



Extended Support

Service Specification

Service Specification

Service Name:	Extended Support
Service Level Hours:	Refer to section 8.
Unit of Charge:	Fixed fee based upon support considerations
Prerequisites:	Refer to Deployment Documents
Supported Cloud Platforms:	See section '2. Supported Toolsets'
Product Codes:	CO-EXTENDED SUPPORT-RELIABILITY
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The Small Print

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Definitions

The definitions for all capitalised terms used throughout this Service Specification are set out in the Cloud Operations Service Definitions document which forms a part of this Service Specification and the Cloudreach Order Form to which this Service Specification relates.

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1. Service Overview

Extended Support is a managed service for Amazon Web Services (AWS), Microsoft Azure Public Cloud and Google Cloud Platform (GCP). This service provides adaptable coverage based upon how the client interacts with and operates their platform as well as augmenting their teams with a dedicated engineering capability.

A summary of the key features of Extended Support are listed below:

[Onboarding](#) - The delivery of this service will require knowledge transfer of both tooling and process details needed to successfully operate within the supported environment. Cloudreach will assign a Service Transition team member to manage the project of onboarding Customer environment into Extended Support. During the initial phase of onboarding, Cloudreach will assess the time needed to onboard the environment based on the complexity and intricacies involved with onboarding. Please note that Cloudreach will only perform onboarding of Customers Environments during Business Hours.

[Availability and Performance Monitoring](#) - Unless captured through Reliability Services. The Extended Support team will ensure appropriate monitoring either exists or is configured within the client environment to provide a level of observability that enables the successful delivery of support. Our team will work closely with the customer application teams to tailor monitoring as required.

[Helpdesk Request Management](#) - Where applicable Cloudreach can provide ownership of helpdesk requests that fall into defined categories such as resource creation & configuration.

[Process Improvement](#) - Based upon observations made within the customer environment and inside of existing issue backlogs. The support team will focus on process automation and tooling configuration related improvements where an increase in operational efficiency of the supported platform can be realised.

[Hypercare Support](#) - Where an expected or unexpected event related to availability of supported services or applications is raised. Support will be delivered based upon the clients operating procedures and toolsets.

[Service Delivery Manager \(SDM\)](#) - Appointed Service Delivery Manager responsible for owning the Customer experience and delivering the service management outcomes associated with Managed Services provided by Cloudreach. The SDM provides strategic business alignment, business critical IT service management, chaired proactive service reviews and continuous service improvement. The SDM delivered remotely is included as part of Infrastructure Reliability. If the Customer is requesting that the SDM is on-site and/or has a specific dedicated number of hours or days a month, additional charges, including travel and expenses shall be applied. Customer's specific requirements will be captured during pre-sales and associated additional charges will be priced on application and reflected accordingly in the order form.

1.1 Service Levels

Services	Service Level Hours
Onboarding Helpdesk Request Management Process Improvement	Business Hours (9x5) <i>(PDT time zone if the Customer is based in NA and GMT time zone if the Customer is based in EEA)</i>
Service Delivery Manager (SDM)	Business Hours (9x5) <i>(applicable time zone where the SDM is located)</i>
Availability and Performance Monitoring DevOps Support (P1 and P2 Incidents)	24x7
Hypercare Support (P3 and P4 Incidents)	24x5 <i>(PDT time zone if the Customer is based in NA and GMT time zone if the Customer is based in EEA)</i>

2. Supported Toolsets

Cloudreach supports the following Toolsets to enhance productivity.:

Software or Tooling	Comment
Ansible, Puppet	Automation of configuration management
Elastic Search, Redis	Caching and performance
Jenkins, CircleCI, Git Lab	CI/CD
Git, Bit Bucket	Code Management
Terraform, ARM Templates, Cloudformation, Packer	Infrastructure as Code
Azure, Lambda Functions	Automation pieces in cloud
Python, Node.JS	Popular language for writing cloud automation pieces
Cassandra	NoSQL, Time Series DB`
Newrelic, DataDog	End to End monitoring
Splunk, Sumologic	Centralized logging
PagerDuty, VictorOps	Alerting
ServiceNow, JIRA Desk	Ticketing, Support

2.1 LTS version support

Cloudreach may require to update & test supported toolsets to ensure that they work as expected. For that reason, at times, Cloudreach may not be able to support every tool which exists within a customer environment as soon as they are released or where they are preinstalled.

