Service Management

Name	NTT Service Description – Service Management
Owner	NTT
Status	APPROVED
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Contents

1 Overview

Service Management is a function that implements and manages quality IT services to meet the needs of the business, defines the deliverables and sets expectations to ensure correct alignment and Client successes.

Client Service Managers are the interface to the Client with focus on ensuring the highest levels of Client satisfaction and partnership development.

NTT Ltd. Client Service Managers deliver reliable and seamless service management to:

• Govern the delivery of the contracted Managed Security Services (MSS) to the Client.

• Represent the Client to NTT Ltd. and NTT Ltd. to the Client.

• Provide Service Governance and a point of contact for escalations.

• Maintain and improve the delivery of managed services.

To achieve these objectives, it is vital that NTT Ltd. implements effective service management governance that underpins all NTT Ltd. activities, ensuring:

• Any issues with the security services are quickly identified, addressed and appropriate communications issued.

• The root causes of problems are efficiently and effectively investigated, resolved and Continuous Service Improvement reviews are applied.

• Any changes to the security service are planned, risk-assessed, managed and communicated to the appropriate parties.

• NTT Ltd., its suppliers and partners are performing within the agreed service levels.

• Focus is always on Client service and service quality.

Service Management shall cater for varying Client requirements, at different levels aligned to best meet business or security requirements. Service Management compliments core business processes, which can include Service Desk, Incident Management, Change Management, Problem Management, Capacity Management, Availability Management and Configuration Management.

This Service Description provides details on the following two critical functions required for the successful operational delivery of the service. Included in the portfolio offering are:

• Client Service Management - Standard (included)

• Client Service Management - Enhanced (optional)

Client Service Management (CSM) - Standard, is the foundation of Service Management and is applied to all Client services and also serves as a Service Desk function.

Client Service Management (CSM) - Enhanced, when assigned, a designated resource will work in conjunction with the Global Services Operations Teams to deliver additional value-add services.

2 Business Benefits

2.1 A security partnership

With a commitment to develop a long-term relationship and deep understanding of the Client's business, the CSM will become a natural extension of the Client's team.

2.2 Business intelligence

The CSM works as part of the Client team to understand the organization, bringing a depth of knowledge and ensuring the contracted services meet the evolving needs of the Client's business.

2.3 Clearly-defined processes

The Service Management function follows ITIL v3 Framework and maintains consistent processes across all contracted services so that Clients know exactly what to expect from NTT Ltd.

2.4 Skills

Our ongoing investment in training and accreditation means we can resolve problems efficiently and quickly getting Clients back to business as usual in the event of an incident.

2.5 Regular service reports

Service Management provides a summary of activity and performance against contract in accordance with the agreed reporting period. The reporting includes incidents, changes and problems related to the services.

2.6 Lifecycle management

A regularly provided report, outlining the Client estate in the scope of the NTT MSS, and detailing end-of-life status, provides Clients with the most up-to-date information needed to maintain their estate and plan for upcoming expenditure.

2.7 Continuous Improvement

Service Management Clients benefit from regular review meetings, a key component of which is identifying areas where the service can be improved. These are then tracked to conclusion by the CSM, reducing the risk of potential security issues and ensuring the service runs smoothly.

3 Value Added Services

The Global Services life-cycle value added services includes the following:

• Client Services Management – Standard

• Client Services Management – Enhanced

Product Service	Function	Inclusion
Client Services Management – Standard	Core Service Management	Included with all NTT Ltd. Managed Services
Client Services Management – Enhanced	Enhanced Service Management	Based on Client requirements, governance requirements or size / complexity of the account.

4 Service Management

Service Management serves as an interface between the Client and NTT Ltd. Acting as the Client advocate by representing NTT Ltd. to the Client, and the Client to NTT Ltd. Service Management is a function that defines the deliverables and sets expectations to ensure correct alignment for subscribed security services and Client success.

4.1 Client Service Management

The Client Services Manager function is the central point of contact responsible for the quality of services delivered to the Client that is available to all Clients of MSS. Depending on size, the volume of subscribed services, or the complexity of the environments, the CSM service level recommended[1] may vary.

4.1.1 Client Service Management – Standard

Client Service Management – Standard, is a Security Service Desk that provides core service management functions that are the foundation and mandatory service offering to all MSS Clients. All MSS Clients are supported by Service Transition function and CSM Standard function to ensure Client success.

All documents, meetings, emails, reports, calls and other communications will be in English. If additional languages are required, use of the Client Services Management - Enhanced level is required and must be agreed in advance. Reporting is delivered online on our Portal.

Quarterly Service Reviews and meetings will be carried out by a CSM remotely and not at the Client site.

Where a Client does not subscribe to CSM – Enhanced they shall be managed during local/regional business hours.

