COSTAISA

IT SERVICES CATALOG

Public viewing

[Code] | Version 1.2

INDEX

1 INTRODUCTION

This document is addressed to all those who may be interested in the services offered by Costaisa. It is a public and accessible information.

2 IT SERVICES CATALOG

Public view of the IT services catalog.

2.1 SYSTEMS HOSTING

Category
Platinum

Service: Systems Hosting (COSSERV-0001)
We have two Data Processing Centers (CPD) to offer virtual server (vmware) hosting services, high quality physical servers and storage and high availability through secure, scalable and flexible environments that adapt to the needs and requirements of each client. Virtual servers are offered based on: ● Windows Server ● Linux (in its various versions) ● ZVM / ZVSE ● NAS / CAS storage ● Associated Backup Services

General data
Type of users: External users, Internal users. Internal users of the service: ● Exploitation Division ● Systems Division ● Studies Division ● Administration Division ● Consulting and Solutions Business Unit (C&S) ● Management coordination large accounts ● IT Security Department ● User support Department ● Methods and quality Department ● HR Department ● SSGG Department ● Marketing department   Current status: Operational - The service is in production, monitored, billed, etc.

Group companies: Group companies that use the service as users.

- SAPAS
- SISEMED
- FIHOCA
- ONPLUS
- DATAPRO
- BDNPLUS

Service features

Business impact: Very high - The service affects other high-level services.

Service Times:

- Monitoring, operation and incident management: 24x7 (S-M)
- Provisioning (registration / modification): 9.00 am - 19.00

Service performance

- Provision of virtual machines defining the required CPU, memory and disk, in addition to the Operating System and the necessary VLANs. The service includes:
  - Antivirus, basic monitoring (CPU, memory, disk and connectivity) and user support: 24x7, first level, second level, remote hands, etc., both in on-premise infrastructure or in the public Cloud.
  - Backup / restore operation.
- Registrate vmware virtual machines
- De-registrate vmware virtual machines
- Changes / Modification Features
- High / Low / Storage Modification
- Action requests (remote hands, restoration on demand, snapshots creation).
- Patch update and Operating System.

Service Restrictions:

- Solaris OS Services are not provided.
- Advanced monitoring third level support.
- Middleware software beyond the Operating System.

Service Billing

For the billing of the Hosting Service the calculator is available:

- Costaisa_Rate_Hosting_AAAA, where AAAA is the year of its validity.
- Costaisa_Rate_Hosting_Mainframe_AAAA, where AAAA is the year of its validity.

Billing for the service is monthly. At the end of the month, the infrastructure assigned to a client / project is counted.

The de-registrations requested during the last week of the month are not counted until the following month.

Basic Support

Basic monitoring (CPU, memory, disk and connectivity) and user support: 24x7, first level, performance based on available procedures.

Included in all infrastructure contracts.

Advanced Support

In addition to the basic support:

● Level 2 support based on available procedures..

Hiring options:

● Contact commercial department for details.

Premium Support:

● Premium support has not been defined in this version of the service.
● Tailored service contracts.
● Check with the commercial department.

Requirements for hiring:

● Contact commercial department for details.

Concerned parties

Responsible area: Department of Systems / Exploitation

Service owner: COSTAISA

Responsible for the service: Systems Management (Jesús Villagrasa)

Responsible for the service: Exploitation Management (Josep Borràs)

Responsible for the operation of the Service: Francisco Luis Lorenzo

Responsible for the operation of the Service: Head of Shift

Service Level Objectives

Response Times:

- Those defined in Corporate SLAs

Resolution times:

- Those defined in Corporate SLAs

Availability Objective:

Type	Availability	Continuity	
	SLA	RTO	RPO
On premise Unity	Platinum	4 Hours	0
On premise Vxrail with BRS	Platinum	4 Hours	10'
On premise Vxrail without BRS	Platinum	72 Hours	24 Hours
On premise Mainframe	Platinum	4 Hours	0
In GCP	Platinum	2 Hours	0
In AWS	Platinum	2 Hours	0
In IBM	Platinum	2 Hours	0

Capacity objectives:

- Bandwidth (external communications): 80%
- Computing: 80%
- Storage: 85%

Service Billing

Monthly Billing based on the consumption declared in the CMDB for each client.