In the case of software vendors making changes that require Cloudreach to adjust the tooling, Cloudreach reserves the right to take up to 6 months to make all necessary changes to support new LTS releases.

With regards to Operating Systems end of support, Cloudreach will provide support until such date or extension thereof, from the OS vendors.

3. Onboarding

3.1 Onboarding Terms

Once the service is ready for onboarding, Cloudreach will assign a Service Transition team member to manage the project of onboarding Customer environment into Extended Support.

During the initial phase of onboarding, Cloudreach will assess the time needed to onboard the environment based on the complexity and intricacies involved with onboarding.

- Onboarding times may vary heavily depending upon access, toolset or process related requirements dictated by the customer environment coming into support

Please note that Cloudreach will only perform onboarding of Customers Environments during Business Hours.

3.2 Deployment Strategy

In order to deliver the Extended Support service, Cloudreach needs to have access to the Customer's Environment(s) in the form of the following indicative elements:

- Communication channels: Slack, Teams or Domain Accounts
- Ticketing System/Knowledgebase: Jira, Zendesk, Zoho
- Environment Logins: SSO, Okta, CSP Accounts
- System Logins: RDP, SSH
- Database Logins: SQL, NoSQL

This enables Cloudreach's Extended support teams to provide the various management services within the Customer's Environment where configuration, break/fix, troubleshooting and service management are required.

4. Availability & Performance Monitoring

If, during onboarding, it is agreed that the services will include 24/7 Availability & Performance Monitoring (or another time period), Cloudreach will make use of application availability & performance monitoring tooling instrumented by client teams

within supported environments. Monitoring data may also be supplemented with Cloudreach monitoring data if requested by the customer.

Alerting will be configured based on event conditions denoted during the Onboarding Process.

In the event that an alert is raised, Cloudreach shall:

- For expected alerts, manage the response pursuant to the Incident Management Process set out by Cloudreach.
 - Cloudreach will deviate from the agreed Incident Management Process where an alert correlates with an incident that is unexpected and resolution paths not pre-defined.
- Send the alert based on the event conditions as an email to the Primary Contact as denoted during the Onboarding process.

4.1 Monitoring Methodology

4.1.1 Data Residency

All monitoring data captured by customer tooling will be applicable to data residency policies set out by the customer.

4.1.2 Data Collection

Monitoring tooling owned by the customer will be used for the purpose of data collection and analysis with additional data being evaluated by Cloudreach tooling where correlation is required.

4.1.3 Data Retention

Monitoring data retention policies are the responsibility of the customer.

4.2 Scope of “Supported” and “Monitored”

This section provides an explanation of what Cloudreach means in relation to supporting and monitoring CSP services.

4.2.1 Scope of “Supported”

4.2.1.1 Best Practice Guidance

Cloudreach holds expert level knowledge in the operating of cloud hosted platforms and leverages this to provide guidance and advice to Customers. Engineers will be able to advise Customers on changes to the service that are inline with the best practice guidelines provided by the vendor and discuss details and intricacies of the service with customers.

4.2.1.2 Configuration Management

Please note that within the Extended Support service, Cloudreach will perform Platform Level and Resource Level administration. An example of this is the configuration of API gateway where a hosted service is having accessibility issues. Or where Cloudreach will ensure that a piece of software installed within a virtual machine is configured correctly (i.e. Network level access, monitoring metrics exposed, hotfixes applied).

However, within Extended Support, Cloudreach will not provide any service that interacts with the data inside the databases or application services (i.e. altering tables, modifying data, code level fixes).

4.2.1.3 Service Troubleshooting

Cloudreach will assist Customers with troubleshooting issues with the software or tooling installed within a customer environment, with the focus of providing availability and accessibility of such toolsets.