Client Services Management is incorporated within the following functions to ensure delivery quality and effectiveness:

Client Engagement

Activities	Description
Service Activation	Activate the service and demonstrate our Portal *self-help* Service request to the Client for changes/incidents and for monthly online reporting.
	Schedule and conduct NTT Ltd. portal orientation and training.
	Engage the Client for quarterly service reviews to ensure that the service is being delivered correctly and for any enhancements.
	Review MSS Client service information.

Client Enablement

Activities	Description
Contract Management	Perform an essential task of validating the Client contract.
	Ensure the contracts and other information is correctly set up by Service Transitions Team within the IT Configuration Management Database (CMDB).
	Maintain and update this information along with Change Teams.
Training	Coordinate and manage Service and NTT Ltd. portal training on how to retrieve security reports, log service requests, and manage escalation to contacts.

Client Service Delivery

Activities	Description
Service Management	All Client service requests are via the portal and are routed through the Service Desk.
	Service Desk triage, queue management/assignment, service requests.
	Capturing and tracking service requests (MACD) usage/availability.
	The Client Services Management queues are managed by a team of CSMs and an available CSM will be assigned and will respond to the request.
	First point of contact for Clients without a designated Service Client Manager (CSM-E) to address enquiries, service changes, and service requests.
Remote Support	Provide remote telephone support.
	(Clients must subscribe to CSM Enhanced for onsite services)
	All meetings are facilitated remotely.
Escalations Coordination	Represent and oversee escalated Client accounts, records, monitors, and provide assistance following our Escalation Management Process.
	Provide coordination and updates (during escalations).
Problem Management	Receive root cause analysis (RCA) and process updates from service escalations, Service Managers, and other sources for input into the Problem Management system.
	Provide Client updates on status and outcome on the problem management based on the RCA

[1] *NTT Ltd. recommendations are based on years of experience. Clients may formally request to opt out at their own risk.*

Client Engagement

Activities	Description
Quarterly Service Review Meeting	Provide a variety of functions associated with reporting on the performance (for example, internal Operational Level Agreement (OLA)/Service Level Agreement (SLA) adherence).
	Works at maintaining Client satisfaction and attention.
	Facilitate attendance of NTT Ltd. resources (and partners where appropriate) to assist in reviews when required
	Review the Quarterly Service Report (an automated report via NTT Ltd. portal)

4.1.2 Client Service Management – Enhanced

The **Client Service Management - Enhanced** function provides additional proactive service delivery management, incremental to that of the CSM – Standard function which is included in all services.

CSM - Enhanced provides personalized service management for large, complex or key accounts. The CSM - Enhanced service includes additional service elements and is delivered via a designated resource.

CSM-Es compliment the MSS portfolio with strong service delivery and service management skills including fundamental knowledge of cybersecurity and importantly the portfolio of services.

The CSM-E is responsible for the service relationship between NTT Ltd., partners and Clients.

The Client Services Manager – Enhanced:

- Is a designated individual that is a point of contact to the Client for continuous governance and oversight

- Is a Client advocate and central point for all communications

- Is a conduit into the NTT Ltd. SOC, Product Management; and acts as the SME (Subject Matter Expert) to NTT Ltd.'s inner workings and processes

- In the case where a Technical Account Manager is also assigned, the CSM will work in close collaboration to ensure technical requirements are met

- Acts as an extension to the Client's account team focused on Service Management

Onsite Support

Where the Client requires a CSM-E for regular onsite visits, the following conditions will apply to any location chosen by the Client and agreed by NTT Ltd.:

- Locations will be chosen and agreed to in advance of service commencement.

- Onsite engagement requires geographic availability of a local CSM-E – in country or region.

- The duration of onsite activities will be agreed in advance.

- Locations can only be changed with the agreement of NTT Ltd. If no agreement can be made, the CSM-E will default to remote management using conference calls and online meetings for the remainder of the service as the dedicated CSM.

- A backup CSM will be available for any vacations or sick leave however, they may not be able to attend Client site visits during any period covered by the backup CSM.

Note: The Client may be charged for any travel expenses incurred that are not part of the agreed service or are considered additional to the agreed service.

Language Support

English is the primary language of NTT Ltd. In the event of local language requirement, the CSM – Enhanced service may be subscribed to in another single language of choice (subject to availability). The following conditions will apply:

- For languages other than English, the chosen language must be agreed prior to the Client Services Manager – Enhanced service commencement.

- All communications will remain in that language for Client Services Management – Enhanced.

- Any documentation of information already in a different language shall remain in that language and shall not be translated.

- Reporting shall be in English.

Note: Where additional cover is provided due to unavailability of the designated resource, the backup CSM shall only use English language as a medium of communication.

Regular Reviews and Reporting

CSM-E is responsible for:

- Driving, monitoring, and tracking Client satisfaction.

- Ongoing CSM-E reviews are carried out to ensure strong service governance and management of any issues.

