

Service Definition Document

Contract Description: [CUSTOMER NAME - CONTRACT NAME]

Contract reference: [CONTRACT REF]

Service Name: [SERVICE NAME]

Service Level: [SUPPORT TYPE]

THIS CONTRACT is dated [CURRENT DATE] and made BETWEEN:

- (1) ANS Group Ltd; a company registered in England and Wales under company number 3176761 whose registered office is at Synergy House, Manchester Science Park, Manchester M15 6SY ("Supplier") and
- (2) [CUSTOMER NAME] a company registered in England and Wales under company number [Company Number] whose registered office is at [Address with Postcode] ("Customer").

BACKGROUND

- A The Supplier has developed a solution to be able to provide the Customer with the Service.
- B The Customer wishes to use the Service in its business operations.
- C The Supplier has agreed to provide and the Customer has agreed to take and pay for the Service in accordance with the Contract and subject to the Terms and Conditions.

This Contract shall take effect on the Commencement Date and shall continue, unless otherwise terminated in accordance with the Terms and Conditions until expiry of the Initial Term. Thereafter this Contract shall Renew.

The Commencement Date of this Contract is [CONTRACT START DATE]

Financial Summary

Initial Term: [CONTRACT PERIOD]

Total Service Charge: [CONTRACT VALUE]

1. Operational Services

Service Description

Normal Business Hours = 09:00-17:30, Monday to Friday (excluding bank holidays)
 Out of Hours = 17:30 - 09:00, Monday to Friday & 24 x 7, Saturday & Sunday
 24 x 7 = 24 hours a day, 7 days a week

ANS Service

Service	Service Description	Service Hours
Telephone and Remote diagnostics for faults	Fault diagnostics to troubleshoot software faults support via the following methods: > Telephone > Email > Remote connection	Normal Business Hours
Service Desk - Non Business Critical Faults	The Supplier provides access with relevant phone and email contact details to the Supplier Service Desk for non-critical system/service down and/or affected scenarios (P2/P3/P4).	Normal Business Hours
Service Desk - Business Critical faults	The Supplier provides 24/7 access with relevant phone contact details to the Supplier Service Desk for critical system down scenarios (P1) only.	24 x 7
Priority Escalation to Vendor for faults	Priority escalation to vendor through partner channels.	Normal Business Hours
High Priority Escalation to Vendor	High Priority escalation to vendor through partner channels for Priority 1 business critical faults.	24 x 7
Patch Management	The Supplier shall patch Supported Assets in line with the agreed schedule. Assets are grouped in weekly cycles and the process is repeated monthly.	24 x 7
Service Reviews	[SERVICE TIER - DESCRIPTION]	Normal Business Hours
Compliance Reporting	Monthly Patch Status Report of all assets within the patching cycle under the ANS service.	Normal Business Hours
GLASS Portal Access	Customer access to ANS GLASS portal providing visibility of all Service related tickets and information.	24 x 7

Incident Management

Service Description

Support is accessed through the Supplier’s dedicated support line, call routing to the case owner or the relevant incident team can be made from this point to ensure the Customer reaches the expertise needed in a timely manner.

All incidents will be recorded on the Supplier Service Desk system under the Incident Management workflow. The Supplier records the name of the person reporting the Incident, time of call and any other pertinent information, along with criteria for resolution to ensure the workflow is initiated correctly.

It should be noted that the Customer shall report a Business Critical Incident via telephone only. The Supplier cannot offer any Service Levels for Business Critical Incidents via email.

Incident Priority Table:

Affect	Business Impact		
	Minor	Moderate	Major
System/Service Down	P3	P2	P1
System/Service Affected	P4	P3	P2
User Down/Affected	P5	P4	P3

Incident Response and Escalation Table:

Priority	Response SLA	Specialist Review	Escalation Manager	Escalation Director	Email Frequency	Target Resolution KPI
P1	30 Minutes	1 Hour	Immediate	Immediate	Hourly	4 hours
P2	1 Hour	2 Hours	4 Hours	4 Hours	4 Hours	1 Day
P3	4 Hours	4 Hours	2 Days	Never	Daily	5 Days
P4	1 Day	1 Day	3 Days	Never	Daily	15 Days
P5	2 Days	2 Days	5 Days	Never	Daily	None

For an Incident, “Response” is the time from when the Customer first logs a request via telephone for assistance to the time that the Supplier responds with a suitably qualified Employed person whether via an email, telephone call or in person. For detailed process flow see the current Managed Services Handbook. Support to provide a resolution shall be provided from the time of Response until such time as the Incident has been resolved.

For an Incident, “Escalation” shall take place if a resolution to the Incident has not been achieved within the timeframe set out in the table above, and will continue to be escalated until details of the Incident is given to the Escalation Director.

From the time of Response until resolution, updates shall be provided to the Named Contacts and/or Escalation Contacts by email at such frequencies as set out in the table above.