An example of an issue, where Cloudreach can assist, could be a problem with an applications utilisation of a service hosted within a virtual machine or interacting with a SaaS platform. In such an instance, Cloudreach would be able to review the network connectivity, error & response data and performance metrics to determine the root cause. With this in mind, within the Extended Support service, Cloudreach would then look to investigate any potential fixes either through configuration changes or applicable fixed available from vendors towards resolving the issue.

4.2.1.4 Out of Scope: Support Boundaries

- For software or tooling not listed within the supported Toolsets table, Cloudreach will endeavour to work with Customer teams and/or leverage vendor specific in-house skills and documentation to deliver support for this service.
- For avoidance of doubt, Extended Support will support existing resources, rather than provision net new resources unless necessary in support of existing infrastructure.

4.2.2 Scope of “Monitored”

4.2.2.1 Service Monitoring

Cloudreach shall integrate with existing customer monitoring tools as well as CSP native monitoring tooling to provide monitoring service to Customers. Where necessary and possible, Cloudreach will perform API calls (either directly or via 3rd party tooling) to collect various metrics from CSP Monitoring service (i.e. AWS CloudWatch) and will ingest those metrics into a monitoring platform, where further analysis will be performed to identify problems and patterns within Customer environments. Customer tooling can also be utilised by Cloudreach to expand this level of observability by focusing monitoring data already exposed within Customer hosted platforms, as agreed during onboarding.

Cloudreach is utilising the following API services to collect Metrics Data:

- AWS Cloudwatch
- Azure Monitor
- GCP StackDriver

During onboarding, Cloudreach will discuss and agree on monitoring methodology with the Customer. Cloudreach will configure the monitoring alerts to the needs of the Customer environment(s), both within our own tooling as well as focusing on monitoring key components which indicate that the platform is available and accessible inside customer hosted tooling. Cloudreach will only perform monitoring of the services which are critical for the health & availability of the Environment, in line with the Environment usage patterns.

Once onboarding is completed, Cloudreach monitoring software will monitor the Customer environment(s). Cloudreach will receive notifications and investigate events in accordance with the defined monitoring alerting. If appropriate, Cloudreach will raise a

support case and contact the Customer primary contact(s) to inform them of the details of the support case. For example, in the case of data, code level or third party dependent issues not within the responsibility of the Extended Support team.

Cloudreach reserves the right to disable or modify a specific monitoring or alerting configuration on notice to the Customer, if deemed necessary by Cloudreach in order to preserve an accurate and effective alerting signal.

5. Helpdesk Request Management

Where support is required beyond ensuring availability & accessibility of supported resources. Cloudreach shall own requests raised by the client which relate to the following categories:

Type	Scope	Priority
Resource provisioning	New CSP specific resource provisioning based upon design & configuration details provided by the client.	P4
Resource configuration	Existing CSP specific resource configuration based upon changes needed to expand service capabilities.	P4
Resource permissions	Permission management for users, groups or roles within the CSP specific cloud platforms	P4
Software configuration	Existing vendor specific software configuration based upon changes needed to expand service capabilities.	P4

If Customer makes use of bootstrapping, golden image or IaC deployment methodologies changes will be applied in line with agreed processes.

6. Process Improvement

Where common incidents, pockets of request management or operational efficiency related improvement opportunities are identified, the Extended Support team will endeavour to implement process improvement initiatives reviewed designed in collaboration with Customer delivery teams. Examples of process improvement may include:

- Identifying manual processes used to administer the environment (within the scope of the service) and automate them using infrastructure as code or configuration as code alternative deployment & management methods
- Documenting application architecture, procedures, and access patterns in a standard format so that customers will always have up to date documentation
- Continuously improving the way we patch systems, deploy new versions of management software, or validate systems are functional after patching
- Continuously reviewing the way we monitor infrastructure and applications to ensure it aligns to the business outcomes being driven by the infrastructure or application. We can add new probes, new monitors, or new alerts to make sure we are proactively receiving alerts
- Regularly review potential application failures and document how to respond to failures, automate the response, or make adjustments to the deployment to handle this failure.

