



ISO20000 Quality Standards Manual

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COZENT ISO 20000 QUALITY ASSURANCE STANDARDS



Intelligent I.T. organizations strive to learn how to better manage growing complexity in both their infrastructure and the processes required to manage the infrastructure. As infrastructure complexity increases, organizations benefit greatly from the adoption of a disciplined approach to creation and integration of IT Management processes.

Cozent adheres to the ISO 20000 Standards for IT Service Management. Our adoption of these standards helps to ensure process integration, consistency and repeatability of processes, reduces operating costs and facilitates regulatory compliance.

As a Managed Services Provider, Cozent has established a comprehensive, well-defined Service Delivery Management process which has enabled us to minimize Operational Exposure to risks, meet all our contractual obligations and requirements, and demonstrate Quality of Service (QoS).

SERVICE DELIVERY PROCESS

This process area addresses all tactical processes related to the services that Cozent delivers and the management, budgeting, information security, capacity, continuity and reporting aspects of the service delivery.

RESOLUTION PROCESS

This area addresses all processes which are related to the tracking of issues in Cozent customer's environment, root cause analyses of those issues, the quick restoration of interrupted services and the removal of such errors in the future.

CONTROL PROCESS

This area addresses all matters related to changes in services and processes, including risk management and management of all items used to deliver services to Cozent's customers.

RELEASE PROCESS

This area addresses all processes which are related to the release of changes to all software, hardware and other infrastructure components from customer's development environment into customer's test and production environments.

RELATIONSHIP PROCESS

This area addresses matters related to the alignment between Cozent and Cozent's customers' Internal IT organization and Business users.

SERVICE DELIVERY PROCESSES

COZENT RESOURCE PLANNING DOCUMENT

This document provides complete details about Cozent's Support professionals and their assigned support engagements, the duration of the engagements and capacity utilization.

PROJECT STEERING COMMITTEE MEMBERS DOCUMENT

This document provides details about the scope of Client's Managed Services or Project engagement, the name of the Project Sponsor and Project Stake Holder(s) who are jointly responsible for providing guidance and leadership to Cozent's Oracle Support professionals as well as to Client's internal IT team.

PROJECT PROGRESS REPORT DOCUMENT

This document is presented to Client by Cozent and provides details about the Managed Services or Project engagement, and the project progress plan, open issues and resolutions for past issues.

MONTHLY SUPPORT ACTIVITY DETAILS REPORT DOCUMENT

This document is presented to Client by Cozent, at least once every month and it provides the Client details about the status of Technical Support Tasks, details of Service Tickets opened by Client with Cozent, and details of the Database and OS file systems capacities.

ON CALL SCHEDULE DOCUMENT

This document is provided by Cozent to Client and provides details of the personnel assigned on call responsibility on both sides and their schedule and contact details.

COZENT SECURITY STANDARDS DOCUMENT

This document is presented to Client by Cozent and describes Cozent's Information Security policies and standards. Cozent's Support professionals follow these policies, which include Antivirus Standards, Server Connection Methods for Windows and UNIX and standards for holding meetings online.

BILLING AND OUTSTANDING BALANCE REPORT

This document is presented to Client by Cozent and includes details of Cozent's Managed Services Invoice and a summary of any existing Outstanding Balances.

SERVICE DELIVERABLES DOCUMENTS

These documents are maintained by Cozent as process guidelines for Cozent Support Personnel and shall be provided to Client upon request.

PRODUCTION SUPPORT SERVICE DELIVERABLES

INSTALLATION DOCUMENT

Document describing the step-by-step software installation process

DATABASE CLONING DOCUMENT

Document describing the step-by-step instructions for cloning a production database

APPLICATION CLONING DOCUMENT

Document describing the step-by-step instructions for cloning a production application environment

PATCH LOG DETAILS

This document helps support team log patches to the production environments.

PATCHING STEPS DOCUMENT

Document describes the steps taken to apply software patches to fix bugs

BACKUP AND RECOVERY DOCUMENT

Document describes the step-by-step instructions to backup production and application software

SYSTEMS MONITORING DOCUMENT

Document describes the monitoring method, target components, frequency of monitoring and alerts notification details

BATCH PROCESS SCHEDULE DOCUMENT

Day-in-the-life document describing all batch processes that run on a given working day.

HOW TO

Step-by-step instruction manual for carrying out various technical activities for routine maintenance and support.

UPGRADE SUPPORT SERVICE DELIVERABLES

UPGRADE CAPACITY PLANNING

Documents the process followed to establish hardware capacity requirements to successfully undertake a software version upgrade, across the patch testing, development, UAT, stress test and production environments.

