



Service Definition Document

ITSM Design and Transition

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Service Description

Squarcle Consulting Ltd's ITSM Design and Transition service provides businesses with customised approaches for the smooth incorporation and enhancement of IT Service Management procedures. Through careful planning and assured implementation, we guarantee effortless transitions, improved operational effectiveness, and alignment with corporate objectives.

Hosting Services

Service Integration and Management (SIAM) and ITSM works with the following hosting services:

- Microsoft Azure
- Amazon Web Services
- Google Cloud

Service features and benefits

Features:

- Service Design, Service Transition and Service Introduction
- Design and creation of Service Catalogue
- Service Management tool set identification and implementation
- ITIL v4 Service Review and Design
- End to end SIAM Service Transition
- Service Management framework design and/or adoption

Benefits:

- Enables clients to take full control of their IT environment
- Effective vendor management through tailored SLAs/OLAs
- Tailored SIAM sourcing approach to meet the client's needs
- Drive cost savings from a competitive multi-vendor approach
- Access to ITSM expertise
- Client-centric approach ensuring unbiased guidance and knowledge transfer
- Maximise requirements traceability

Planning

Squarcle Consultancy Ltd assist clients in designing the organisational structure required to deploy and oversee cloud hosting and software services. This includes specifying the ITSM and ESM tools essential for cloud service management and formulating a service model that facilitates efficient cloud service governance. Moreover, we guide clients in delineating the phases and transitional stages necessary for shifting from traditional to cloud-based services.

Setup and Migration

Squarcle Consulting Ltd work with clients to establish the organisational framework necessary for the migration and administration of cloud hosting and software services. We also determine the ITSM or ESM tools required for effective cloud service management and develop a service model that supports proficient cloud service operations. Furthermore, we assist clients in outlining the necessary steps and transitional phases for moving from legacy systems to cloud-based services or transitioning between cloud service providers.

Quality assurance and performance testing

Squarcle Consulting Ltd work with clients in structuring their organisation to ensure the delivery of robust service quality assurance and performance testing. Our role includes identifying the necessary ITSM or ESM tools to oversee these processes and creating a service model that promotes efficient quality assurance and performance testing for cloud services. In addition, we guide clients through the process of establishing the steps and transitional stages required to implement comprehensive quality assurance and performance testing services.

Security services

The following security services are offered by Squarcle Consulting Ltd:

- Security strategy
- Security risk management
- Security design
- Cyber security consultancy
- Security incident management
- Security audit services

Training

Squarcle Consulting Ltd provides ITIL training for client personnel engaged in the implementation and management of cloud software and hosting services. Moreover, we can provide tailored on-site coaching and mentoring for client IT Service Management staff, facilitating knowledge sharing and enhancing their development to effectively handle the transition to, and management of, cloud software and hosting services. This includes adapting operational methods for overseeing cloud suppliers as opposed to conventional Managed Service Providers (MSPs).

Ongoing support

Types of services supported:

- Buyer hosting or software
- Hosting or software provided by your organisation
- Hosting or software provided by a third-party organisation

How the support service works:

Our extensive suite of services encompasses comprehensive support for client cloud services. This suite includes managing users, overseeing services, designing systems, facilitating migrations, provisioning resources, orchestrating workflows, and providing helpdesk support. These services are available as a complete managed solution or as a supplement to your existing in-house resources. Whether managing these services directly for you or bolstering your current team with our skilled and seasoned experts, we are equipped to enhance your capabilities to meet your business objectives.

Service Constraints

Squarcle Consulting Ltd works collaboratively with its customers to design and optimise delivery, which seeks to mitigate any potential constraints.

User support

Email or online ticketing support:



As standard: Mon - Fri - 0900-1700 (out of hours by exception and at cost) Sat-Sun - By exception and at cost Elevated support arrangements can be negotiated as required by the client. Service Level Agreements are tailored to meet the needs of the client and can be negotiated accordingly.

Phone support:

Squarcle Consulting Ltd provides phone support between Mon - Fri - 0900-1700 (out of hours by exception and at cost) Sat-Sun - By exception and at cost Elevated support arrangements can be negotiated as required by the client. Service Level Agreements are tailored to meet the needs of the client and can be negotiated accordingly.

Web chat support:

Web chat supported can be provided at additional cost and as standard will be offered between Mon - Fri - 0900-1700 (out of hours by exception and at cost) Sat-Sun - By exception and at cost Elevated support arrangements can be negotiated as required by the client. Service Level Agreements are tailored to meet the needs of the client and can be negotiated accordingly.

Accessibility standards:

Squarcle Consulting Ltd conform to WCAG 2.1 A standard.

Support levels

Squarcle Consulting Ltd implement a triage system that determines the sequence for escalating incidents. During the initial evaluation, we take actions based on the incident's impact to the client. This enables us to rank incidents on a scale from Priority 1 to Priority 4.

Example Support Levels:

Priority 1 - Critical:

Priority 1 incidents are likely to critically impact your ability to conduct business. We'll respond to a Priority 1 incident within 1 hour.

Priority 2 - High Impact Disruption:

Priority 2 incidents are high-impact problems that interrupt your organisation, but there's still capacity to continue to be productive. We'll respond to a Priority 2 incident within 4 hours.

Priority 3 - Minor Impact Disruption:

Priority 3 incidents are medium-to-low impact problems that comprise of limited loss of non-critical business functionality. We'll respond to a Priority 3 incident within 8 hours.

Priority 4 – Information Request:

Priority 4 issues include requests that do not fall within the Priority 1 – Priority 3 classifications. We will respond to a Priority 4 incident within 24 hours.