6.1 Improvement Fulfillment

The SDM shall collate an improvement schedule, based on the Customers backlog of Issues, to reference upon review of improvement implementation considerations & prioritisation.

The SDM shall also take input from the Customer who may suggest improvements within their environments covered by Extended Support.

The steps and activities taken by the Extended Support team in an effort to implement improvements have been included below. This structure will be followed unless an alternative model is mutually agreed with the Customer based upon their own operating procedures:

- The Service Delivery Manager shall create a request(s) for Process improvements by opening a service request(s) on behalf of the customer, and informing the customer via email, phone, or self-service
- Cloudreach will prepare a request for change (RFC) and present that to the customer to agree the improvement activity
- If the customer decides to proceed with the RFC, the Service Delivery Manager will provide a proposed date to deliver the RFC. There is no associated SLA Resolution Target for process improvement RFC
- The Service Delivery Manager will communicate via email or telephone before the actual day of implementing the RFC
- Should the RFC not be successful, the Service Desk in conjunction with the Service Delivery Manager, will revert back to previous state prior the RFC and keep the customer informed at all times
- If the customer decides not to proceed with the RFC, the Service Delivery Manager will not schedule the RFC and reintroduce the issue into the Customer backlog for consideration during the next service review session

6.2 Out of Scope: Continuous Improvement Exceptions

For the avoidance of doubt, Cloudreach may not be able to perform certain tasks under the following circumstances:

- Requests that exceed 2 days worth of dedicated effort, these types of improvements will be considered on a case by case basis
- Improvements that negatively impact the security of the Customer environment;
- Changes that are unrelated to the support of components/ resources/ instances within the Customer's cloud platform;
- Large projects such as application refactoring and infrastructure modernisation

7. Hyper Care Support

Provide support based upon known or unknown events raised within environments inside the scope of Extended Support.

7.1 Issue Management

The Extended Support team will work closely with the Customer teams to own Issues identified within existing backlogs whether support or improvement related. As well as to support the reassessment backlogs taking into consideration trends and support patterns identified by the service delivery function that can subsequently influence Issues prioritisation.

Time will be dedicated towards knowledge transfer between Customer and Cloudreach teams during the Onboarding process to ensure efficient management of backlog Issues.

7.2 Event Management

This service element is applicable where ad-hoc support is required that relates specifically to the Customers environment within the scope of Extended support, and can be defined by the following categorisation types:

Expected Events

Where the Customer has reached out through the service delivery manager to the engineering team and pre warned of upcoming considerations that need to be taken to ensure availability. As well as where alerting has been configured appropriately within the Customer hosted or Cloudreach hosted monitoring tools.

- In this event support efforts will be planned and backed by pre-approved runbooks that the support team can follow towards resolving any resulting incidents
- These types of events will be backed by the standard SLAs in place by Cloudreach and the associated with priorities 1 to 4 depending on the severity level

Unexpected Events

Where an event has occurred that was unplanned and is specific to the way the Customers application or associated environment resources have been designed and implemented.

- In this event support efforts will be based upon best endeavours, where engineers familiar with the Customers environment will work towards identifying & resolving the incident through analysis of monitoring data and direct intervention
- These types of events will be backed by the standard SLAs in place by Cloudreach, however limited to P5 categorisation

The resolution of these types of events will be handled by engineers familiar with the existing tooling & operating procedures in place within the Customers environment

8. Services Management Support

Cloudreach will provide maintenance, troubleshooting, support and service management to ensure the availability and accessibility of the Customer's environment(s) in the Public Cloud. This section covers the service management Cloudreach will provide to the Customers as part of Extended Support.

