

**ans**

# Service Definition

ANS Developed Application | Managed

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# 1. Operational Services

## 1.1 Service Description

Normal Business Hours = 9:00 -17:30, Monday to Friday  
 (excluding bank holidays)  
 Working Day - 8.5 Normal Business Hours  
 24x7 = 24 hours a day, 7 days a week

### 1.1.1 ANS Service

Service	Service Description	Service Hours
Telephone and Remote diagnostics for faults	Fault diagnostics to troubleshoot software faults support via the following methods: <ul style="list-style-type: none"> <li>✓ Telephone</li> <li>✓ Email</li> <li>✓ GLASS Portal</li> </ul>	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
Bug Fix Remediation	The Supplier will reasonably endeavour to resolve found and confirmed bug fixes within the agreed current version of code. Feature Requests will be subject to Additional Service Charges.	Normal Business Hours
Backup and DR (Optional)	Application Backup and DR Services (where designed and required)	24 x 7
App Analytics (Optional)	Application Analytics through Cloud based Log Analytics where required which would be subject to Additional Service Charges	24 x 7
Code Hub	Access to bespoke code within the Suppliers code database	24 x 7
Source Code Escrow Service (Optional)	Source Code Escrow Service which would be subject to Additional Service Charges	Normal Business Hours
Enhancement Requests	The Supplier will capture feature/enhancement requests via the Service Review Meeting with their Service Manager.	Normal Business Hours
Run Book Delivery	Execution of customer defined event driven tasks / processes.	24 x 7
Asset Register	Cloud Resource asset register collected continuously for all cloud based assets within accounts under ANS service. Reports on Request.	24 x 7
Event Log	Continuous event log collection of all actions performed on cloud platform through GUI, API or automation. Reports on Request.	24 x 7
Platform Security Validation	Continuous monitoring of platform security against best practice and customer defined policies across	24 x 7

	Access Control & Network Port Policies. Includes Monthly Reporting.	
Governance Management	Monitoring and enforcement (through reporting or policies) of resource tagging and resource tagging policies.	24 x 7
Dynamic Billing Reports	Customer Defined Grouping and Distribution of platform usage for chargeback, direct billing or budget allocation.	Monthly
Efficiency Optimisation Reports	Reporting on unused, under-utilised and misconfigured items that unnecessarily consume costs.	Monthly
Reserved Instance Management	Trending Analytics to produce reports on the most efficient Reserved Instance purchase recommendations.	Normal Business Hours
Budget Management Reports	Actual Spend vs. Budget tracking with reporting.	Monthly
Task Automation	Automation of repeatable tasks covering resource provisioning / de-provisioning / restarting and modifying of supported cloud resources.	24 x 7
Right Sizing	Out of Hours reconfiguration of resources sized incorrectly and unnecessarily consuming resources. Includes Monthly Reporting.	24 x 7
Enterprise Monitoring Portal Access	Customer read-only access to a portal providing visibility of all Customer Supported Assets covered by the Enterprise Monitoring service.	24 x 7
GLASS Portal Access	Customer access to ANS GLASS portal providing visibility of all Service related tickets, alerts and performance dashboards.	24 x 7
Problem Management	ANS Problem Management processes are adhered to for Enhancement Requests and Bug Remediation. Problems are reviewed during the Service Management Review.	24 x 7
Service Reviews	Service Management Review (SMR) Reports will be distributed at regular intervals and discussed via a meeting between the Supplier and the Customer. The SMR Report will cover the previous period. Please refer to your Service Statement for SMR frequency and meeting type.	Normal Business Hours
Root Cause Analysis	Applicable to P1 Incidents only, following a successful resolution of a P1 Incident, the Supplier will perform Root Cause Analysis. In the case of recurring Incidents (regardless of priority) further analysis may be undertaken to identify the underlying cause. Where applicable a Service Disruption Report will be created.	Normal Business Hours
Change Advisory Board Authority	The Supplier will act as Change Advisory Board Authority for all Changes considered Standard Changes or Normal Changes for the Customer Supported Assets.	Normal Business Hours
Change Management Process	The Supplier will take full ownership of the Change Management Process for the Customer Supported Assets. Feature Requests are delivered as Project Changes.	Normal Business Hours
Emergency Changes	Following a Security Incident or Business Critical Incident the Supplier will implement Emergency Changes.	24 x 7

## 1.2 Incident Management

Incident Management for software issues is used for initial response and triage of the software issue and its impact. Resolution of the Incident may be a Request for Change to roll back another Change, a Software Defect Problem record being raised or a New Feature Request Problem being raised.

### 1.2.1 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

### 1.2.2 Incident Response and Escalation Table:

Priority	Response SLA	Specialist Review	Escalation Manager	Escalation Director	Notification Frequency	Target Resolution KPI
P1	30 Minutes	1 Hour	Immediate	Immediate	Hourly Email	4 hours
P2	1 Hour	2 Hours	4 Hours	None	GLASS Portal	1 Day
P3	4 Hours	1 Day	2 Days	None	GLASS Portal	10 Days
P4	1 Day	Never	Never	None	GLASS Portal	30 Days
P5	2 Days	Never	Never	None	GLASS Portal	None

For an Incident, “Response” is the time from when the ticket is first logged within the ANS ITSM Tool to the time that the Supplier responds with a suitably qualified Employed person whether via an email, GLASS Portal update, telephone call or in person. For detailed process flow see the current Managed Services Handbook. Support to provide a resolution shall be provided within Service Hours from the time of Response until the Incident has been resolved.

