

## **<service name> Operational Document / Roles and Responsibilities – Type 1B**

	Type 1A	Type 1B	Type 2
MITA provide computing resources		√	√
System is hosted within MITA CDC		√	
System may be hosted within MITA CDC or Client DC	√		√
MITA Control Centre has access to server OS			√
Daily backup media change	√	√	√
Daily backup verification – Guest			√
Daily backup verification – Host		√	√
MITA Control Centre handles alert management – Guest			√
MITA Control Centre handles alert management – Host		√	√

**<service name> is categorized as a Type 1B Service.** Thus, the service is running using computing resources within the MITA virtualized environment. With reference to the roles and responsibilities diagram further below in this document, MITA shall have no access and/or administrative privileges on the guest operating system.

Guest performance/availability monitoring, backups, passwords (including local administrative password), patch management and administration shall not be under MITA responsibility but shall be owned by the client.

Host operations and management remain responsibility of MITA.

MITA shall have no technical/procedural knowledge of the systems/services running through the guest servers.

### Hosting

- The **<service name>** will be hosted within the (tick as appropriate):

	MITA Data Centre
	Mater Dei Data Centre

- Other (please specify): \_\_\_\_\_

The hosting platform is a single site setup with on-site server redundancy.

### Brief description of service

**<description>**

### Client – Primary contact details

Name: **<title, name, surname>**  
Office/Mobile number: **<telephone, mobile>**  
Email address: **<email address>**

