

Microsoft Cloud Proactive Care

Powered by Azure Managed Services Practice
Service Description

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1 Description

1.1 What is a Service Description?

The Umbrellar Service Description defines the services offered and specific conditions for each of these Services. This document forms part of our General Terms and Conditions. The overall terms comprise:

- a) Sales Proposal including a Schedule of Services purchased or a signed Master Services Agreement
- b) Umbrellar Service Descriptions detailing the conditions of Services purchased
- c) General Terms and Conditions

1.2 Service Descriptions

The below service descriptions define the elements delivered as part of the contracted products. This will include the inclusions, exclusions, service levels, product options and associated support model.

2 Document Information

2.1 Document History

This document has been through these revisions:

Date	Status	Version	Edited by	Description for Changes
26/09/2018	Approved	1.0	ILK/DG	Initial version
19/11/2018	Updated	1.1	ILK	New Branding, minor changes to Account Review
04/12/2018	Updated	1.2	ILK	Removed "The Parties" section
12/02/2019	Updated	1.3	ILK	Section 3.2 updated; Section 3.3.3 Backup Management added
17/05/2019	Approved	2.0	ILK	Merged Azure and Umbrellar Cloud Proactive Care and updated to align with Azure Managed Services Practise
21/05/2019	Updated	2.1	ILK	Added section 5.1.2.3 Advanced Monitoring, Website and section 4.1.3 Resource Classification Requirements, renamed Essential IaaS to Essential, removed Essential Platform and added additional services to Essential.
06/08/2019	Updated	2.2	ILK	Incorporated SLA's into Proactive Care
13/08/2019	Updated	2.3	ILK	Proactive Care Basic Offering
30/10/2019	Updated	2.4	DH	SLA Update and Formatting

3 Microsoft Cloud Proactive Care

3.1 What is Microsoft Cloud Proactive Care?

1. Umbrellar's Microsoft Cloud Proactive Care is a proactive service level agreement for Azure and Umbrellar Cloud powered by Azure Stack Services.
2. The Service Level Agreement applies on an account basis.
3. Microsoft Cloud Proactive Care applies on a per solution / subscription basis. A solution can include one or more subscriptions.
4. A server, solution or subscription can either be managed or unmanaged.

3.2 Service Levels

Microsoft Cloud Proactive Care Basic is our monitoring only package for our customers that would like their service provider to monitor and attend to alerts but do not need any of the additional Managed Services offering.

Microsoft Cloud Proactive Care Essential is the entry level package for our customers that are interested in Microsoft Cloud Managed Services without the additional comprehensive services that the Advanced package offers.

Microsoft Cloud Proactive Care Advanced provides a full Managed Service experience based on Microsoft's Azure Managed Services Practice.

Support Level Tasks	Basic	Essential	Advanced
Support			
Umbrellar Portal and Community	✓	✓	✓
Customer Service	Business hours access to Customer Service		
Technical Support	Business hours access to Support Engineers via email, phone and online 24x7 access to Support Engineers via call-out		
Premium Support	Optional	Optional	Optional
Who Can Open Cases	Unlimited contacts / unlimited cases		
Third-Party Software Support	✗	Interoperability & configuration guidance and troubleshooting	
Incident Priority & Initial Response time SLAs	✓	✓	✓
Managed Services Onboarding			
Customer Runbook	✗	✗	✓
Resource Classification	✓	✓	✓
Ongoing Service Management			
Network Management	✗	✓	✓
Platform monitoring and alerting	Standard	Standard	Custom

Virtual machine monitoring and alerting	✓	✓	✓
vCPU utilisation	✓	✓	✓
Memory utilisation	✓	✓	✓
Disk utilisation	✓	✓	✓
Advanced Monitoring - Website	✗	✗	Optional
Backup management (monitoring & alerting)* ¹	✗	✓	✓
Backup restores	✗	✗	✗
Managed Antivirus	✗	Optional	Optional
Access to Umbrellar's Intellectual Property such as ARM Template Library and other artefacts	✗	✗	✓
Azure Advisor Recommendations	✗	✗	✓
Configuration Management	✗	✗	✓
Operating System patching	✗	Automated	Managed
Incident Management	✓	✓	✓
Change Management	✗	✓	✓
Umbrellar Expertise			

Service Delivery Manager	X	X	Optional
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*¹ For Umbrellar Cloud, Umbrellar will utilise their Cloud Connect service for delivering backup services.

