



SERVICE CATALOG
EXCERPT 1: Onboarding
About AKAVEIL Functions

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INTRODUCTION

AKAVEIL is an IT management, consulting, and outsourcing company as a Delaware U.S.A. entity. Therefore, AKAKVEIL is a Managed Service Provider (MSP) offering a broad mixture of enterprise-level management services which are outlined in this Service Catalog. Understanding what these services are is the intent of the Service Catalog. Whether the management of servers (virtual and physical), computers, and networks coupled with rapid accurate technical support to users of all levels, the specific selection of necessary and best services is essential. In addition, AKAVEIL operates and manages data center facilities offering fully-redundant, secure hosting of servers. AKAVEIL's principals and staff have been creating custom IT solutions for decades.

AKAVEIL serves a global footprint of customers in many countries with a heavy concentration of customers in the United States, especially the Northeast. The greater New York City area is home to its headquarters with an extended workforce wherever its customers do business. With a winning combination of professional best practices and approaches, technical experience, certifications, competencies, tools, automation and strategic partnerships they are always ready to serve. AKAVEIL believes in a strict focus on the strategies, goals and objectives of the clients and their business. Success at AKAVEIL is the facilitation of customer success with tailored to fit value-add IT services.

CORE FUNCTIONS

Each of the services provided by AKAVEIL Technologies is dependent on the successful operation of the company. These core functions are the methods by which AKAVEIL provisions consistent, efficient, and outstanding quality of service and an enhanced customer experience. They incorporate swift, meaningful action and best-fit solutions. Additionally, these core functions serve as governance over the relationship between AKAVEIL Technologies and its clients. The core functions provide the necessary philosophical and tactical components required to effectively support and maintain each of the available service offerings from every perspective. The features of the core functions as well as the governing element of responsibility for all managed services are defined below. Any "X" marked in the following is defined as "Responsibility" which means to address/handle and be accountable for the designated item or task.

CLIENT ON-BOARDING

AKAVEIL has a proven, new client on-boarding process. This allows the organizations to best get acquainted with each other. While AKAVEIL conducts a technology discovery, assessment and prepares necessary technology and business documentation the following activities and interactions are typical.

Shared Responsibilities	AKAVEIL	CLIENT
Schedule a Kick-off meeting between AKAVEIL and Client	X	X
Prepare a Welcome Kit and conduct an Orientation Meeting with Client Staff	X	
Document Network Components	X	
Install all necessary software and tools to covered devices	X	
Perform a baseline network and security assessment	X	
Provide on-site transition services during the first 60 days	X	
Provide retention requirements for all services which include backup		X

SERVICE DESK

The Service Desk provides the user interface and follows industry recognized best practices for quality assurance. The Service Desk will register, communicate, dispatch, and analyze all calls, reported incidents, service requests, and information demands. Specifically, the Service Desk is every user's advocate. The Service Desk is responsible for becoming the Single Point of Contact between AKAVEIL and the customer's business users and/or its internal IT. By using a professional services automation software

in addition to appropriate human intervention, up-to-date information and assistance to users is efficiently and effectively facilitated by the Service Desk.

The Service Desk triages all requests according to customer priority. The success of the Service Desk is measured by the achievement of the Service Level Agreement for each target by priority as well as the customer perception of the service experience. The "Service Desk" provides complete end to end service management including reporting, planning and advisory, implementation and configuration, availability, technology management, maintenance and support, backup and recovery, status and communication and the like. It acts as the "gateway" for any service-related customer needs. The Service Desk is responsible for taking the request and owning it for the user until the issue is resolved. Whether reported by the user, a monitoring tool, or IT specialist the core function is the same.

The Service Desk hours are M-F 8 am – 7 pm EST. Extended hours are available up to 24/7/365 should a monthly support agreement be in place. Response and resolution target timelines are documented in:

How To Initiate AKAVEIL Support

Shared Responsibilities	AKAVEIL	CLIENT
Provide adequate staff resourcing	X	
Provide the Service Desk structure	X	
Provide request classification and prioritization	X	
Set the frequency of reporting and review of service desk processes	X	
Maintain complete archive of Service Desk records	X	
Highlight service gaps and suggest corrective actions		X
Communicate request status and progress between user and tech	X	
Provide an initial assessment of requests and work to resolution	X	
Receive calls and provide first line Client liaison	X	
Provide monitoring escalation relative to SLA	X	
Manage request lifecycle	X	
Communicate service level changes	X	
Coordinate second level support	X	