Design Guidance & Information Management

Service Description

All Design Guidance and Requests for Information require a Request for Information (RfI) form to be completed and submitted to the Supplier detailing the required validation or information. The Supplier will reject unapproved or incomplete RfI forms.

Requests for Information will follow the Change Management Process as defined in the ANS Managed Services Handbook. It should be noted that Emergency Changes will only be carried out in the event of a P1 scenario (either pro-active or reactive) and/or a major Security Incident where the Supplier deems appropriate.

All Normal changes are subject to the following risk assessment matrix

Impact on Service	High	Significant 3 CR3	Major 2 CR2	Critical 1 CR1
	Medium	Minor 4 CR4	Significant 3 CR3	Major 2 CR2
	Low	Candidate for Standardisation 5 CR5	Minor 4 CR4	Significant 3 CR3
		Low	Medium	High
Probability of Negative Impact Until Change is Successfully Completed				

Change implementation targets Table:

Change Type	Implementation Start Date
Normal CR1	1 Working Day from CAB Approval
Normal CR2	2 Working Days from CAB Approval
Normal CR3	3 Working Days from CAB Approval
Normal CR4	4 Working Days from CAB Approval
Normal CR5	5 Working Days from CAB Approval
Normal CR6	Projects Only
Standard	Change to be completed within forward schedule of change in line with Document of Understanding for Patching

Emergency Changes are dealt with in conjunction with the Incident Management Process; further details of this and all other change types are detailed within the Managed Services Handbook.

Standard and Emergency Changes to the Service within the scope of this Contract will be completed by the Supplier at no additional cost.

Project and Normal Changes may require a separate Statement of Work to be agreed between the Customer and Supplier. Such changes may be subject to Additional Service Charge.

The Supplier will review security, critical and software updates and where appropriate log a Security Incident. Where the Supplier deems it appropriate the Supplier will then undertake any necessary Changes via Change Management Process, depending on the severity at the Supplier's discretion a Standard Change or Emergency Change will be implemented.

SAMPLE

2. Service Levels, Key Performance Indicators and Service Credits

Category	Service Level Target	Minimum Service Level	Service Credits
P1 Incidents	100% of incidents responded to within 30 minutes.	100%	1st incident missed response time - 5% Service Credit 2nd incident missed response time - 10% Service Credit
P2 Incidents	100% of incidents responded to within 1 hour.	Service credits apply from 2 nd failure within a calendar Month	1 st incident missed response time - 0% Service Credit 2 nd incident missed response time - 5% Service Credit 3 rd incident missed response time - 10% Service Credit
P3 Incidents	100% of incidents responded to within 4 hours.	80%	<80% - 5% Service Credit
P4 Incidents	100% of incidents responded to within 1 day.	None	No Service Credit
P5 Incidents	100% of incidents responded to within 2 days.	None	No Service Credit
Root Cause	100% of P1 Incidents to receive a Root Cause Analysis within 10 days.	None	No Service Credit
CR1 Change	100% of Changes start implementation within 1 Working Days from CAB Approval	100%	1 Change Missed Implementation time - 5% Service Credit 2 Changes missed Implementation times - 10% Service Credit
CR2 Change	90% of Changes start implementation within 2 Working Days from CAB Approval	85%	5% Service Credit

CR3 Change	90% of Changes start implementation within 3 Working Days from CAB Approval	None	No Service Credit
CR4 Change	90% of Changes start implementation within 4 Working Days from CAB Approval	None	No Service Credit
CR5 Change	90% of Changes start implementation within 5 Working Days from CAB Approval	None	No Service Credit
Standard Change	100% of changes implemented within 4 working days	90%	5% Service Credit
Patch Compliance	90% of critical patches implemented within 1 month of patch release	None	No Service Credit

Service Credits are calculated as a percentage of the monthly Base Charge and in any event shall not exceed 10% of the monthly Base Charge in the month that the Service Credit arose.

3. Exclusions

The following Customer Causes are listed as exclusions, but this list shall not be considered complete or exhaustive and the Terms and Conditions should be consulted.

- Issues resulting from misconfiguration by the Customer
- Issues resulting from failures in maintenance/administration by the Customer
- Incidents arising from lack of training of the Customer
- Data restoration of any kind unless as part of a BaaS or Fully Managed back-up services purchased by the Customer
- End User support
- Patching of Customer Supported Assets that do not comply to the minimum support requirements as defined in the Managed Services Handbook
- Technical Advice to any persons not listed as a Named Contact

4. Demarcation Zone

Scope limited to monthly patching of individual Customer Supported Assets detailed within this document.