1. Call Out is defined as our teams being available outside of Business hours for response. Our call out team are raised by system alerting or inbound incidents being raised through available phone channels.
2. Umbrellar requires full access to the environment in order to provide any of the above proactive care plans.
3. Umbrellar will not be responsible for any changes made by the customer.
4. Umbrellar has to be informed of any changes made by the customer, that could affect the stability of the environment or could result in system alerts.
5. Configuration management covers small changes in regards to the operating system such as installing an SSL certificate or changes to the local operating system firewall.

4 Umbrellar Support

4.1 Umbrellar Portal and Umbrellar Community

As an Umbrellar CSP customer, everything related to Azure subscription(s) purchased through Umbrellar can be accessed via the Umbrellar Portal <https://portal.umbrellar.com>.

The Umbrellar Portal provides:

- Access to manage linked azure subscription(s)
- Purchase new subscriptions and services
- Manage users and view invoices and payment history

With access to the Umbrellar Portal a customer is automatically granted access to the Umbrellar Community <https://community.umbrellar.com>.

The Umbrellar Community provides

- The ability to raise support cases to quickly resolve any issues with the service.
- View case history
- Access to our Knowledgebase

4.2 Premium Support

As part of signing up as an Umbrellar CSP customer, Umbrellar is the sole point of contact for supporting Umbrellar Cloud powered by Azure Stack and Azure platform. Umbrellar has a strategic relationship with Microsoft. The customer will be able to leverage this relationship for any reactive and/or proactive technical escalations to Microsoft. Umbrellar will do so on the customers behalf by leveraging Umbrellar's Microsoft Partner Premier Support agreement.

4.2.1 Definition

Advisory Service Hours (ASH) – The customer would like to get advice from Microsoft which do not require more than 8 hours per request. E.g. architectural advice and/or questions.

Problem Resolution Support (PRS) – Technical escalations to Microsoft regarding an issue with Umbrellar Cloud powered by Azure Stack, Azure or Office 365 services.

Cloud hours – ASH and/or PRS requests which are related to Umbrellar Cloud powered by Azure Stack, Azure or Office 365 services but are not related to requests or incidents within the customer's IaaS service, e.g. requests in regards with the operating system or an application hosted on an IaaS service.

On-Premise hours – ASH and/or PSR requests which are related to services hosted on the customer's premises and/or are related to requests incidents within the customer's IaaS service, e.g. requests in regards with the operating system or an application hosted on an IaaS service.

4.3 Priority Levels & Response Times

The following table sets out Umbrellar's priority level definition as well as Umbrellar and Customer expected responses.

Priority	Customer's situation	Expected Umbrellar Response	Expected Customer Response
1	Critical business impact: <ul style="list-style-type: none"> Customer's business has significant loss or degradation of services Needs immediate attention 	Initial response: <ul style="list-style-type: none"> 1 hour or less Continuous effort all day, every day 	<ul style="list-style-type: none"> Allocation of appropriate resources to sustain continuous effort all day, every day Accurate contact information on case owner
2	Moderate business impact: <ul style="list-style-type: none"> Customer's business has moderate loss or degradation of services, but work can reasonably continue in an impaired manner. Needs attention within 2-4 business hours 	Initial response: <ul style="list-style-type: none"> 2 business hours or less Business hours effort unless customer opts-in for 24x7 continuous effort 	<ul style="list-style-type: none"> Allocation of appropriate resources to sustain continuous business effort unless customer requests to opt-in for 24x7 then appropriate resources are needed for 24/7 effort Accurate contact information on case owner
3	Minimum business impact: <ul style="list-style-type: none"> Customer's business is substantially functioning with minor or no impediments of services. Needs attention within 4-8 business hours 	Initial response: <ul style="list-style-type: none"> 4 business hours or less for Cloud Care Enterprise 	<ul style="list-style-type: none"> Accurate contact information on case owner

-
- Requests:**
- 4 • No material impact to services. E.g. MACD's

Initial response:
8 business hours or less

- Accurate contact information on case owner
- Reasonable notice to Umbrellar for requests that fall in this category.

Umbrellar may (acting reasonably) reclassify any issues misclassified as falling into one of the emergency categories listed above, and such issues will not qualify for emergency treatment.

5 Managed Services Onboarding

5.1 Customer Runbook

During the managed services onboarding, Umbrellar will work with the customer to create a customized monitoring response runbook. This runbook defines the Umbrellar Enterprise Services team's standard operating procedures for working with the customer and any authorised third party on monitoring alerts and includes custom escalation procedures in accordance with best practices. These customer runbooks are designed to present the right information at the right time to Umbrellar's success and services teams. This is important in order to respond quickly and effectively to any incidents. Providing relevant and focused documentation to Umbrellar's success and services teams helps to maintain the availability of customer solutions and keep the business impact to a minimum.

