Service Management Schedule - STANDARD

This document sets out the standard service management functions that will be performed for the Service unless the Customer has selected a different level of service management in the Order.

Section A – Service Desk

1. SCOPE OF SERVICE DESK

1.1 The service desk performs the following functions:

1.1.1 incident management;

1.1.2 problem management;

1.1.3 monitoring and event management; and

1.1.4 change enablement.

1.2 The service desk works closely with the configuration management team to ensure the reliability of the Service.

1.3 The service desk:

1.3.1 acts as a single point of contact for incidents, escalations and queries relating to the Services;

1.3.2 is available 24 hours a day, 7 days a week to receive incidents and escalations; and

1.3.3 is responsible for the management and resolution of all incidents, problems and changes throughout their lifecycle.

1.4 BT will deploy standard systems and tools to support the Services.

1.5 The Customer will be supported from a shared-desk environment and will not receive a dedicated team of service desk staff, unless selected as an upgraded service option.

2. LOCATION OF SERVICE DESK

2.1 The service desk will be located in one of BT's global hubs. If BT needs to relocate the assigned service desk, BT will formally request this change in writing and manage the move through the change enablement process. The Customer will not unreasonably withhold or delay its consent.

2.2 BT will not permanently locate any personnel at any Customer site.

3. LANGUAGE

3.1 All communications, whether spoken or written, will be in the English language, unless otherwise agreed. Other language capabilities are available as an upgraded service option.

Section B – Incident Management

4. SCOPE AND OBLIGATIONS

4.1 Incident management involves diagnosing and resolving incidents so that Services can be restored to normal business operations as quickly as possible.

4.2 BT:

4.2.1 will only progress incidents that are within BT's Service Management Boundary;

4.2.2 has responsibility for coordinating and managing each incident from the time the incident is created within BT's incident management system, through to its resolution or reassignment to Customer, as applicable;

4.2.3 will provide incident management using a professional, multi-skilled team from the assigned global hub;

4.2.4 will assign the incident to a service reliability engineer with the relevant skills to resolve the incident at first contact wherever possible; and

4.2.5 will progress incidents in line with the contracted Service Levels and the contracted hours of service.

5. INCIDENT CREATION

5.1 Incidents will be identified in one of two ways, either:

5.1.1 proactively detected by BT's monitoring systems; or

5.1.2 reactively reported by Customer to BT (whether via the Customer's own service desk or via a third party/service partner service desk) using the contact methods set out in this Schedule.

5.2 All incidents are recorded on BT's standard incident management system. Once created, a system generated message is sent to Customer providing a unique reference number and priority level.

6. INCIDENT RESPONSE AND KEEPING THE CUSTOMER INFORMED

6.1 Throughout the lifecycle of the incident, BT will provide regular updates via the BT My Account Portal.

6.2 The incident clock starts when the incident is recorded in the BT incident management system. Response time is measured from the time an incident record is created until Customer has been informed that the incident has been received and is being worked on.

6.3 When BT is waiting for further information or input from Customer, or when the incident falls outside of the contracted hours of service, the incident clock will be suspended. It will be restarted once input has been received or when the Service is back within the contracted hours of service. During any suspension time, there will be no status updates and any affected Service Levels are disapplied.

7. PRIORITISATION

7.1 Priority levels are based on impact (the severity of the situation) and urgency (how important and business critical the site or Service is to Customer). Customer's core sites and core business functions (where a total outage would cause material business impact) will receive a higher urgency level than sites hosting non-essential business functions (where a slower response to a total outage would not cause material business impact).

7.2 Customer's core sites are set out in the Order. Core business functions should never be hosted at sites with no resiliency, to reduce the risk of those core functions being unavailable. If core sites need to change during the lifetime of the Services, Customer will inform BT in writing (which may require an uplifting in the resiliency at the site, if necessary, via the service request process).

7.3 Incident priority levels are assigned as follows:

Incident Priority Level	Description
P1	one or more core sites or Services are completely unavailable or one or more core business functions are completely unable to be performed. For user-based services (e.g. MS Teams), this would typically be all users
P2	material impact to business e.g. a partially interrupted or impaired Service which cannot be mitigated or core business functions can be performed but in a reduced capacity. This priority level would also apply for the loss of a non-core site or Service
P3	medium impact to business, e.g. a site or Service experiencing intermittent or localised interruption or impairment. This might be an issue where a large percentage of a business is functioning normally, such as the site is suffering slow response but users are able to work, a small number of users at a site have total loss of service but the majority are functioning normally, or perhaps one element of Service is unavailable, such as access to voicemail. A P3 incident would also be raised for a resilient site where either the primary or resilient path is unavailable
P4	typically very minor or no business impact, such as a single user or very small number of users having minor issues but core business functions can be carried on as normal.