8.1 Incident Management

8.1.1 Incident Management Guidelines

8.1.1.1 Cloudreach Responsibilities

Cloudreach shall adhere to the following guidelines as part of the Incident Management Process:

- All Incidents raised by Customer will be logged with Cloudreach and will be categorised as per the Priority table above (see “Incident Prioritisation” tables above)
 - The CSD can be accessed on a 24/7 basis to assist with P1 and P2 Incidents relating to the Customer Cloud Platform and troubleshooting issues in the manner set out below. An Incident can be logged by the Customer or Cloudreach either through:
 - (i) emailing Cloudreach at support@cloudreach.com;
 - (ii) calling [UK] 0800 612 2966, [Overseas] +44 207 183 3991 or [US/Canada] (212) 335-0700;
 - (iii) the web by logging in to support.cloudreach.com using login details provided by Cloudreach during the onboarding process; or
 - (iv) mutually agreed automated event process.
 - For P1 Incidents specifically, the CSD can be accessed on a 24/7 basis only by telephone through the numbers as set out above. For the avoidance of doubt, P1 Incidents cannot be raised by email or through the CSD web portal.
- Customer can access CSD only by a designated Customer employee ("Support Engineer") raising an Incident.
- Cloudreach is under no obligation to respond to Incidents made in a manner which does not comply with this section.
 - CSD will use reasonable endeavours to find a work-around or solution to the Incident.

8.1.1.2 Customer Responsibilities

- Incidents must be logged by Customer in accordance with this section.
- When logging an Incident, Customer will provide to Cloudreach the following diagnostic information:
 - Detailed description of the issue
 - Customer Incident number
 - If available and reproducible, step by step instructions to reproduce the reported Incident
 - If available, date and time (and timezone) when Incident occurred
- Following the logging of an Incident, Customer shall be available via email or telephone to answer questions and assist the CSD as appropriate.
- Customer shall provide telephone or email access to the End User to facilitate troubleshooting Incidents.
- Customer shall provide access to End User support tools or permit Cloudreach to use

their support tools to facilitate troubleshooting Incidents.

- Customer shall, within 5 working days of a request from Cloudreach, provide CSD staff access to all required Customer systems in order to enable Cloudreach to provide the Services detailed in the Order Form.

8.1.2 Incident Prioritisation

The following tables outline the prioritization of Incidents and the description of each Priority Level.

Priority Level	Type of issue
P1 - Critical Impact	Total loss of service, no workaround available.
P2 - High Impact	Functional but degraded critical service or total loss for a service which supports a critical service. No work around available.
P3 - Medium Impact	Non critical service which is partially impacted and not functioning as intended.
P4 - Low Impact	Minor issue contained to a small group. A work around or alternative service is available.
P5 - Best Endeavours	An Unexpected Event specific to the Customer environment.

8.1.3 Incident Response and Resolution Times

The table below shows the response and resolution times for each Incident Priority. For the purpose of this clause:

- “Response” is defined as Cloudreach acknowledging the Incident by (i) providing a Cloudreach reference number either electronically or verbally to the Customer and (ii) assigning a priority to the Incident.
- “Resolution” is defined as Cloudreach providing a reasonable workaround or solution to the Incident.
- The time for Resolution starts at the same time as the Response time.
- SLA for Response and Resolution times start ticking when an Incident is logged by a Customer (either by phone, email or through the CSD web portal) or when Cloudreach is alerted of a service impact via its monitoring system.

Priority	Target Response Time	Target Resolution Time
P1	15 mins (24x7)	4 hours (24x7)
P2	30 mins (24x7)	8 hours (24x7)
P3	1 hour (24x5)	24 hours (24x5)
P4	4 hours (24x5)	3 Business Days (24x5)
P5	1 Business Day	Reasonable endeavours

8.2 IT Change Management

8.2.1 Cloudreach responsibilities

- Cloudreach shall use reasonable endeavours to agree the IT Change Management process with the Customer;
- Cloudreach will only implement Change Requests to the Customer Cloud Platform which are in accordance with the IT Change Management process;
- Cloudreach shall only provide Customer with the credentials required to access the Customer Cloud Platform to complete work authorised through the IT Change Management process

8.2.2 Customer responsibilities

- Customer shall log all required changes made to the Customer Cloud Platform with Cloudreach using the mutually agreed IT Change Management Process;
- Customer shall provide Cloudreach with all necessary Public Cloud Environment and Private Cloud Environment services requested by Cloudreach in order to effect the Change Requests in accordance with the IT Change Management Process

8.2.3 Change Catalogue

Cloudreach will provide a change catalogue upon request from Customer. This will be a separate document that will contain details and specifics of the available changes for the Customer.

