

Shared Responsibility Matrix - PaaS (Platform as a Service)

Service Provider **M2 Technologies**
 Client **Sample Client** Notes: Installation includes initial configuration and acceptance testing
 Date **3/13/2024** Client may always initiate a request of Service Provider, response might be gratis or billable, depending on work effort

Area	Function	Responsibility				Examples
		40	14	18	2	
		Service Provider Only	SP Primary/Client secondary	Client Primary/SP secondary	Client Only	
Infrastructure Hardware	Install	x				Adding hard drives
	Configure	x				Allocating volumes
	Monitor	x				Replacing faulty hard drives
Hypervisor	Install	x				Installing host servers
	Configure	x				Configuring networks
	Monitor	x				Patching Vmware
VM Resource Allocation	Install	x				Creating vOrganizations
	Configure	x				Adding/removing resources to vm's
	Monitor	x				Ensuring appropriate overhead
Hosted Network and VPN	Install		x			Creating vNetworks and firewall appliances
	Configure	x				Maintaining firewall rules
	Monitor		x			Ensuring appropriate traffic only
Disaster Recovery (SP provided)	Install	x				Install DRaaS components
	Configure	x				Replication
	Monitor	x				Monitoring Replication
	Isolated Testing	x				Non-business impacting testing
	Full Testing			x		Business interruptive full-on testing
Server Backups (SP provided)	Install		x			Install Windows Server 2022
	Configure		x			Deploying management agents
	Monitor		x			Ensuring servers stay running
	Test File recovery		x			Can a file/folder be restored?
	Test Server recovery		x			Can an entire server be restored?
Server Operating Systems	Install		x			Install Windows Server 2022
	Configure		x			Deploying management agents
	Monitor		x			Ensuring servers stay running
Applications	Install		x			Deploying ERP application
	Configure			x		Maintenance and patching
	Monitor				x	Ensuring application services are working
Database Applications	Install		x			Database servers
	Configure		x			Maintenance and re-indexing scripts
	Monitor		x			Performance, locking, monitoring
Data Integrity	Install				x	Deploying controls to ensure data integrity
	Configure				x	Checks and Balances
	Monitor				x	Reviewing, audits
Identity	Install		x			Active Directory DC's
	Configure				x	User account maintenance
	Monitor				x	Account lockouts
Permissions Management	Install		x			Create groups and permissions to resources
	Configure				x	User/group maintenance
	Monitor				x	Watch for exceptions and outliers
Compliance & Regulatory Frameworks				x		
SSL Certificate Management			x			Monitor expiration dates