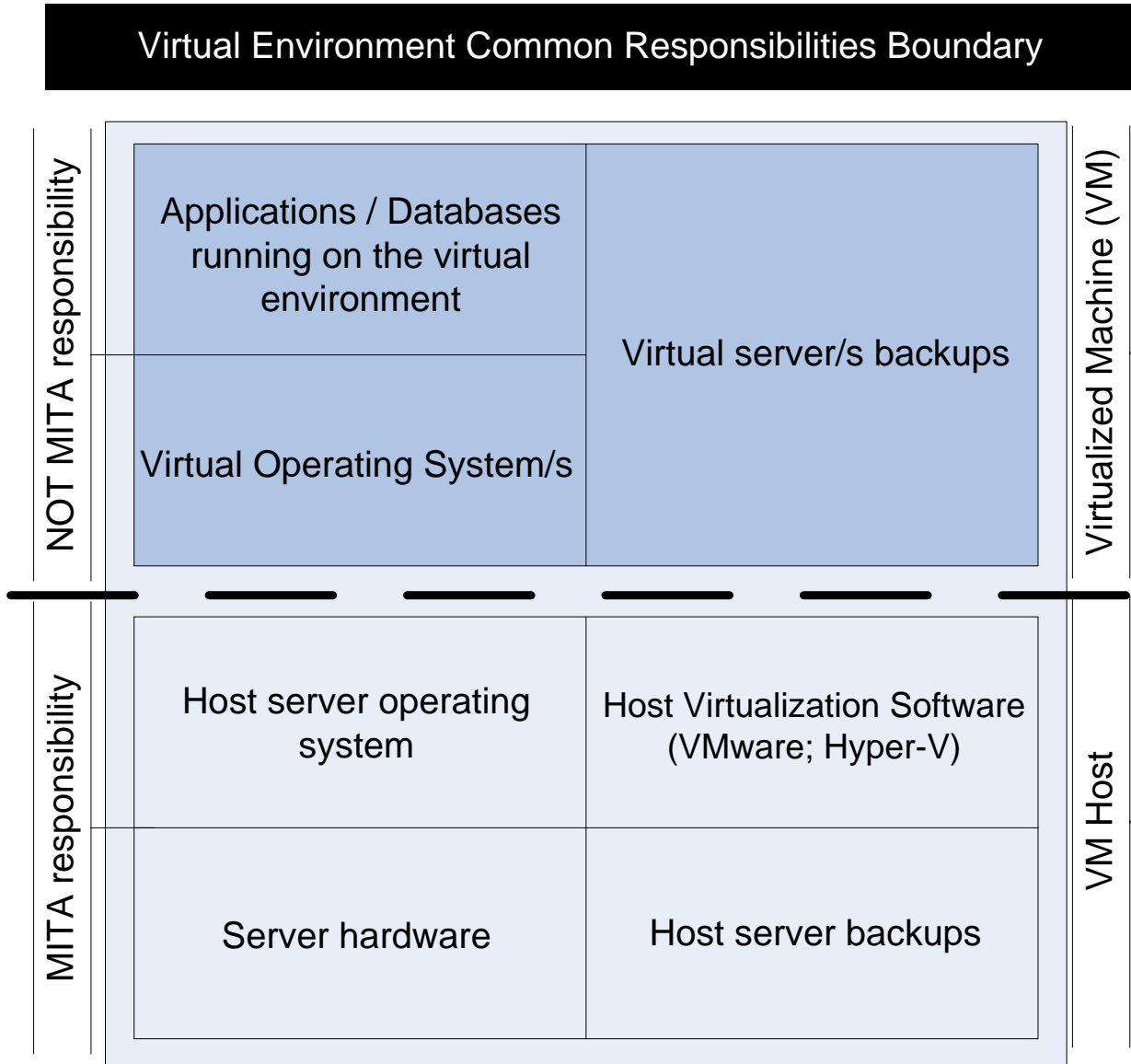
### Solution Provider – **<Company>**

Name: **<title, name, surname>**

Office/Mobile number: <telephone, mobile>  
 Email address: <email address>

**Backups**

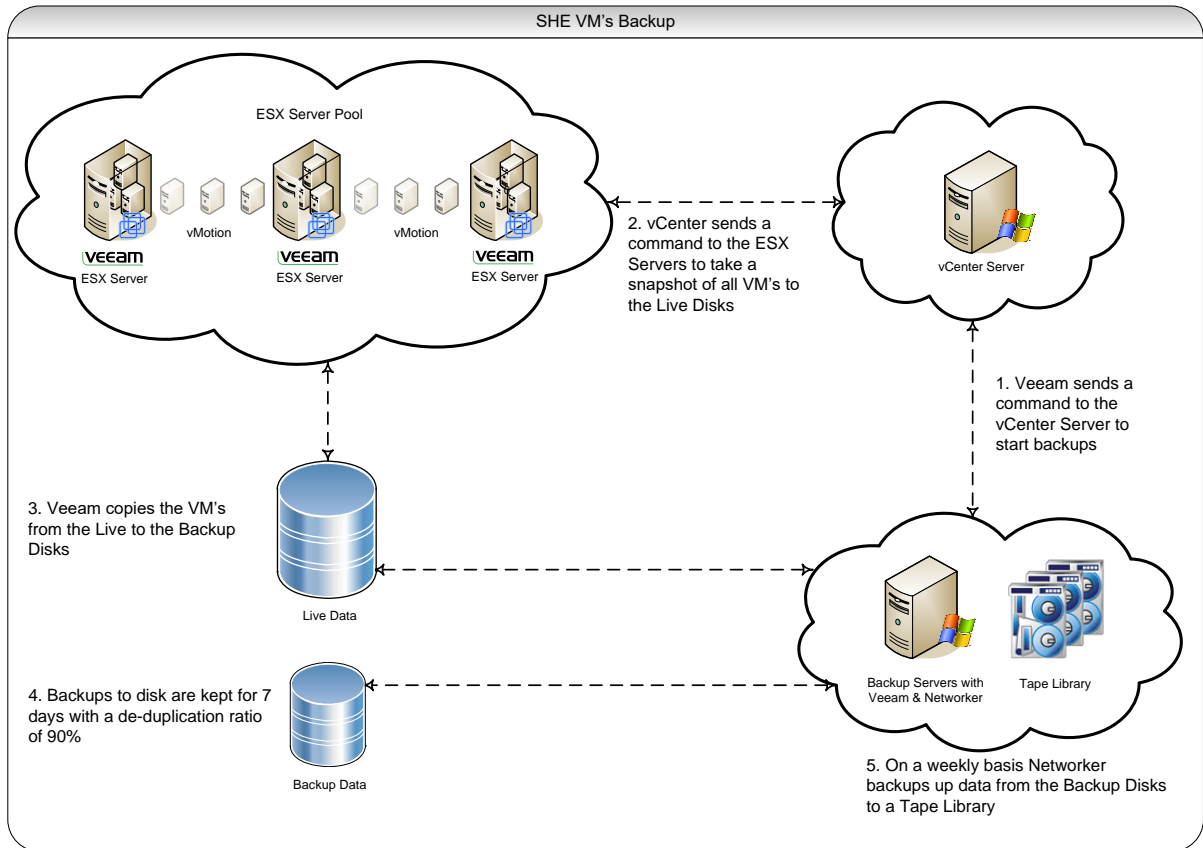
The below two (2) diagrams depicts the roles and responsibilities vis-à-vis backups and how the backups of the guest environments hosted on the segregated lot are being carried out.