8. MAJOR INCIDENTS

8.1 If an incident is categorised as "major" (i.e. highest-impact, highest-urgency), then the Major Incident Management (MIM) procedure comes into play. Examples of major incidents are where a large number of sites, geographies and users are impacted, the business is deprived of one or more crucial services, and there is a material impact on the wider business, not only the affected Service itself. A P1 incident would not normally be classified as a major incident, however, a major incident will always be associated with a P1 incident ticket. Details of how BT handles major incidents is included in the Customer Service Handbook.

8.2 DOWNGRADING OF PRIORITY LEVELS

8.3 If an incident is found to have been caused by a Customer power related issue, customer induced (i.e. caused by an issue within the Customer's own scope of responsibility), or planned maintenance work, the priority level will be downgraded. In each of these cases, Customer will be informed, with reasons, prior to downgrading the priority level to P4.

9. ESCALATION

9.1 BT will automatically escalate incidents if they hit certain trigger thresholds during the incident management process. However, BT acknowledges that there may be times when the Customer may want to escalate an incident itself. In this case, the Customer will need to follow the escalation process defined in the Customer Service Handbook.

9.2 BT operates a 5-level incident escalation model:

Incident Escalation Level	Description
Level 0	BT service desk
Level 1	Service desk shift leader
Level 2	Service desk duty manager
Level 3	Service desk operations manager
Level 4	Service desk director/global escalation manager
Level 5	VP, service assurance/head of global escalation management

9.3 The key principles of escalation are as follows:

9.3.1 escalations will only be handled for active Service-impacting incidents (priority 1-3);

9.3.2 to escalate, Customer should always contact the BT service desk (Level 0) to perform escalations. The BT service desk will then escalate to the right level within BT to ensure appropriate action is taken;

9.3.3 incidents related to matters beyond BT's reasonable control cannot be escalated (e.g. force majeure incidents). These types of incidents will also be excluded from any availability Service Level measurements.

10. INCIDENT INVESTIGATION AND DIAGNOSTICS

10.1 BT will carry out necessary diagnostics to identify the cause of the incident and devise a plan to resolve it. BT will engage with Customer's service desk if further information is required to assist the diagnosis and resolution of the incident.

11. RESTORATION AND CLOSURE

11.1 BT will restore Service by addressing the root cause of the incident or providing an acceptable workaround agreed with Customer.

11.2 When a potential solution has been identified, BT will test it, apply it and document it in the BT incident management system.

11.3 Where possible, BT will resolve incidents remotely. Where this is not possible, the BT service desk will engage with resolver groups and third-party suppliers, if required, and co-ordinate the resolution of the incident. If an engineer is required to attend site, Customer will be required to provide reasonable access so that BT can remedy the incident. If the site is not accessible 24/7, the engineer will attend on-site the following business day and the incident ticket clock will be suspended during the hours in which site access is not available.

11.4 When BT determines that the incident is resolved, the ticket will be marked as resolved and Customer will be informed. BT will verify with Customer to make sure that Customer is reasonably satisfied that the incident is resolved before BT closes the incident ticket. If the incident is still not resolved for any objective reason, BT may carry out further diagnostics until the incident is remedied. Note that availability Service Level downtime is measured until the timepoint when the ticket is marked as resolved by BT. Where reasonably appropriate, BT will continue to measure availability Service Level downtime until resolution is confirmed. If BT is unable to reach Customer to confirm incident resolution, BT will attempt to contact Customer three times in total, at regular intervals, before automatically closing the incident ticket.

11.5 BT keeps a record of all incidents, including the cause of the incident and what action has been taken to resolve.

12. HOURS OF SERVICE AND HOW TO REPORT AN INCIDENT

12.1 Customer may raise incidents with BT 24 hours a day, 7 days a week via the My Account Portal, the details for which are set out in the Customer Service Handbook.

Section C – Problem Management

13. PRIMARY OBJECTIVE

13.1 BT manages problem tickets to identify the underlying root cause of issues in order to prevent incidents from re-occurring. A problem is characterised as the cause of one or more incidents. The effective management of problems is essential to reduce and mitigate the risk of new or recurrent service interruptions or degradation.

Section D – Monitoring and Event Management

14. PRIMARY OBJECTIVE

14.1 All assets of the Service with monitoring capability are proactively monitored in order to detect and pre-empt issues early. If an issue is detected through proactive monitoring, an incident record is automatically generated in BT's incident management system for initial investigation.

