

Managed Firewall - RACI Matrix

Responsibilities for the Managed Firewall service, defined using ITIL's RACI model

Key	
R	Responsible
A	Accountable
C	Consulted
I	Informed

Service / Application	Roles	Softcat	Customer	Vendor	Notes
Managed Firewall Service					
Service Desk access 24x7x365 via phone and email	R, A				
Online portal access to track and log calls	R, A				
P1 prioritisation	R, A				
Access to certified engineers and consultants	R, A				
Full device management	R, A				
Security patch management	R		C, I	A	No SLA applicable
Standard device monitoring	R, A		I		
6 monthly Vendor Health Check report	R, A		C, I		
Technical reporting on estate status and recommendations	R, A		C, I		
Configuration and policy backup	R, A		I		
Hardware break fix management	R, A		C, I		
Change Management	R, A		C, I		
Quarterly Service Reviews	R, A		C, I		
On-site intelligent hands	I		R, A		
30 days notification for the relocation of equipment	C, I		R, A		
Application of Vendor upgrades	R, A		C, I		Only when deemed as stable and beneficial by Softcat
Creation, modification and de-commissioning of VPNs	R, A		C, I		To be raised by the Customer, as and when required, to Softcat, as per established change process
Log Retention	R, A		I		Retained for a period of 3 months, as standard
Management and maintenance of licenses	R, A		C, I		Only if applicable to the service provided by Softcat and confirmed by Softcat

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Service / Application	Definitions
Managed Firewall Service	
Full device management	Full device management is provided through Change, Incident and Problem management, providing recommendations in line with vendor guidance, workaround solutions or details of patches to reported software problems using reasonable commercial efforts. Support is provided 24x7x365 for hardware, software and performance issues, including monitoring for supported devices which is also carried out 24x7x365, in line with defined SLAs.
Security patch management	No SLA is applicable for this, as it is dependent on the updates sent out and provided by the Vendor.
Standard device monitoring	Standard monitoring includes device availability and performance thresholds. Availability and Uptime reports are able to be provided on a monthly basis, upon request.

6 monthly Vendor Health Check report	Includes Capacity Management
Yearly review of Firewall rules**	Any review would be handled as a project and is required to be initiated by the Customer. Recommendations would be made as part of this review however, it would be the responsibility of the Customer to log the required change for action.
Application of Vendor upgrades	Only when it is deemed by Softcat as a stable release and of benefit to the Customer, then Softcat will approach the Customer via the Change process to advise and seek approval. No SLA is applicable for this.
Creation, modification and de-commissioning of VPNs	This would be the responsibility of the Customer to log through the Change Management process, for any required action to be taken by Softcat. This would be for the creation, modification or de-commissioning of VPNs only. Monitoring is not included.

Key		
R	Reponsible	A resource responsible for getting the required task completed. This role reports to the 'Accountable' resource about their progress.
A	Accountable	A role that may not be required to carry out individual pieces of work, but is accountable for the task and has overall authority.
C	Consulted	A role that is consulted in order to complete the required task. This might be an individual with specific knowledge or a document store held by a particular team.
I	Informed	These resources are stakeholders who require to track and understand exactly how a task is proceeding, or may require an output from the task.