UPGRADE INSTANCE STRATEGY

Document describes both the process followed to determine the number of instances involved in carrying out a planned software version upgrade, and its outcome, prior to production upgrade. It also captures code promotion model for bug fixes, and customization reworks.

UPGRADE PATCH ANALYSIS

Technical document which captures the specific patch numbers that are required for the upgrade, and also captures the complete hierarchy of prerequisite patches and post patch application steps.

UPGRADE PATCH APPLICATION STEPS

Document that encapsulates all technical steps involved in carrying out a software version upgrade.

CUSTOMIZATION CHECK LIST

Document details all customizations performed in addition to out-of-the-box features, to facilitate comprehensive upgrade testing.

CUSTOMIZATION UNIT AND INTEGRATION TESTING

Document details step-by-step test scripts for different scenarios to ensure customizations will work on upgraded software.

BUSINESS PROCESS TEST SCRIPTS

Document captures for each functional area, its business processes, scenarios and step-by-step functional test scripts.

STRESS TESTING STRATEGY

Document captures stress tests on the upgraded software version. Strategy could prescribe a manual stress test, in which case it captures the details of the number of personnel involved, test scenarios, and performance monitoring method. Strategy could prescribe automated testing, in which case it captures the details about setting up the stress test tools, test case inputs, and its performance monitoring method.

UPGRADED ARCHITECTURE

Document captures the new applications and database architecture, topology, hardware details, and network configurations.

UPGRADE GO-LIVE PLANNING

Document captures the cutover planning that includes functional and technical cutover details, including information such as closing out open transactions.

IMPLEMENTATION SUPPORT SERVICE DELIVERABLES

SYSTEMS ARCHITECTURE PLANNING

Document addresses all the organizational and technology factors which influence the Database and Applications Architecture, including selection of Application Modules to be implemented, number of users, availability, customization requirements, on-going customization requests, OS preferences, data protection requirements, transaction volume requirements, organizational units, and the enterprise footprint.

STORAGE CONFIGURATION

Document outlines the storage requirements for each instance, including software storage location, software shared across instances, database storage location, mount points involved, SAN configuration in terms of redundancy, LUN volume size, need for Volume Manager software in addition to SAN, and backup storage location.

INSTANCE STRATEGY

Document describes both the process followed to determine the number of instances involved in carrying out a planned software version upgrade, and its outcome, prior to production upgrade. It also captures code promotion model for bug fixes, and customization reworks.

INSTALLATION STEPS

This document contains step by step instructions on how to do pre-install checks, install database software, database, application software etc.

BUG FIX PATCH APPLICATION

This document describes how patches are applied; pre-req patches which we need to apply, pre and post patch checklist steps, any manual steps involved during patch application etc

CLONING STEPS

Document describing the step-by-step instructions for cloning a production application environment

DB AND APPS PATCH LEVEL

This document contains what DB and application patch levels. Eg: oracle database 10G version 10.2.2.1 or application patch level 11.5.10.2 and within oracle applications each module has patchset levels. Eg: AR.L or GL.D etc.

BACKUP AND RECOVERY STRATEGY

This document details all the databases and applications targeted for backup, types of backups (full/cold or hot backup), frequency of backups, whether backups go to tape or disk, process of scheduling backups and life of each backup.

DISASTER RECOVERY PROCEDURE

This document contains all the steps involved to bring up the instances on new servers in the event of a disaster; i.e. complete loss of all the servers and data in the Data Center. This document will have all the steps from configuring the servers, recovering the database and application using tape backups.

OBIEE INFRASTRUCTURE SUPPORT SERVICE DELIVERABLES

OBIEE ARCHITECTURE PLANNING

Document enables discovery of critical BI architecture elements such as OBI Edition (SE 1, EE, and EE Plus), Data sources, Data Marts and their sizes, and requirements for OS Platforms, OBIEE Server, OBI EE Presentation Services, ETL Platform, Operational Data Store, Data Warehouse and Disconnected Analytics.

OBIEE INSTALLATION

Document addresses the installation of the individual elements of the OBI EE Architecture such as the OBI EE Server Installation, Presentation Service Server Installation, ETL Server Installation, ODS Installation, Data Warehouse Installation and Disconnected Analytics on various laptops.

OBIEE BACKUP STRATEGY

OBIEE CLONING

Document describes the step-by-step instructions for cloning a production application environment.

RESOLUTION PROCESSES

INCIDENT REPORT AND ROOT CAUSE ANALYSIS DOCUMENT

This is an online document which captures the technical and functional issues, the root causes discovered and the proposed resolution. Both Cozent Engineers and Client have access to this issue-tracking database.