5. Customer Responsibilities

Including but not limited to:

- The Customer shall have an established end user support function that may be validated by the Supplier
- Where required, the Customer shall make available appropriately skilled Employed persons while an Incident is being managed
- The Customer is required to undertake an initial Impact Assessment before logging the Incident with the Supplier. Such Impact Assessment is to include:
 - Affected Services
 - Business Impact
 - Number & Type of users affected
 - Recent changes on affected infrastructure (regardless of perceived impact)
- The Customer shall provide full administrative access to the Supplier to all the services outlined in the Impact Assessment and any subsequently identified services
- The Customer is responsible for all data backups without exception. The Supplier does not backup any Customer data.
- The Customer shall provide the Supplier with suitable remote access to all supported systems
- The Customer is responsible for completing Change Request form in accordance with the Supplier's Change Management Process
- The Customer is advised to undertake regular valid backups of the configuration of all Customer Supported Assets and ensure they are available should the need arise to reinstate configuration on assets within the demarcation zone
- The Customer shall ensure that all relevant Customer employees have access to and have read the Supplier's Managed Services Handbook
- The Customer shall ensure 24x7x365 availability of a suitable Escalation Contact should the Supplier need to gain approval for an Emergency Change or to engage other aspects of the Customer's support functions
- The Customer shall provide suitable notice to any planned/scheduled maintenance that could affect the Customer Supported Assets including environmental changes.
- The customer is responsible for deployment of agents to servers, applications or Virtual Infrastructure. The application can be packaged and handed to the customer where required.
- The Customer is responsible for the sign-off of each patch cycle ensuring UAT has been completed. Without feedback the UAT process is assumed accepted and patching will progress.

6. Assumptions

- All Customer Supported Assets within the Demarcation Zone within this Contract are covered by a valid support agreement in line with this Contract Service Levels
- All Customer Supported Assets are in a Valid Supported Configuration
- All Customer specific pre-requisites have been completed before contract commencement

7. Pre-Requisites

- On-Boarding Health Check and Documentation
- Platform and where applicable WMI access for all patching services

8. Named Contacts

The maximum number of Named Contacts for this contract is [QUANTITY OF NAMED CONTACTS]

The people listed below are the Named Contacts for this contract

Contact Name	Title	Phone Number	Email Address	Location	Request Change	Technology Area
[FORENAME & SURNAME]	[JOB TITLE]	[TELEPHONE/MOBILE]	[TELEPHONE/MOBILE]	[POSTCODE]	[PRIVCHANGE BOOLEAN = TRUE - Y or N]	[PRIVCHANGE BOOLEAN = TRUE - Y or N]

The service is available to a stated list of agreed Named Contacts only. Where a secure PIN has been issued, it will be at the Suppliers discretion whether or not to log a new incident should the Customer be unable to provide, when asked, the Secure PIN.

9. Escalation Contacts

The people listed below are the Escalation Contacts for this contract

Contact Name	Title	Phone Number	Email Address	Location
[FORENAME & SURNAME]	[JOB TITLE]	[TELEPHONE/MOBILE]	[EMAIL]	[POSTCODE]

Escalation Contacts are used to inform all relevant stakeholders within the Customer business hierarchy of the status of P1 Incidents. The proliferation of this information will take the form of automated emails.

Escalation Contacts will also possess the authority to approve Emergency changes should they be required.

10. Base Charges

The Charges in this section are contractually committed and cannot be reduced.

Service	Description	Qty
[SUPPORT TYPE] - [SERVICE NAME]	[SERVICE CONTRACT NAME]	1
Insert any SCS items associated with the contract	[SCS Item Descriptions]	[quantity of item]

Total Service Charge: [CONTRACT VALUE]

Initial Term: [CONTRACT PERIOD]

Please refer to the Managed Services Handbook for any Additional Service Charges.

To increase the number of services to be patched above the base quantity will require a renewal to be processed with a term no less than the initial term.

11. Special Terms and Conditions

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For the avoidance of doubt, if there is a conflict between the Special Terms and Conditions in this Contract and any clauses or schedules in the Supplier Terms and Conditions, then the above Special Terms and Conditions shall take precedence.

12. Signatures

IN WITNESS of which this Contract has been duly executed by the Parties.

SIGNED for and on behalf of [CUSTOMER NAME] SIGNED for and on behalf of ANS Group Ltd.

Signature:

Signature:

Name:

Name:

Position:

Position:

Date:

Date:

Purchase Order Number: [CUSTOMER ORDER REF]

The Supplier Terms and Conditions are incorporated into and form part of this Contract. By signing this Contract you confirm that you accept our Terms and Conditions, located at <https://www.ans.co.uk/terms-conditions/> as currently in force.

The Customer hereby accepts that when entering into further Contracts with the Supplier (under this Contract or otherwise), the Terms and Conditions may have been updated and agrees that such updated Terms and Conditions shall apply to and take precedence over all previous versions of the Terms and Conditions.

For the avoidance of doubt any Contracts previously entered into between the parties are listed below as "Previous Contracts" and it is agreed that the Terms and Conditions located at <https://www.ans.co.uk/terms-conditions/> will now apply to those contracts.

Previous Contracts (Still Active)