) |  |  |  |  |  |  |  |
| Assessment and Remediation services | 31 of 48  (+15) | 5  (+7) | 7  (+2) | 6  (+3) | 12  (+3) | 1  (+0) |  |  |  |  |  |  |  |
| Additional services - Major system upgrades | 31 of 50  (+8) | 0  (+0) | 0  (+0) | 16  (+8) | 15  (+0) | 0  (+0) |  |  |  |  |  |  |  |
| Additional services - Emergency allocation | 0 of 48  (+0) | 0  (+0) | 0  (+0) | 0  (+0) | 0  (+0) | 0  (+0) |  |  |  |  |  |  |  |
| Additional services - Security posture review | 49 of 48  (+15) | 0  (+0) | 0  (+0) | 0  (+0) | 40  (+11) | 9  (+4) |  |  |  |  |  |  |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Description** | **Quantity** | **Nov** | **Dec** | **Jan** | **Feb** | **Mar** | **Apr** | **May** | **Jun** | **Jul** | **Aug** | **Sep** | **Oct** |
| Service tickets opened | 52 | 6 | 9 | 10 | 12 | 15 |  |  |  |  |  |  |  |
| Service tickets closed | 44 | 4 | 11 | 8 | 16 | 5 |  |  |  |  |  |  |  |

Top-10 services tickets by consumption during the Service Term thus far (incl. non-billable):

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Ticket #** | **Requestor / Owner** | **Ticket**  **opened** | **Ticket closed** | **Ticket title** | **Time Units consumed**  (incl. non-billable) |
| 785630 | Miguel Torrente | 2019-12-01 | Open | xxx | 10.03  (+1.20) |
| 785630 | Miguel Torrente | 2019-12-01 | 2019-12-01 | xxx | 7.29  (+4.14) |
| 785630 | Miguel Torrente | 2019-12-01 | 2019-12-01 | xxx | 6.28  (+4.14) |
| 785630 | Miguel Torrente | 2019-12-01 | 2019-12-01 | xxx | 5.27  (+4.14) |
| 785630 | Miguel Torrente | 2019-12-01 | 2019-12-01 | xxx | 4.26  (+4.14) |
| 785630 | Miguel Torrente | 2019-12-01 | 2019-12-01 | xxx | 3.25  (+4.14) |
| 785630 | Miguel Torrente | 2019-12-01 | Open | xxx | 2.24  (+14.14) |
| 785630 | Miguel Torrente | 2019-12-01 | Stalled | xxx | 1.23  (+4.14) |
| 785630 | Miguel Torrente | 2019-12-01 | 2019-12-01 | xxx | 0.20  (+4.14) |
| **Total** | | | | | **72.63**  (+41.58) |

1. Detail

Proactive services

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Ticket #** | **Requestor / Owner** | **Ticket**  **opened** | **Ticket closed** | **Ticket title** | |
| Base services - Service report | | | | | |
| 785630 | Miguel Torrente | 2019-12-01 | 2019-12-01 | xxx | |
| 785630 | Miguel Torrente | 2019-12-01 | 2019-12-01 | xxx | |
| 785630 | Miguel Torrente | 2019-12-01 | 2019-12-01 | xxx | |
| 785630 | Miguel Torrente | 2019-12-01 | 2019-12-01 | xxx | |
| 785630 | Miguel Torrente | 2019-12-01 | 2019-12-01 | xxx | |
| **Total** | | | | | **7** |
|  | | | | |  |
| Base services - Asset register report | | | | | |
| 785630 | Miguel Torrente | 2019-12-01 | 2019-12-01 | xxx | |
| 785630 | Miguel Torrente | 2019-12-01 | 2019-12-01 | xxx | |
| 785630 | Miguel Torrente | 2019-12-01 | 2019-12-01 | xxx | |
| **Total** | | | | | **3** |
|  | | | | |  |
| Alert and Response services - Analyse | | | | | |
| 785630 | Miguel Torrente | 2019-12-01 | 2019-12-01 | xxx | |
| 785630 | Miguel Torrente | 2019-12-01 | 2019-12-01 | xxx | |
| 785630 | Miguel Torrente | 2019-12-01 | 2019-12-01 | xxx | |
| 785630 | Miguel Torrente | 2019-12-01 | 2019-12-01 | xxx | |
| 785630 | Miguel Torrente | 2019-12-01 | 2019-12-01 | xxx | |
| **Total** | | | | | **5** |