Service Continuity

Delegate in the General Continuity Plan of Costaisa.

2.2 SAP HOSTING

Category
Silver

Service: SAP Hosting (COSSERV-0002)
Managed hosting service SAP managed in which the availability of customer systems in the Data Centers is guaranteed, with high availability and performance parameters specified in the service level contract. A ready-to-use system platform is provided and remains operational through controls, and problem management. The customer should only worry about the use of the business layer, without the need to take care of the hardware or software platforms. Preventive maintenance and proactive optimization actions along with advice on how to optimize system performance are added services offered.

General data
Type of users: External users, Internal users. Internal users of the service: None. Current status: Operational - The service is in production, monitored, billed, etc. Group companies: Group companies that use the service as users.   ● SAPAS

Service features
Business impact: High - The service is used by more than 40% of total customer users. Service hours: 24x7 (S-M) Service performance:

- Implementation of client SAP systems in Costaisa Systems Hosting, Public Clouds (AWS, Google GCP, IBM)
- Maintenance of the implanted services: SAP BASIS (systems maintenance) and SAP BASIS consulting.
- Support, administration and maintenance of SAP databases.
- Support, administration and maintenance of SAP HANA.
- Backups.
- SOLMAN (EWA reports, audits, license management, software approval, notes download, SAP interconnection, etc.).
- Perform periodic EWA reports.
- EWA reports analysis and improvement proposal.
- Transportation processing.
- Homogeneous copies management between environments..

- Event monitoring and management in SAP environments: jobs, spool queues, etc.
- SAP Router: link service.
- High availability

Service Restrictions

- SPARC and S.O. Solaris
- Sale of SAP licenses

Concerned parties

Responsible area: SAP Systems

Service owner: COSTAISA

Responsible for the service: Gregorio Pérez Ramos

Delegate responsible for the service: Jesús Villagrasa

Technical features of the Service

Technical description of the service: The service is mounted on a virtual platform (it can be Costaisa's or the one defined with the client).

SOLMAN and SAP ROUTER machines are specific within Costaisa systems Hosting.

Service Level Objectives

Response times: High priority <= 30 minutes

Average priority <= 2 hours

Low priority <= 24 hours

Availability objective: Hosting service delegates

Continuity objective: Delegates in the Hosting Service

Capacity objectives: Bandwidth (external communications) 80%

Computing: 80%

Storage: 85%

Resolution times:

- High priority <= 4 hours
- Average priority <= 24 hours
- Low priority <= 4 days

2.3 WORKSTATION

Category

Service: Citrix virtual desktop (COSSERV-0003)
From the existing application virtualization products COSTAISA has selected Citrix Delivery Center. Citrix XenApp is part of the products of the Citrix Delivery Center family, and it is a Windows application delivery system that offers virtualization of client-side and server-side applications.

General data
Type of users: External users, Internal users. Internal users of the service: ● COSTAISA - User Support ● COSTAISA - Administrative Area ● COSTAISA - Research department ● COSTAISA - Quality Control Methods Current status: Operational - the service is in production, monitored, billed, etc. Group Companies: COSTAISA

Service features
Business impact: High. Without this service, no application can be accessed. Service hours: 24x7 (S-M) Service performance Its main features are: ● Optimum application performance. ● Flexible applications delivery to users: accessed from virtually any device, regardless of the used SO (workstation, laptop, tablet, smartphone, etc.) without any installation of applications in the user position. ● Encryption of up to 128 bits RC-5 in the communication between the user and the CPD.

XenApp will ensure that users receive an experience equal to or better than the one installed locally by taking advantage of:

- application virtualization,
- session virtualization
- and the exclusive technology of Citrix HDX.

HDX adapts the supply of virtual applications and access based on the device, network and location of each user to ensure an optimal experience.

XenApp reduces the cost of managing jobs by up to 50% by simplifying the administration and delivery of all Windows applications.

The centralization of applications in the data center reduces costs and increases efficiency by allowing a single instance of each application to be managed in the CPDs, avoiding alternative software distribution systems to the client stations. The applications are then delivered through the optimized HDX protocol, directly to the workstations.