INCIDENT MANAGEMENT

Incident Management is handled by the AKAVEIL Network Operations Center (NOC) and/or the Service Desk depending on the nature of the incident. Monitoring and automated notifications are received via the NOC and communicated to the Service Desk. Specific procedures based on best practices are followed for timely escalation paths to the right resource for efficient and effective handled. Everything under the Service Desk is applicable during Incident Management. An incident is any event or condition which indicates the abnormal operation of the service. This may be an unplanned interruption or a reduction in the quality of the service.

Shared Responsibilities	AKAVEIL	CLIENT
Provide Incident handling	X	
Provide Level II and Level III support for incidents	X	
Provide functional (business impact) vs. hierarchical escalation		X
Provide priority assignment of incidents	X	
Identify relationship between incidents, problems, known errors, RFCs	X	
Provide incident detection and recording	X	
Provide classification and initial support	X	
Provide investigation and diagnosis of incidents	X	
Provide incident resolution and recovery	X	

Provide incident ownership, monitoring, and tracking	X	
Provide restoration of missing files/systems from backup	X	

PROBLEM MANAGEMENT

Problem Management seeks to maximize IT service quality by performing root cause analyses and effect the removal of errors once identified. Major (highest priority) Incidents without a known cause will trigger these work activities immediately. Otherwise, Problem Management is a very pro-active set of work activities to correlate information on past incidents and events and identify painful trends in need of further investigation. Benefits include prevention of recurring incidents, documenting knowledge and work-a-rounds to reduce the impact of incidents with errors that cannot be permanently eliminated. The larger the investment of resources in Problem Management the more stable the infrastructure and service quality. Problem Management is performed during normal AKAVEIL business hours unless a Major Incident occurs. AKAVEIL's success with Problem Management is measured by specific Key Performance Indicators (KPI) in the Service Level Agreement. A 'Problem' is the unknown cause of one or more incidents.

Shared Responsibilities	AKAVEIL	CLIENT
Provide problem identification and recording	X	
Provide problem classification	X	
Provide problem investigation and diagnosis	X	
Provide error identification and recording	X	
Provide error assessment	X	
Provide error resolution and recording	X	
Provide error closure	X	
Provide trend analysis	X	
Provide targeting preventative action	X	
Conduct major problem reviews	X	X

CHANGE MANAGEMENT

Change Management seeks to ensure that all changes are controlled via agreed standardized methods and procedures. To control changes, AKAVEIL ensures risks and benefits of changes are properly assessed with the appropriate amount of rigor to sustain normal business activities once changes are implemented. AKAVEIL ensures efficient and prompt handling of all changes to the IT infrastructure which includes involvement of key stakeholders during the assessment, prioritization and scheduling of changes as well as ongoing status as necessary. The goal is to minimize the negative impact of changes on the live environment and sustain seamless service delivery for the customers. The hours for change management are 24/7/365. Agreed change windows are often established in advance via Service Level Agreements. Emergency changes are those necessary to remedy current live production issues. Communication and control will still be maintained in times of emergency with special procedures.

Shared Responsibilities	AKAVEIL	CLIENT
Provide and maintain the Request for Change (RFC) Process	X	
Provide standard change metrics	X	
Provide Client-specific change metrics		X
Provide standard critical outage plan	X	
Provide Client-specific outage plan		X
Plan the implementation of operations processes	X	
Maintain a Change Advisory Board (CAB) and facilitate CAB Meetings	X	
Provide logging and filtering for changes	X	

Perform change categorization	X	
Provide impact and resource assessment of changes	X	
Build change plan and provide testing and implementation	X	
Provide technical change approval	X	
Provide final change approval		X
Provide change scheduling	X	
Provide post-change review process for changes	X	
Provide continuous review of efficiency and effectiveness of Change processes	X	
Provide problem and/or error resolution	X	

CAPACITY & PERFORMANCE MANAGEMENT

Capacity (resources) necessary to achieve the right levels of infrastructure performance from the backend all the way to the end-user's fingertips and work tasks is essential for maximum success. Based on customer agreed cost effective service levels for optimized efficiency and effectiveness, AKAVEIL ensures customer satisfaction. Capacity Management practices consider all resources required to deliver the IT Service and plans for short, medium and long-term business requirements.