15. EVENT MANAGEMENT

15.1 When an alert results in an incident ticket, it becomes the responsibility of the service desk to own the incident through to resolution following the process defined in this schedule. Incidents will be progressed in line with the contracted Service Levels. When a problem ticket is generated, it is progressed in accordance with BT's standard problem management process.

15.2 When areas which have the potential to impair the performance of the Services are identified, BT will use all reasonable endeavours to act before they impact Customer, thereby maintaining the quality of the Service. Actions are taken via problem management, change enablement and in discussion with Customer.

15.3 Events are closed once an incident or problem ticket has been created or, where no further action is needed, the event will automatically clear itself. In all cases, the events remain stored in the event database, allowing for correlation if there are repeat alerts.

Section E - Configuration Management

16. INVENTORY MANAGEMENT

16.1 A key enabler to delivering a reliable Service is the existence of an accurate and up to date inventory and configuration, whether this be at a Customer end site or for a hosted service. For end site Services, BT carries out automated discovery on a monthly basis to support the accuracy of the inventory and the configuration.

17. MAINTAIN AND CONTROL CIS

17.1 Only authorised / identifiable configuration items (CI) under BT's change enablement will be accepted and recorded from the point of receipt to decommissioning. No CI will be added, modified, replaced or removed without the appropriate controlling documentation e.g. approved request for change.

Section F - Change Enablement

18. PRIMARY OBJECTIVE

18.1 BT manages the governance and controls the delivery of all operational changes for:

18.1.1 changes needed to resolve (or following) an incident; and

18.1.2 changes needed to resolve a problem.

18.2 BT ensures that notifications of planned engineering works (PEW) are taken account of when planning operational changes.

Section G - Service Request

19. PRIMARY OBJECTIVE

19.1 A service request is a request to carry out an add/remove/modify to an existing Service CI as defined in ITIL.

20. REQUEST CATALOGUE

20.1 A catalogue will be available through the My Account Portal where Customer can choose pre-priced service requests which are available to Customer for the Service.

20.2 If Customer wants to make a revision to Service which is not offered as an item in the service request catalogue, Customer will need to contact the BT Account Manager or Sales Specialist whose details will be provided in the customer handbook.

20.3 Where appropriate, a quote will be provided for Customer authorisation prior to an Order being raised and the request being delivered.

20.4 Where charges apply, the billing process will be initiated in line with the contractual agreement.

21. SERVICE REQUEST DEFINITION

21.1 Simple service requests (SSRs):

21.1.1 are changes to existing CIs in the Service that do not impact the Service inventory.

21.1.2 are pre-authorised. From request through to execution, they don't require any additional authorisation.

21.1.3 are not contract-impacting. They don't incur any change to ongoing charges other than the charge for the SSR itself.

21.1.4 don't include any hardware or site visits.

21.2 Pre-defined - a standardised Complex Service Request where submission of the request indicates approval:

21.2.1 catalogue based;

21.2.2 chargeable and have a pre-defined price;

21.2.3 typically associated with hardware and accessories in standard locations (with or without maintenance);

21.2.4 a move, add, change or termination of an existing Service which may require a site visit;

21.2.5 no recurring design effort as pre-defined designs are utilised;

21.2.6 no availability/feasibility check required with suppliers;

21.2.7 no need for supplier quote creation; and

21.2.8 no reason a supplier needs a quote to accept an order, as it is an agreed catalogue item with the suppliers.

21.3 If Customer wants to make a revision to Service which is not offered as an item in the service request catalogue, Customer will need to contact the BT Account Manager or Sales Specialist whose details will be provided in the customer handbook.

22. SERVICE REQUEST FULFILMENT

22.1 All requests must be submitted by Customer using the Service Request Catalogue, accessible via the BT My Account Portal (or eBond if available). Customer will ensure only authorised personnel submit requests.

22.2 BT's pre-defined process workflow will be applicable for items within the Catalogue and BT will process the requests on the basis that they are pre-authorised.

22.3 Automated SSRs will follow an automated validation process before they are fulfilled, without manual intervention, within minutes of their receipt, at which point Customer will receive an auto-closure notification.

22.4 Non-automated SSRs and pre-defined complex requests will be manually fulfilled by the request fulfilment teams by following the relevant manual process and you will be notified accordingly.

22.5 BT will fulfil all service requests by working with relevant service management teams, BT service lines and third-party vendor(s) (as applicable) in a timely fashion to achieve the expected Service Level delivery times (if applicable).