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

### 1.3 Change Management

Change Management is used to manage the cloud infrastructure not Software Changes. All Changes require a Request for Change (RFC) form to be completed on the Suppliers GLASS Portal and submitted detailing the required Change. The Supplier will reject unapproved or incomplete RFC forms.

Changes 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 proactive or reactive) and/or a major Security Incident where the Supplier deems appropriate.

#### 1.3.1 Change 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				

#### 1.3.2 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	Project Changes (Informational and Approval only) - New Feature Requests are classed as Project Changes
Standard	Change to be completed within 4 Working days from logging on ANS ITSM Tool
Emergency	Change to completed in conjunction with Incident Management Process (P1)

## 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 - 24x7 Service Hours.	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 Normal Business Hour.	Service credits apply from 2 <sup>nd</sup> failure within a calendar Month	1 <sup>st</sup> incident missed response time - 0% Service Credit 2 <sup>nd</sup> incident missed response time - 5% Service Credit 3 <sup>rd</sup> incident missed response time - 10% Service Credit
P3 Incidents	100% of Incidents responded to within 4 Normal Business Hours.	80%	<80% - 5% Service Credit
P4 Incidents	100% of Incidents responded to within 1 Working Day.	None	No Service Credit
P5 Incidents	100% of Incidents responded to within 2 Working Days.	None	No Service Credit
Root Cause	100% of P1 Incidents to receive a Root Cause Analysis within 10 Working Days of Resolution	None	No Service Credit
CR1 Change	100% of Changes start implementation within 1 Working Day 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
Software Defect (Bug)	100% of Software Defects implanted within 20 Working Days	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. Where a Service Credit is due it shall not accumulate with any other Service Credit and only one Service Credit can be offered within the monthly period.

### 3. Exclusions

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

- a. New Feature Requests (will be treated as a New Project Change)
- b. Technical Advice to any persons not listed as a Named Contact
- c. Failure to meet SLA due to Public Cloud provider outages
- d. Failure to meet SLA due to lack of DR services due to application design (All Applications are designed as resilient but may not be agreed by the Customer)
- e. Normal Changes requiring more than 2 hours of implementation time are excluded from the service and will be subject to Additional Service Charges
- f. Project Changes (Normal CR6) are excluded from the service and will be subject to Additional Service Charges. Project Changes are recorded within the Supplier ITSM Tool for Informational and approval purposes only.
- g. Emergency Changes that are not a direct output of a Priority 1 incident may be subject to Additional Service Charges e.g. New Requirement within the Application

## 4. Customer Responsibilities

Including but not limited to:

- a. The Customer shall have an established contact that will raise tickets with the Supplier who ensures an agreed amount of triage has been completed before raising tickets with the Supplier
- b. Where required, the Customer shall make available appropriately skilled Employed persons while an Incident is being managed to help with troubleshooting
- c. The Customer is required to undertake an initial Impact Assessment before logging the Incident with the Supplier. Such Impact Assessment is to include:
  - a. Affected Services
  - b. Business Impact
  - c. Number & Type of users affected
  - d. Recent changes on Clients and related services (regardless of perceived impact)
- d. The Customer shall provide full administrative access to the Supplier to all the services outlined in the Impact Assessment and any subsequently identified services or provide persons with adequate access to allow investigations to proceed
- e. The Customer is responsible for all data and configuration backups without exception unless the Customer has taken the available Backup and DR service from the Supplier
- f. The Customer is responsible for completing a Request for Change (RFC) in accordance with the Supplier's Change Management Process
- g. The Customer shall ensure that all relevant Customer employees have access to and have read the Supplier's Managed Services Handbook
- h. The Customer shall ensure an on-going availability of suitable Internet connection (if not provided by the Supplier)
- i. 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
- j. The Customer shall provide suitable notice to any planned/scheduled maintenance that could affect the Customer Supported Assets including environmental changes. Failure to do so may result in Additional Service Charges.
- k. If the Customer requires the Supplier to provide onsite hands and eyes support then this will be subject to Additional Service Charges.
- l. It should be noted that the Customer shall report Business Critical Incidents via telephone only. The Supplier cannot offer any Service Levels or Service Credits for Business-Critical Incidents raised via email.

## 5. Pre-Requisites

- a. Registered Partner of Record and/or AWS Associated Partner registration
- b. Administrative Access Permissions for ANS Engineers on supported Subscriptions / Accounts

## 6. Partner of Record

ANS' Managed Cloud for Azure incorporates Microsoft Signature Cloud Support for any issues that require escalation to Microsoft. In order for this to be able to be fulfilled, Microsoft leverage information collected from the Partner of Record (PoR) system to assign back end support rights. As such ANS must be registered as the digital PoR on any Subscriptions that contain or contribute to assets under support or management for the entire duration of the agreement. Consequently, the Customer shall, prior to the Commencement Date arrange for ANS to be registered as the PoR on all Subscriptions that contain or contribute to assets under support or management for the entire duration of this agreement.



## 7. Amazon AWS Associated Partner

Amazon AWS' partnership status is heavily reliant on demonstrating working relationships with AWS consumers, Amazon leverage information collected from the associated partner system to assign partnership status. As such ANS must be registered as the associated partner on any accounts that contain or contribute to assets under support or management for the entire duration of the agreement. Consequently, the Customer shall, prior to the Commencement Date arrange for ANS to be registered as the associated partner on all accounts that contain or contribute to assets under support or management for the entire duration of this agreement