5.2 Resource Classification

In order for Umbrellar to understand the business impact of the customer resources, Umbrellar has implemented the below resource classification. Each application / virtual machine is being categorised during the onboarding to ensure the best outcome for the customer.

	Gold	Silver	Bronze
Business Impact in the event of an incident	Critical	Medium	Low
Incidents being attended to	24/7	24/7 (P1)* Business hours (P2-P4)	Business Hours
Resource Type	Customer facing or core Line of Business applications	Secondary business applications (the business can still operate)	Tertiary business applications, UAT, test and

development
resources

*Support will be provided but is chargeable after-hours.

5.2.1 Resource Classification Requirements

For a resource to be able to be classified as gold, silver or bronze the following requirements need to be met.

Classification	Requirements
Gold	<ul style="list-style-type: none"> Highly Available Applications (e.g. SQL) Operating System Redundancy Inline/Snapshot based Backup Escalation support agreement with vendors, and aligned Return To Operation (RTO) Technology is current (within n-1 of current release)
Silver	<ul style="list-style-type: none"> Industry standard Backup regime Technology is not end-of-life Technology is within a current warranty (if appropriate) Vendor warranties have aligned RTO
Bronze	<ul style="list-style-type: none"> No minimum criteria

5.3 Technical Contact

The technical contact is our primary point of contact for all issues that may arise with your Managed Services and need to be discussed with you. This contact is also the person who can open any change requests via a support case.

5.4 Management Host

For Proactive Care Advanced customers, Umbrellar reserves the right to require the deployment of a management virtual machine which is under control of Umbrellar configuration management. This host is used to enable secure Umbrellar remote access to the customer environment. Access is restricted to known and secured Umbrellar management endpoints using RDP or SSH. Umbrellar engineers will then access customer virtual machine using RDP or SSH from the management host. One

management server will be created per region containing managed customer virtual machines.

5.5 Management Tools

Deployment of management tools required by Umbrellar to provide Operating System Support and patching are pre-approved changes and as such will be built into platform automation to be automatically deployed to any new builds/rollouts in the Microsoft Cloud infrastructure.

5.6 Service User

For Proactive Care Advanced customers, Umbrellar reserves the right to require the customer to grant an Umbrellar service user access to the environment. If a customer requires Umbrellar to have named accounts to access the environment, additional charges may apply.