9. Service Delivery Management

The Service Delivery Manager (SDM) is responsible for owning Customer experience and delivering the service management outcomes associated with Managed Services provided by Cloudreach. The SDM provides the following services:

- Strategic business alignment - The SDM shall work with the Customer to ensure the operational services are delivered in line with the business objectives of the Customer. They shall also manage the business relations the Customer has with Cloudreach to enable delivery of services.
- Business critical IT service management – The SDM shall provide dedicated management of business-critical IT service management. They shall be the point of escalation and ensure the appropriate priority, resource, and associated governance is in place to progress to resolution.
- Proactive service reviews - Owned by your dedicated service delivery manager focusing on business as usual reporting and identifying and driving improvements recommendations.
- Continuous service improvement - The SDM shall implement a continuous service

improvement plan. The plan shall cover recommendations, for example, on processes, procedures and run book improvements with action plan(s) mutually agreed with the Customer.

9.1 Service Review Meetings

The SDM will conduct and chair a monthly service review meeting with the Customer at a time and place to be mutually agreed in advance by the parties. The agenda for the service review shall include:

- Review service report management summary and discuss any points including but not limited to Cloudreach or Customer actions;
- Review Incidents, Problem(s), and Change Request(s) records, review performance and capacity issues identified (if applicable);
- Review status of existing, and any new mutually agreed, service improvement(s);
- Make recommendations for improvements of the service which have been identified by Operations team

9.1.1 Service Reports

Cloudreach shall provide Customer with a monthly service report in Google Docs format or PDF . The monthly service report shall include:

9.1.1.1 Management Summary

- Amazon Web Services (AWS) and Microsoft Azure performance summary: overall status plus availability and performance concerns, if any, on the following components: Cloud service availability, Instance CPU, memory, and network load;
- AWS and Azure security: overall status plus any security concerns, if any, for the following components: Instances in VPC, Security Groups, 2 factor authentication;
- Instance patching: overall status plus any security and compliance concerns ;
- Instance backups: overall status plus any business continuity concerns

9.1.1.2 Service Management

- Incident record summary including:
 - Current open Incident records and/or Service Requests
 - Recently closed Incident records and/or Service Requests
 - Summary of Incidents by priority and/or Service Requests
 - Summary of Incidents by component and/or Service Requests
- Problem record summary:
 - Current open problem records
 - Recently closed problem records
- Change Request record summary:
 - Pending Change Requests
 - Recently closed Change Requests
- SLA compliance summary
- Escalation Matrix
 - This lists the people and teams within Cloudreach and the customer organisation to contact and escalate an incident or an issue for example that remains unresolved at a support level

9.1.1.3 Performance Management

- Description of notable performance and/or capacity issues
- Performance charts from Cloudreach, AWS and/or Azure monitoring tools to support issues
- Information on cause of issue, if known
- Recommendations to remove or prevent future issues, if known

9.1.1.4 Cloud Environment Management

- Cloudreach will capture a view of customer cloud environment and provide the snapshot of it to customer via monthly service reviews;
- Cloudreach will provide a monthly report of the cloud environment compliance based on specified policies and criteria, for example:
 - Configuration management compliance (backups, patching)

9.2 Service Improvement Initiatives

- Cloudreach and / or Customer actions and risks aimed at improving the quality and performance of the managed service;
- The SDM shall implement a continuous service improvement plan that covers recommendations for example, on processes, procedures and run book improvements with action plan(s) to be mutually agreed with the Customer;
- Maintain and update Customer contact information;
- Cloudreach will provide Customer with trending analysis in the quarterly and bi-annual service review meetings

9.4 Service Review Timetable

Deliverable	Frequency
Introductions and Review of the Cloudreach Escalation Matrix Guideline	Kick Off
Conduct Monthly Service Review (Onsite or Remote)	Monthly
Provide Monthly Service Reports	Monthly
Provide Quarterly Service Report (trend reports for the quarter, analysis and recommendations)	Quarterly
Provide Annual Service Report (trend reports for the year, analysis and recommendations)	Annual