Reactive services

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Ticket #** | **Requestor / Owner** | **Ticket**  **opened** | | **Ticket closed** | | **Ticket title** | **Time Units consumed**  (incl. non-billable) | |
| Base services | | | | | | | | |
| 785630 | Miguel Torrente | 2019-12-01 | | 2019-12-01 | | xxx | 10.03  (+1.20) | |
| 785630 | Miguel Torrente | 2019-12-01 | | 2019-12-01 | | xxx | 7.29  (+4.14) | |
| 785630 | Miguel Torrente | 2019-12-01 | | 2019-12-01 | | xxx | 6.28  (+4.14) | |
| 785630 | Miguel Torrente | 2019-12-01 | | 2019-12-01 | | xxx | 5.27  (+4.14) | |
| 785630 | Miguel Torrente | 2019-12-01 | | 2019-12-01 | | xxx | 4.26  (+4.14) | |
| 785630 | Miguel Torrente | 2019-12-01 | | 2019-12-01 | | xxx | 3.25  (+4.14) | |
| 785630 | Miguel Torrente | 2019-12-01 | | Open | | xxx | 2.24  (+14.14) | |
| 785630 | Miguel Torrente | 2019-12-01 | | Stalled | | xxx | 1.23  (+4.14) | |
| 785630 | Miguel Torrente | 2019-12-01 | | 2019-12-01 | | xxx | 3.25  (+4.14) | |
| 785630 | Miguel Torrente | 2019-12-01 | | Open | | xxx | 2.24  (+14.14) | |
| 785630 | Miguel Torrente | 2019-12-01 | | Stalled | | xxx | 1.23  (+4.14) | |
| 785630 | Miguel Torrente | 2019-12-01 | | 2019-12-01 | | xxx | 3.25  (+4.14) | |
| 785630 | Miguel Torrente | 2019-12-01 | | Open | | xxx | 2.24  (+14.14) | |
| 785630 | Miguel Torrente | 2019-12-01 | | Stalled | | xxx | 1.23  (+4.14) | |
| 785630 | Miguel Torrente | 2019-12-01 | | 2019-12-01 | | xxx | 3.25  (+4.14) | |
| 785630 | Miguel Torrente | 2019-12-01 | | Open | | xxx | 2.24  (+14.14) | |
| 785630 | Miguel Torrente | 2019-12-01 | | Stalled | | xxx | 1.23  (+4.14) | |
| 785630 | Miguel Torrente | 2019-12-01 | | 2019-12-01 | | xxx | 3.25  (+4.14) | |
| 785630 | Miguel Torrente | 2019-12-01 | | Open | | xxx | 2.24  (+14.14) | |
| 785630 | Miguel Torrente | 2019-12-01 | | Stalled | | xxx | 1.23  (+4.14) | |
| 785630 | Miguel Torrente | 2019-12-01 | | 2019-12-01 | | xxx | 0.20  (+4.14) | |
| **Total** | | | | | | | **72.63**  (+41.58) | |
|  | | | | | | | |  |
| Alert and Response services | | | | | | | | |
| 785630 | Miguel Torrente | 2019-12-01 | | Stalled | | xxx | 1.23  (+4.14) | |
| 785630 | Miguel Torrente | 2019-12-01 | | Stalled | | xxx | 1.23  (+4.14) | |
| 785630 | Miguel Torrente | 2019-12-01 | | Stalled | | xxx | 1.23  (+4.14) | |
| 785630 | Miguel Torrente | 2019-12-01 | | Stalled | | xxx | 1.23  (+4.14) | |
| 785630 | Miguel Torrente | 2019-12-01 | Stalled | |  | | 1.23  (+4.14) | |
| **Total** | | | | | | | **12.63**  (+41.58) | |
|  | | | | | | | |  |
| Assessment and Remediation services | | | | | | | | |
| 785630 | Miguel Torrente | 2019-12-01 | | Stalled | | xxx | 1.23  (+4.14) | |
| 785630 \* | Miguel Torrente | 2019-12-01 | | Stalled | | xxx | 1.23  (+4.14) | |
| 785630 \* | Miguel Torrente | 2019-12-01 | | Stalled | | xxx | 1.23  (+4.14) | |
| **Total** | | | | | | | **12.63**  (+41.58) | |

**NOTE:**

\* Ticket created outside of Service Term.