Similarly, the centralization of applications and data in the CPD ensures that the provision and management of virtual applications are secure.

Encrypted connectivity, advanced access control, policy-based password management and session monitoring provides additional levels of protection for corporate assets owned by the Client.

Desktop Virtualization

Citrix XenDesktop is a desktop virtualization solution that transforms desktops and applications into a service available to each user, anywhere and from any device.

XenDesktop will provide access to individual applications or complete desktops:

- Users can access their virtual desktop and / or corporate applications from any computer (PC, Mac, thin client, tablet or smartphone).
- Advanced and policy-based access control will allow users encrypted access to desktops, applications and data from anywhere.
- Each user will have their workstation hosted in the CPD, being able to configure profiles of persistent or volatile stations.
- New Citrix Receiver customers can support more than 2000 million devices, including iOS, Android, Chrome OS, Mac OS, Linux and Windows.

Service Restrictions:

- High capacity graphic environments (design workstation stations) are not supported.
- Only service is offered for office applications or similar.

Concerned parties

Responsible area: Department of Systems / Exploitation

Service owner: COSTAISA

Responsible for the service: Systems Management (Jesús Villagrasa)

Delegated responsible for the service: Management of operation (Josep Borràs)

Responsible for the Service operation:: David Lorente

Delegated responsible for the Service operation: Head of Shift

Service Level Objectives

Response times: High priority <= 30 minutes

Average priority <= 2 hours

Low priority <= 24 hours

Resolution times:

Continuity Objective:

- RPO 10 minutes. Motivated by the dependence on NAS services in Hosting Systems.
- RTO 0, since it is an active-active service, but with the following degraded services, given the service dependency in Hosting Systems:
  - Printing
  - Mobile profiles
- Full capacity 4 hours RTO, associated with RTO times due to dependence with the Hosting service.

Capacity Objectives:

Total

- CPU: 64960 MHz
- Ram: 2867 GB

Capacity threshold.

- CPU: 81200 MHz
- Ram: 3584 GB

2.4 TELEMEDICINE

Category

Service: TELEHEALTH (SaaS) (COSSERV-0004)
Telemedicine platform with services of: ● Interconsulta For healthcare organizations with distributed departments and services, or providers that share part of the healthcare process with third parties (specialized, healthcare, diagnostic tests, laboratory, etc.), the platform allows access, in an integrated way with their healthcare management systems, to a deferred, scheduled or urgent diagnosis among professionals, or with the patient present through the use of specific inter-consultation rooms equipped with the appropriate medical devices. ● Teleconsultation Phemium allows you to perform the healthcare act between professional and patient: medical consultation, urgency, follow-up. The platform allows to perform the assistance act between professional and patient: medical consultation, emergency, scheduled follow-up, second opinion or triage, among others. The platform adapts both to providers who want to complement their current service offer, as well as to those who integrate the solution into their business processes and who adapt their operations to this new channel. ● Health programs The platform offers patients and their families a monitoring and follow-up tool once the Center is abandoned. The platform facilitates this monitoring and the work of its caregivers thanks to its tools for sending questionnaires, automatic task programming, reading of biomedical data or generating alarms with reminders for their attention, as well as sending content to promote healthy habits for the improvement of the quality of life of patients. The platform is marketed either as SaaS or as an Inhouse solution.

General data
Type of users: External users Internal users of the service: None Current status: Operational - the service is in production, monitored, billed, etc. Group companies: Group companies that use the service as users.

Service features

Business impact: High - The service is used by more than 40% of total customer users.

Service hours: 24x7 (S-M)

Service performance:

- Model the user experience with multiple iterations: chat, document submission, video conferencing, form submission, chatbot, wearables, etc.
- Modeling of clinical processes and processes: teleconsultation, interconsultation and assistance programs.
- Integration functionalities in the client's computer services, from three areas: data, devices, visual integration.

Service Restrictions:

- Integration of medical devices in real time
- Multi-conference

Concerned parties

Responsible area: CyS

Service owner: COSTAISA

Responsible for the service: Francesc Mateu

Responsible for the service: Francesc d'Assís Duran

Service Level Objectives

Availability objective: 99.8% of the service.