6 Ongoing Service Management

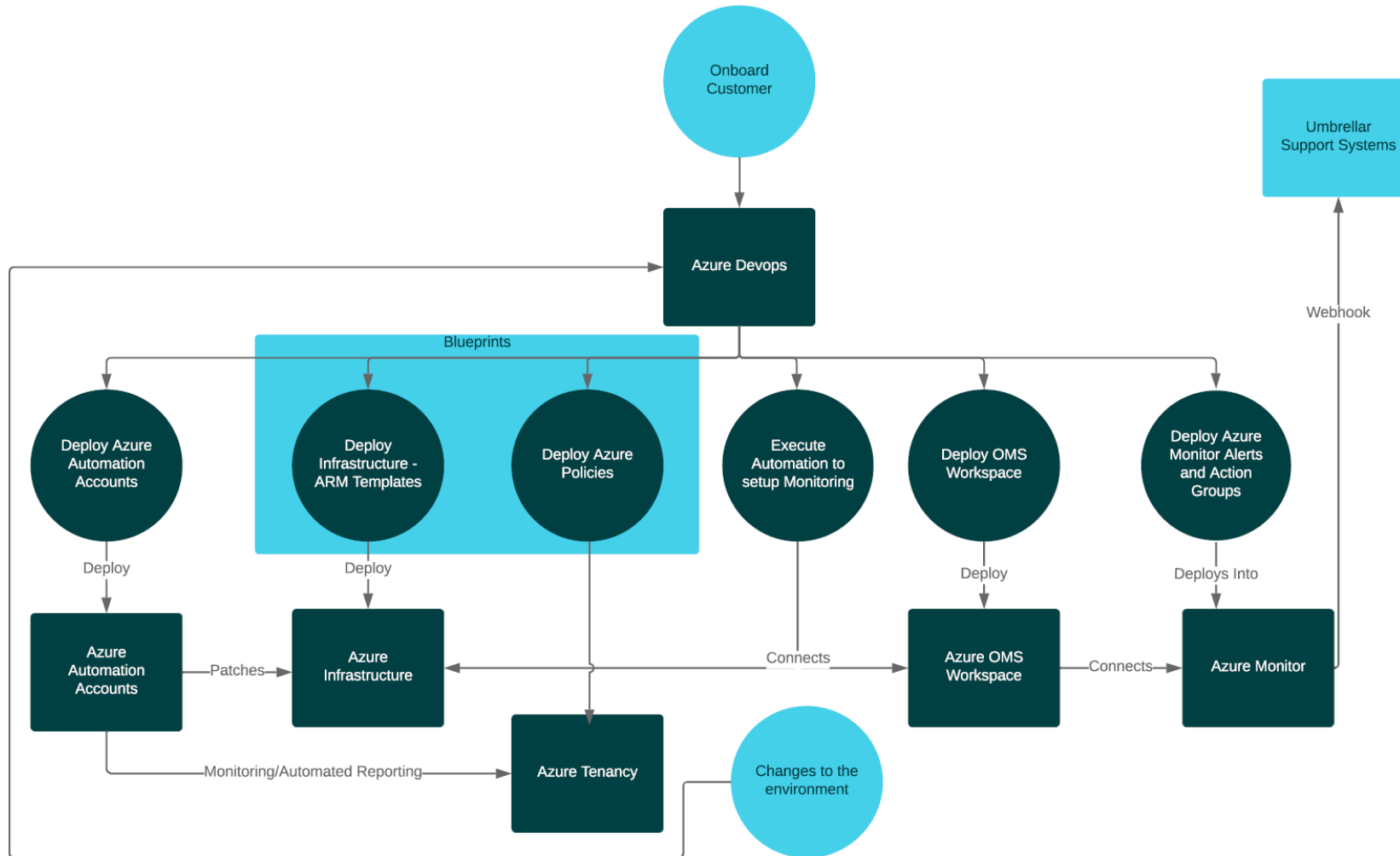
6.1 Azure Cloud Practice leveraging DevOps Principles

Once a customer has been onboarded to Managed Services, a pre-defined set of assets are deployed with built in automation using Azure DevOps pipelines.

This includes:

- **Automation Accounts** - These are utilized to ensure deployments are consistent and are not only deployed but maintained to an agreed desired state.
- **Infrastructure** - Standardised templates are used for deployment and can be customized to the requirements of the customer. These are especially useful to stitch together multiple resources and automating the deployment as required.
- **Azure Policies** - Umbrellar's deployments adhere to simple policies relevant for the monitoring solution being deployed, these are further augmented by custom policies that define a wide range of aspects. This may include allowed VM's and Storage SKU's as well as resource tagging to aid with reporting and billing.
- **Operations Management Suite (OMS) Workspace** - Umbrellar has adopted a hybrid model to leverage Log Analytics. This ensures any customer data that is sensitive stays within the customer's tenancy, while only surfacing generalized data to Umbrellar's central Log Analytics workspace. A number of workspaces can be deployed depending on the customer's needs.
- **Automated OS patching** - Along with Log Analytics workspaces, Automation accounts are leveraged to run automated patching of workloads within the tenancy. This information is fed back into an OMS dashboard for visibility.
- **Monitoring Dashboards** - All of the automation setup above is presented via pre-built dashboards. Any alerts generated by the monitoring solution are configured to the customer's needs.

6.1.1 Azure DevOps Lifecycle for Support



6.1.2 Azure Monitoring & Alerting

Umbrellar can monitor the underlying Microsoft Cloud platform as well as individual virtual machine instances.

6.1.2.1 Platform Monitoring

Umbrellar will check and generate notifications for, platform-related events such as service or region incidents and upcoming maintenance activities on public Azure.

6.1.2.2 Environment Monitoring

Umbrellar will work with the customer to implement and configure monitoring for services under scope of management.

Essential monitoring will include monitoring and alerting for CPU, Memory and Disk utilisation and backup status.

Advanced monitoring will include monitoring and alerting for CPU, Memory and Disk utilisation and backup status. Additionally, specific monitors and alerts for PaaS services will be implemented upon agreement with the customer.

6.1.2.3 Advanced Monitoring

Advanced customers have the ability to purchase additional website / application endpoint monitoring. Umbrellar will monitor agreed application endpoints to ensure the application is accessible from the internet. Umbrellar will carry out pre-approved remediation checks, if agreed during the Managed Services onboarding, before alerting the customer.