Shared Responsibilities	AKAVEIL	CLIENT
Provide advisory for solution planning	X	
Provide monthly report of device performance	X	
Provide monthly report of device capacity	X	
Provide 3,6,9,12 month business strategy from which to draw future IT needs		X

SECURITY MANAGEMENT

Security Management practices (Plan; Implement; Evaluate; Improve) are aligned to our client's business governance, policy and compliance requirements. By working together with the client, AKAVEIL ensures protective, detective and corrective approaches which enable effective security controls for agreed Service Levels.

Shared Responsibilities	AKAVEIL	CLIENT
Provide control security of organization		X
Assess classification and control procedures of organization		X
Provide accountability for assets		X
Provide personnel security		X
Provide for physical and environmental security of all equipment		X
Provide communications and operations management of security	X	
Provide access control to IT equipment and environment		X
Provide audit, evaluation, and security review of all IT systems		X
Outline each users' responsibilities for use of IT environment		X
Provide security systems development and maintenance	X	
Provide standard security requirements for systems	X	
Provide Client-specific security requirements for systems		X
Maintain compliance and legal requirements		X

ADVANCED MONITORING MANAGEMENT

Monitoring electronically watches equipment, services and processes based on defined industry best practices and metrics. Alerts are generated and acted upon accordingly when the device status indicates a warning or failure event.

Shared Responsibilities	AKAVEIL	CLIENT
Identify monitored devices, services, and events	X	
Identify event criticality and polling intervals	X	
Verify monitoring with business requirements		X
Provide management of best practice device monitoring sets	X	
Provide monitoring of alerts and escalation to Incident/Problem Management	X	
Maintain all necessary monitoring systems	X	
Provide regular reviews and business communication	X	
Provide regular monitoring & notification to Service Desk of Incidents	X	
Provide automatic monitoring of device thresholds	X	
Report monitoring and device anomalies	X	

QUALITY ASSURANCE

Quality Assurance works to define and enforce a set of policies, processes, and procedures required for continued strategic alignment, planning and execution. Furthermore, Quality Assurance provides the ability to identify, measure, control and improve core business processes and service offerings ultimately resulting in an overall improvement to business performance, customer relationships, and end-to-end satisfaction.

Shared Responsibilities	AKAVEIL	CLIENT
Provide initial planning activities for regular Quality Assurance Reviews	X	
Coordinate with business requirements		X
Provide acceptance of risk and definition of key information		X
Maintain quality objectives and processes	X	
Complete QA task list at listed frequencies	X	
Complete annual Quality Assurance Reviews	X	
Provide regular reviews and business communication	X	X
Provide continual service improvement	X	

PROCUREMENT & INVENTORY SERVICES

AKAVEIL offers full end-to-end procurement services of hardware and software for its clients. AKAVEIL has pre-selected and established relationships with best of class manufacturers to ensure seamless quality. Procurement Services leverage our customer service approach to match the client's specific product needs with partner manufacturers. These comprehensive services are designed to remove the burdens of product choice, logistics, warehousing, and delivery.

Shared Responsibilities	AKAVEIL	CLIENT
Provide business requirements and needs		X
Provide technical specifications, requirements, and needs	X	
Provide Product Quote prior to any hardware/software purchase	X	
Provide acceptance (electronic or written) of quote prior to purchase		X
Coordinate all logistics for shipping, pre-work, warehousing and delivery	X	

Provide inventory storage until equipment is needed	X	
Coordinate installation or integration with the Service Team	X	

ACCOUNT MANAGEMENT

AKAVEIL believes Information Technology is a strategic component of success for every department in every business in today’s world. Account Management is designed to always keep the needs of the business and the services that AKAVEIL provides in alignment.

Shared Responsibilities	AKAVEIL	CLIENT
Provide business requirements and needs		X
Conduct an Annual Business IT Assessment of all users in Client organization	X	
Review and analyze data from Annual Business IT Assessment to develop an Action Plan for the next 12 – 18 months	X	
Provide feedback on the Action Plan and associated budget		X
Conduct Scheduled Business Reviews during the year to ensure that items on the Action Plan are completed	X	
Introduce new services and technologies that have potential benefits to Client organization	X	