RESOLUTION DOCUMENT

This document captures the step-by-step technical and functional instructions for the resolution of each incident ticket. It is also referred to as the 'How To' document and gets attached to the ticket in the online issue-tracking database.

CONTROL PROCESSES

SYSTEM CHANGE CONTROL DOCUMENT

This document captures Application Software and Database specific changes released into production. It contains the details about change approval, change timing, and is also treated as a 'production log'.

CODE MIGRATION DOCUMENT

All customizations and extension code changes are tracked using this document. It caters to customers' code promotion model such as DEV/TEST/QA/PROD path.

SYSTEMS CONFIGURATION CHANGES DOCUMENT

This document captures Application Architecture and Database Architecture specific changes released into production. It contains the details about change approval, change timing, and is also treated as a 'production log'.

RELEASE PROCESSES

CONTINUOUS IMPROVEMENT CHANGE CONTROL DOCUMENT

Document describes the process of making changes to any of the Configuration Items, such as hardware, software and non-hardware, non-software items. The contents of the document include Change Summary, Major Tasks, Out of Scope Items, Effort Level and Cost.

PRODUCTION SUPPORT DOCUMENT

Document details all production support activities and procedures to be followed including details the Architecture Diagram, Manual Start and Stop, Cloning, Database Refresh, Backup Schedule, Standby Recovery Procedure, Disaster Recovery Procedure, Recovery from Tape to Recovery from Media and Oracle Password Changes.

KNOWLEDGE TRANSFER DOCUMENT

This document contains knowledge transfer checklist details for consulting engagements, ensuring that knowledge is transferred from Cozent Engineers to Client In-House IT employees in an orderly fashion.

RELATIONSHIP PROCESSES

CLIENT REFERENCES DOCUMENT

This document is provided to Client by Cozent, upon request, and includes key details about past Managed Services and Value Added Services clients whom Cozent has served, including the industry, dates of service and contact information for account relationships.

SERVICE LEVEL AGREEMENT DOCUMENT

This document provides a comprehensive and elaborate collection of details about the Scope of Service, Service Levels, Processes and Procedures and expectations mutually agreed upon between the Client organization and Cozent

STATEMENT OF WORK DOCUMENT

This document provides key details about the definition and scope of activities, deliverables and timelines that Cozent will execute against in performance of work for client, including pricing, regulatory and governance terms and conditions.

COZENT PRICE LIST DOCUMENT

This document provides details about pricing of Services to be delivered as set forth in the contract and SLA between the Client organization and Cozent.

CLIENT PERSONNEL CONTACT DETAILS DOCUMENT

This document is requested by Cozent from Client upon commencement of Services and it serves as a repository of contact details of Key Client Personnel with whom Cozent's support team will maintain contact during performance of service. Document updates may be requested by Cozent as required.

COZENT PROJECT RESOURCE ASSIGNMENT DOCUMENT

This document provides contact information for Oracle Support professionals assigned by Cozent to deliver services to client whom Client will come in contact with during performance of said services.

SYSTEMS ARCHITECTURE DOCUMENT

This document formally documents the System Architecture and includes System Overview, System Architecture Overview, Tier Architecture components and views, Technology and vendor Selections, General Mechanisms and Requirements (Functional, Data, Interface, Quality, Constraints and Practical considerations).

INFRASTRUCTURE CONNECTIVITY DETAILS DOCUMENT

This document is requested by Cozent from Client prior to commencement of Service Delivery and contains the information used by Cozent support professionals to access Client Computer Systems including Operating Systems, Databases, Applications and all servers necessary to perform work.

INFRASTRUCTURE VENDOR SUPPORT DETAILS DOCUMENT

This document is requested by Cozent from Client prior to commencement of Service Delivery and contains details about Client's Infrastructure Vendor relationships and contact details. These details are used by Cozent support professionals to access support for Infrastructure related incidents and problems which might interfere with the ability of Cozent's delivery team to provide service.

COZENT SERVICE FEEDBACK REQUEST DOCUMENT

This document is requested by Cozent from Client upon completion of the first year of support service or project for which Cozent was hired and requests both a subjective assessment of Cozent's service based on several parameters and a statement of testimonial describing Cozent's contribution to helping Client's IT organization achieve its objectives.

COZENT HELP DESK CLIENT ACCESS DOCUMENT

This document is provided by Cozent to Client upon commencement of service and provides complete details and instructions for accessing Cozent's Helpdesk Support, opening and tracking Support Tickets.