6.1.2.4 Backup Management

Umbrellar will monitor backups 24/7 and attend to any backup alerts and change management requests during business hours. Data restoration requests are not included in the Proactive Care plan and are subject to additional charges as per Umbrellar's published rates. The customer may request to restore data (file level or full server instance) by submitting a service request.

The customer acknowledges that Umbrellar shall not be held responsible or liable for the validity or quality of such data contained within the backup.

6.2 Antivirus

Customers have the option to subscribe to Umbrellar's Proactive Care Managed Antivirus service. Please check our Managed Antivirus service description or contact the Umbrellar team.

6.3 ARM Template Library

Umbrellar has a number of proprietary and best-practice templates that will be available to Proactive Advanced customers as well as access to custom template specific for the customer. Templates can be created during a project or through Professional Services.

6.4 Azure Advisor Recommendations

Umbrellar team work on recommendations and intelligence provided by the various Azure Advisors covering areas such as Cost Management, Security and other operational intelligence.

6.5 Configuration Management

Umbrellar will assist and manage configuration and modification of Azure and/or Umbrellar Cloud resources. This may include subscription level actions such as configuring Role Based Access Control (RBAC), Resource Group advise and creation as well as resource actions such as updating of network security groups, resizing of instances, establishment of site-to-site VPN tunnels and configuration changes for the virtual machine operating system (IaaS VM).

6.6 End-of-Life Support

Umbrellar will provide management services up to the date of the operating system going end-of-life. After the end-of-life date any provided services are on a best effort basis and Umbrellar will not guarantee any SLA's. Additional charges may apply upon end-of-life of the operating system.

6.7 Operating System Patching

Umbrellar will only patch IaaS VM's that have backups configured. Umbrellar will apply operating system updates in line with the patching process and schedule defined within this document. Umbrellar will ensure the updates are applied in line with vendor recommendations. Patching will end, if the installed operating system is end of life. Umbrellar will not patch customer applications or other 3rd party software as part of this service.

6.7.1 Windows based operating system Patching

1. Any available updates from the Microsoft Update Catalogue relevant to the installed operating system.
2. Any available updates from the Microsoft Update Catalogue for other installed Microsoft products if the option "Give me updates for other Microsoft products when I update Windows" is enabled. This will be discovered during the managed services onboarding.

6.7.2 Linux based operating system Patching

1. Security updates and minor version updates for any operating system packages with dependencies as required.

6.7.3 Maintenance

Umbrellar will undertake Managed Patching that may require an interruption to the Service during specified periods. Umbrellar will work with the customer to agree a patching schedule during the managed services onboarding

Patching:

Umbrellar will deploy critical and relevant security related patches to Server Instances during the Maintenance Period or as otherwise agreed by the Parties.

If an issue arises from a patch update during maintenance, the Customer may request a temporary suspension of the patch update for its own business or operational reasons to subsequent Server Instances during that Maintenance Period. During this period of temporary suspension, SLAs relating to the suspended Service shall not apply.

Where the service is suspended upon request as detailed above, the Parties will use their reasonable endeavours to quickly resolve any issues arising from the patch update in order to allow Umbrellar to resume patching as soon as possible, in any event no later than by the next Customer Maintenance Period. Umbrellar may apply additional Charges for costs that it may reasonably incur if the Customer delays the implementation of subsequent patches beyond the next Customer Maintenance Period.