Section H – Business Continuity and Disaster Recovery

23. PRIMARY OBJECTIVE

23.1 The Business Continuity and Disaster Recovery (BCDR) capability helps manage risks and ensures that BT's services can continue in the event of an unplanned service disruption. The function seeks to predict and prevent service disruption wherever possible. Where disruption is unavoidable, the aim is to reduce the duration and impact of the disruptive event, thereby protecting business interests, reputation, brand and value creating activities. BT delivers this capability to best practice standards, ensuring alignment to ISO 22301.

24. SCOPE

24.1 BT will:

24.1.1 develop, maintain and test comprehensive BCDR plans. Such plans are compiled in a number of standard templates that are adapted to the nuances of different parts of BT's organisation. The plans show how the business will continue to operate during an unplanned disruption in service. The BCDR plans will be broad ranging and contain contingencies for IT services, business processes, assets, human resources and business partners/suppliers;

24.1.2 plan for disaster recovery arrangements, including data backup and restore procedures, for all agreed critical products and services. These plans are classified as highly confidential documentation and therefore will not be shared by BT;

24.1.3 plan for continuity arrangements which apply to BT's operations generally. These plans are shared with the Customer in the form of a high-level summary;

24.1.4 review and update BCDR plans periodically to ensure they remain current and valid;

24.1.5 update plans, as required, in response to any material change to the Services that are delivered; and

24.1.6 conduct a review of plans following testing or when invoked in response to an unplanned service disruption. Any lessons learned or improvement actions identified will be acted upon and plans updated if appropriate.

25. UNDERSTAND STRATEGY AND PRINCIPLES

25.1 BT's strategic approach is to recognise the causes of disruption, addressing each with an overall objective set that seeks to predict and prevent disruption wherever possible. Where disruption is unavoidable, BT will ensure sufficient resources and arrangements are in place to reduce the duration and impact of such disruption.

25.2 Overall responsibility of BC strategy lies with BT's Business Continuity Governance Group (BCGG).

26. ADHERE TO BCDR POLICY

26.1 BT policy guides delivery of the BCDR capability. Policy statements are designed to align with the objectives of ISO22301 and provide a framework for their implementation within BT, defining the roles and responsibilities of BC practitioners and BT people. BCDR policy is reviewed and, where needed, updated on an annual basis.

26.2 BT will share the BCM policy with Customer to provide assurance and common understanding.

27. ENSURE DEFINED LEADERSHIP ROLES/RESPONSIBILITIES

27.1 The BCDR capability is delivered across multiple BT customer facing units by a team of personnel. A clearly defined governance structure, with defined accountabilities, ensures consistency of approach. Monitoring of the capability ensures that arrangements remain fit for purpose and are subject to continual improvement.

27.2 The incident management strategic forum is responsible for defining strategic goals for pan-BT incident management, operating in parallel with the BCGG. Representatives from within each discipline attend both forums. Similarly, an incident management working group, which exists at an operational level (running in parallel with BT's business continuity operating team), drives implementation of the strategies.

28. UNDERSTAND AND MANAGE RISKS

28.1 Within BT there is an enterprise-wide risk management process (operational risk framework) built-into all "business as usual" processes, products and services. Recognised best practice methodologies are followed to assess and manage risks of disruptions to availability, breaches of confidentiality and failures in integrity. As standard, BT conducts annual risk assessments on all critical products and services.

29. ESTABLISH BCDR PROCEDURES

29.1 The BCDR policy drives the definition, creation and upkeep of the multiple related processes and procedures which underpin the BCDR capability. Two core processes in this respect are incident management and IT service continuity management.

30. EXERCISE AND TEST BCDR

30.1 Business continuity arrangements are tested to validate plans, build confidence and competence. BT has a dedicated team who manage all aspects of business continuity and disaster recovery exercise and test. BT will ensure all critical products and services are tested on a regular basis.

31. ENSURE TRAINING/AWARENESS

31.1 BT ensures that business continuity arrangements, including any site-specific arrangements, are properly documented and understood by stakeholders.

31.2 BT ensures that all those employees responsible for carrying out business continuity activities are trained in order that they have a good understanding of the processes and their role.

31.3 Documentation is stored and accessed via secure, web-based document libraries, enabling access to those who are authorised.

31.4 For each role within the business continuity management system, a set of competencies are defined. Each individual is assessed against the competencies and any resultant gaps are closed with training, job shadowing and other techniques. These records are maintained and regularly reviewed.

32. REVIEW BCDR PLAN

32.1 BT BCDR plans are reviewed on a regular basis and in response to significant change in industry practice and ISO22301. End-to-end continuity arrangements are also reviewed following invocation and testing.