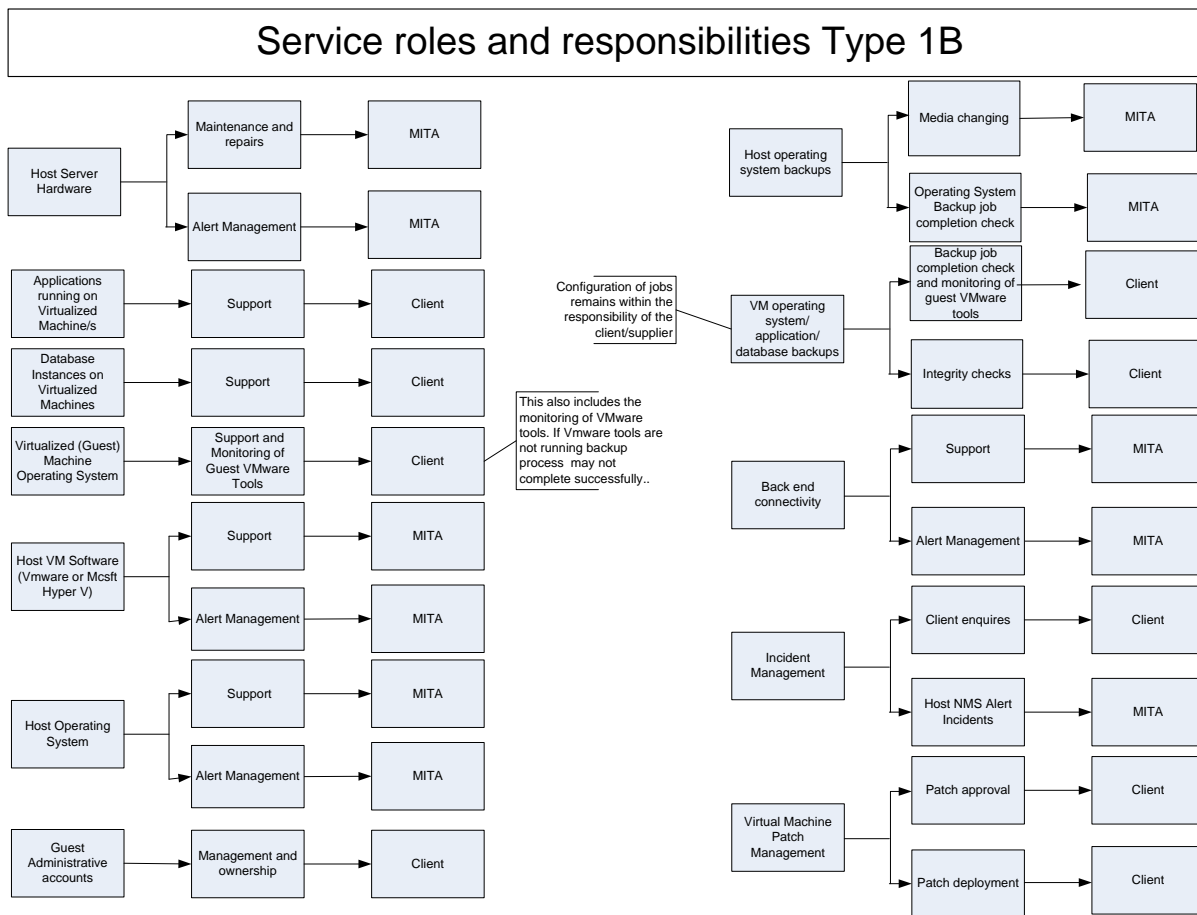
**Backup schedule and frequency:**

- **A daily disk based backup (a 'snap shot' of the virtual machines)** is taken every day between Monday and Saturday, with a retention period of one (1) week i.e. for example the Saturday backup is overwritten the following Saturday;
- **A monthly tape backup** is taken every 1st Sunday of the month, with a retention period of one (1) year i.e. the January backup is overwritten on the 1st Sunday of January of the following year.

- **A weekly tape backup** is taken every other Sunday, with a retention period of one (1) month i.e. the backup taken on the 2<sup>nd</sup> Sunday of the month is overwritten on the 2<sup>nd</sup> Sunday of the following month;



## Summary of Roles and Responsibilities



### Client Endorsement

By signing this document, I the undersigned hereby confirm my agreement with the roles and responsibilities together with the understanding of contents within this document.

<b>Name and Surname:</b>	
<b>Position:</b>	
<b>E-mail Address:</b>	
<b>Signature:</b>	
<b>Date:</b>	

**MITA Endorsement**

<b>Name and Surname:</b>	
<b>Position:</b>	
<b>E-mail Address:</b>	
<b>Signature:</b>	
<b>Date:</b>	