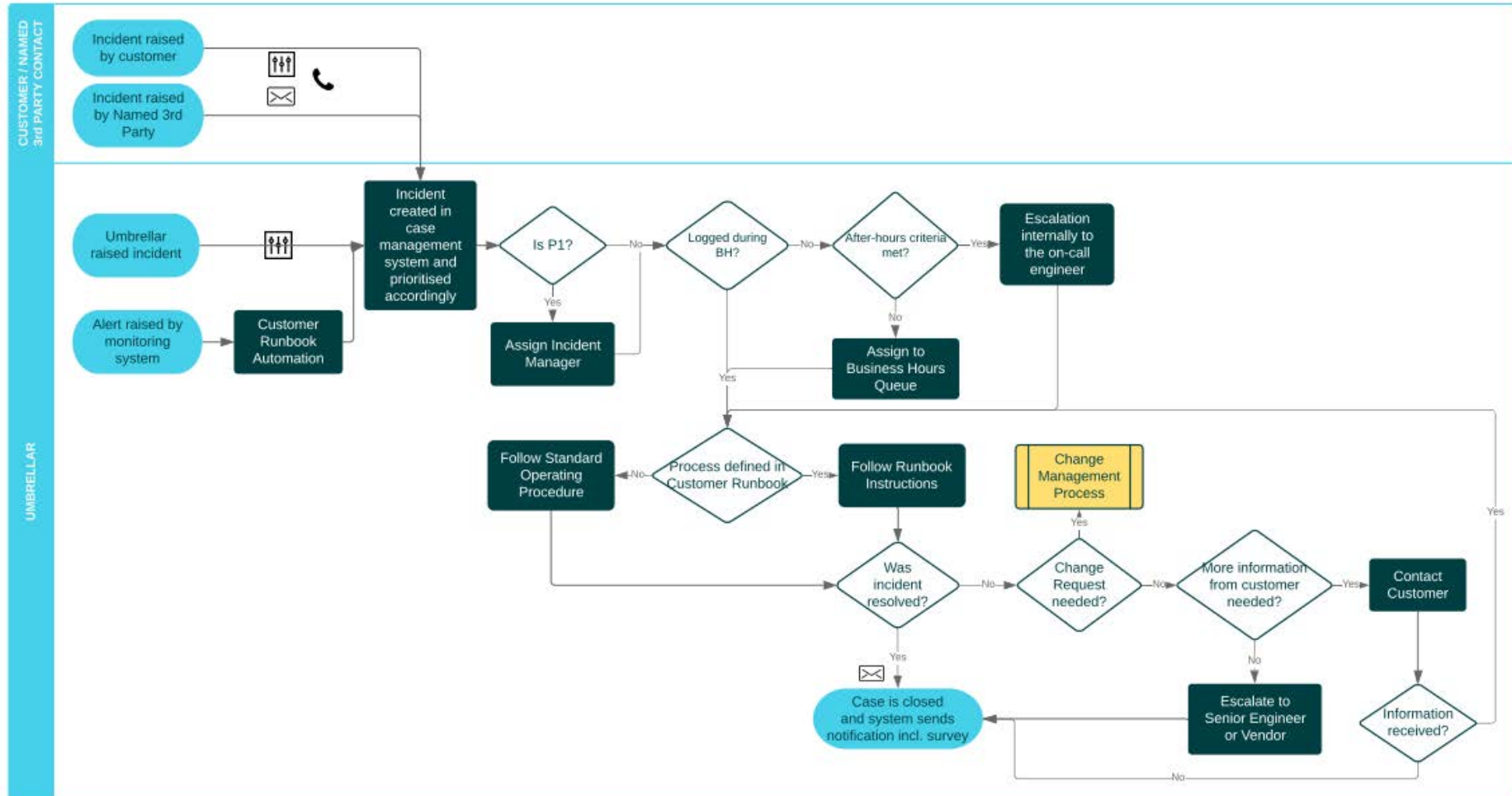
Unless otherwise agreed using the Operational Change Management, Umbrellar is not liable for other software upgrades, except those that are advised by the Licensor as being critical for the security or performance of such software.

6.8 Incident Management

Incident management refers to the management of incidents where restoration of the services is the primary objective. For resource covered by Proactive Care, Umbrellar endeavours to restore normal service as quickly as possible when an incident occurs.

1. Umbrellar will endeavour to apply a consistent approach to all incidents as per Umbrellar's standard operating plan, excepts where a customer specific approach has been previously agreed with the customer and documented in the customer specific runbook. Incidents can only be initiated by:
 - a. Authorised technical contacts on the customer account. This can be a customer employee and/or a 3rd party contact.
 - b. Umbrellar employees
 - c. Monitoring management tools
2. All incidents logged from party a and/or b are logged as a case which is accessible via the Umbrellar Community.
3. The Umbrellar Support team will investigate the incident in accordance with your purchased Cloud Care plan, once the case has been logged.
4. For cases logged via the Umbrellar Community, the customer has the ability to set the priority themselves. For anything that comes in via email, the priority is set to P3 (Normal). If the customer requires a reprioritisation, the customer has to phone the Umbrellar Cloud Success team to request the priority to be changed.
5. Prior to investigation, the Umbrellar Engineer will review the instruction documented in the customer runbook.
6. Umbrellar will communicate with the customer and 3rd parties, named and authorised by the customer, where and as needed to resolve the incident.
7. If an Umbrellar Engineer is unable to resolve an incident, they will escalate the incident until resolution is achieved. This escalation may be within Umbrellar or to Microsoft where and as required.
8. Actions required to resolve an incident will vary depending on the finding of the investigation. In some cases, a proposed solution may be complex, or cause additional disruption to your environment. In this case the incident will go through Umbrellar's change management process and the customer will be kept up to date as part of this process.