- Weekly updates to key Client contacts adjusted to Client requirements.

- Delivery of monthly service management reports.

- Organizes monthly face to face meetings, reviews, and advice (*if geographical availability allows).

- Report delivery validation on the NTT Ltd. portal and report content validation to verify if they are fit for purpose.

- Provide non-standard Service Reporting (scoped and billable).

Operational Service Reviews

- Client contact receives reports via the NTT Ltd. portal. Clients are encouraged to attend monthly service review calls which are chaired by the CSM-E.

- The CSM-E is responsible for the following tasks:

  ◦ Host and facilitate the monthly meeting with the Client

  ◦ Prepare supporting documentation and record minutes and actions from the meeting

  ◦ Produce the standard report covering the previous month's incidents. This includes action items that the CSM-E considers relevant for effective service management

- The CSM-E will review the report with the Client within 7 days of the report being generated, or at a mutually agreed time
- The Service Management Report contains the following standard agenda items:
- Executive Summary
- Security Services and Service Level reports, as defined in Service Descriptions
- Observation and Recommendations on Service/Reports and Incidents
- Trending data
- Review Risk Register
- Continuous Service Improvement (CSI) recommendations or actions (if any)
- Client Service Transition/projects/updates

Continuous Service Improvement (CSI)
- Focus on MSS service issues in large and complex environment managing actions and risks
- Facilitator across accountable parties in delivering change/improvement

Change Management
- Govern service changes and enhancements
- Facilitate NTT Ltd. attendance at Change Advisory Boards (CABs) to represent security changes for NTT Ltd. services under contract. This task is assessed on case by case basis.

Risk Management
- Work on driving recommendations to address service management issues and risks
- Maintain an Issues/Risk Register

Account Management
- Develop an account plan with NTT Ltd. and partners assisting and managing Client issues, challenges and align on approach to address any open items
- Ensure billing information is up to date, available and relevant to contracts and service subscriptions

4.2 Service Comparison

The Client Service Management - Standard role is integrated into MSS for providing the essential functions for the delivery of the services to small/medium-sized Clients. For larger and more complex accounts, the Client Service Management - Enhanced role is recommended, where increased engagement is required to deliver an optimal service across your cybersecurity services. This premium service ensures a superior Client experience and successful outcomes as reflected in the ongoing dialogue with the Client.

For illustrative purposes, see below for the comparison of these functions:

Service Management Scope	CSM Standard	CSM Enhanced
Service Desk	✔	✔
New Client Take-on, Service Change, Deal review	✔	✔
Service Transition CSM tasks	✔	✔
Maintain Contract Database	✔	✔
NTT Ltd. portal / ITSM orientation and support	✔	✔
Standard Monthly Reporting (Self service via NTT Ltd. portal)	✔	✔
Quarterly Service and Reporting Review	✔ [2]	✔
Designated Client Service Manager		✔
Non Standard Reporting [3]		✔
Monthly Service Review and Reporting		✔
Change Management and Change Advisory Board (CAB)		✔
Continuous Service Improvement Management		✔
Onsite attendance as required (subject to geographic availability)		✔

5 Deliverable Summary

Service Management Scope	CSM Standard	CSM Enhanced
Delivery Model	Remote	Onsite
Monthly Service Review Meeting	Video/ telephone	Client preference/ scope
Monthly Service Report [4]	Available in NTT Ltd. portal Automated	Curated service management report
Quarterly Service Review Meeting	Remote	Onsite
Quarterly Service Report [5]	Available for review in the NTT Ltd. portal	Curated service delivery report
Weekly Meeting	N/A	Client preference/ scope

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[2] *Machine generated report excluding customization.*

[3] *Scoped and Billable.*

[4] *Relates to the Security posture and status (SLA/OLA).*

[5] *Includes overall monthly SLA achievement, security trending and recommendations.*

6 Terminologies and Definitions

Terminologies and Definitions for Managed Security Services are presented in the 'NTT Ltd. - Terminology and Shared Services Reference' document that accompanies this Service Description.

7 Changes in Service

7.1 Regulatory Change Requirements

If regulatory changes (e.g., changes by a regulatory agency, legislative body, or court of competent jurisdiction) require NTT Ltd. to modify the Services described herein, NTT Ltd. will modify the Services and this Service Description accordingly without diminishing the features, functionality or performance.

In the event a modification in response to regulatory changes results in a diminishment of features, functionality or performance, Client agrees in good faith to work with NTT Ltd. to amend this Service Description accordingly and execute any additional agreement which may be reasonable requested by NTT Ltd. to document such amendment.

7.2 Method of Service Delivery

NTT Ltd. reserves the right to make changes to the service, provided these changes do not have a material adverse impact on functionality or performance.

8 Controlling Terms

In the event of any conflict between the terms of this Service Description and the terms of the Client agreements, then terms of this Service Description shall control.

NTT

Together we do great things