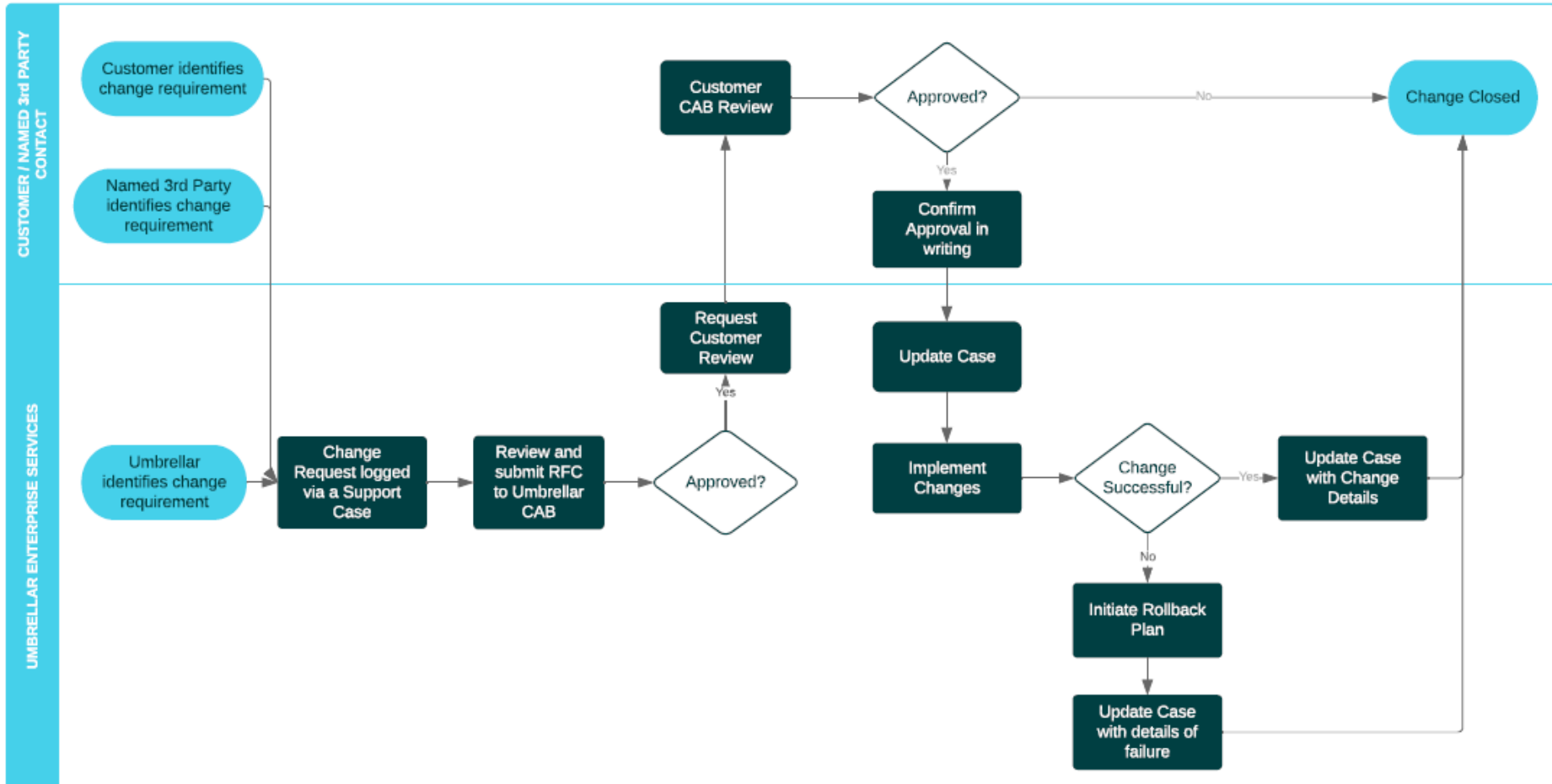
Incident Management Process



6.9 Change Management

1. Change management includes a standardized set of procedures that enables Umbrellar to deliver efficient and prompt handling of all changes in an organized manner to help ensure minimum impact on the customer services.
2. For any change requests raised by the customer, the customer has to use the Umbrellar RFC template, which will be provided during the onboarding phase.
3. Umbrellar will raise a case, accessible via the Umbrellar Community, that are owned or initiated by Umbrellar. Customers can raise a case for situations where Umbrellar support is required for any changes owned and initiated by such customer.
4. All changes will be managed through the Umbrellar case and change management systems. This supports long-term tracking of all information and the best delivery of services through the various lifecycle processes of deployment, change management, incident management, etc.
5. Umbrellar will organize the best suited engineer, with experience in the specific change, to manage the change as scheduled, keeping the customer fully informed on progress.

6.9.1 Customer Change Management Process



7 Umbrellar Expertise

7.1 Third-Party engagements

Umbrellar has a brilliant Partner ecosystem and will connect customers with different Partners, where necessary, to get the right customer outcome. Umbrellar will also work with any third-parties nominated by the customer. As part of the managed services onboarding, Umbrellar will work with the customer to establish and document the level of engagement with any third-parties.

7.2 Service Delivery Manager (SDM)

The SDM is an optional shared resource available to Proactive Care Advanced customers. The SDM will provide monthly reviews in order to analyse the performance of a customer's Azure and/or Umbrellar Cloud environment and provide recommendations for cost optimizations. This includes recommendations around the use of various types of resources, root causes of alerts and investigation for performance improvements. The review will be based on the following agenda:

- Support Cases
- Alert trends
- SLA Measurement
- Potential Cost Optimization
- Change Reporting

The monthly available SDM time will be outlined in the Service Level Agreement. An additional block of hours can be purchased on request.

7.3 Architectural Guidance

Under this agreement, customers can have access to Umbrellar Architectural expertise. Where required, Umbrellar will leverage our partner ecosystem to provide best of breed architectural services including Microsoft Architectural services. Additional costs will apply, and these engagements will be managed under separate engagement documents.

7.4 Additional Professional Services

Services	Professional Service	Pricing Model
Detailed Solution Design	✓	Professional Services Fees
Migration Assistance	✓	Professional Services Fees
Deployments	✓	Professional Services Fees
Architecture Guidance	✓	Professional Services Fees
Workshops (e.g. Dev Ops training)	✓	Professional Services Fees

8 Appendix

8.1 Roles and Responsibilities

Service Level Tasks	Umbrellar	Customer
Support and Subscription Management		
Provide named technical contact	C/I	R/A
Keep technical contact up-to-date	C/I	R/A
Purchase and maintain Cloud Care Package	C/I	R/A
Purchase subscriptions in the Umbrellar Portal	C/I	R/A
Grant Umbrellar tenant/subscription/resource access	C/I	R/A
Monitoring		
Provide monitoring alerting response based on purchased Proactive Care plan	R/A	C/I
Configure standard monitoring alerting	R/A	C/I
Custom event logging and alerting	R/C	A
Operating System		
Break-fix and troubleshooting	R/A	C/I
Configuration Management	R/C	A
Patching		
Patching Windows based operating system during agreed Patching Window	R/A	C/I

Patching Linux based operating system during agreed Patching Window	R/A	C/I
Install agent for patching	R/A	C/I
Apply any major software version updates including but not limited to Microsoft SQL, MySQL, PHP, NGINX, IIS	C/I	R/A
Keep Application up-to-date	I	R/A
Provide and maintain pre and post patching checks (if required)	C/I	R/A
Provide and maintain server patching order (if required)	C/I	R/A
Provide and maintain Umbrellar's access to the server's operating system for patching related tasks and troubleshooting	C/I	R/A
User Management		
Create and manage new users and groups	I	R/A
Application Administration		
Web Server Administration (Apache, IIS, NGINX PHP)	C	R/A
Web Server Configuration (Apache, IIS, NGINX PHP)	R/C	R/A
Database Server Administration (MSSQL, MySQL)	C	R/A
Database Server Configuration (MSSQL, MySQL)	R/C	R/A
Any 3 rd party application (Installation, configuration and administration)	I	R/A
Purchasing and maintaining SSL certificates	C	R/A

Installing SSL certificates	R/C/I	R/A
Backups & Disaster Recovery		
Testing of BCP/DR functionality (Pre Existing plan/architecture)	R/A	C/I
Configuration and Management of Backup Policies	R/A	C/I
Monitoring of Backup Schedule & Status	R/A	C/I

R – Responsible A – Accountable C – Consulted I – Informed