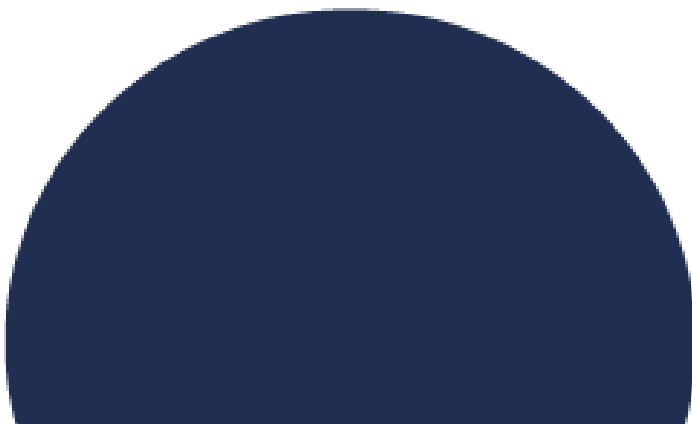




Service Definition

Data Platform | Centre of Excellence





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

Service	Service Description	Service Hours
Incident Management		
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 Public Cloud Provider	Priority escalation to relevant Public Cloud Provider – Microsoft Premier Support.	Normal Business Hours
High Priority Escalation to Public Cloud Provider	High Priority escalation to relevant Public Cloud Provider – Microsoft Premier Support for Priority 1 business critical faults.	24 x 7
Change Management & Advisory		
Data Platform Services	The Supplier Provides Architecture Validation and Provisioning Support for the Data Platform: <ul style="list-style-type: none">Platform Vendor Provided Native ETL ToolingPlatform Vendor Provided Native Data ServicesPlatform Vendor Provided Native Analytics & Machine Learning ServicesPlatform Vendor Provided Native Visualisation Services	Normal Business Hours
Change Guidance & Architecture Validation	The Supplier provides access to Change Advisory for: <ul style="list-style-type: none">Data Platform Configuration and ArchitectureETL & Integration ConfigurationDatabase and Platform DesignData Security & AccessData VisualisationData Governance	Normal Business Hours



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Expert Access	The Supplier provides access to Data Platform Engineers for question/query Service Requests.	Normal Business Hours
Setup & Configuration	The Supplier will install and configure your database to standard specifications and then customize settings to suit your requirements.	Normal Business Hours
Platform Maintenance	The Supplier will provide Pro-active Maintenance across the Data Platform to ensure performance and compliance for: <ul style="list-style-type: none"> • Database Administration and Maintenance Plans • Server and Application Patch Management • Resource Use Times & Storage Tiering 	Normal Business Hours
Performance & Efficiency Management	The Supplier will provide Pro-active Performance Management across the Data Platform to ensure performance and compliance delivered in line with Change Management SLA's detailed in Section 8. Specific Tasks are subject to Solution Architecture and typically cover: <ul style="list-style-type: none"> • Query Performance & Tuning • Ingestion, ETL and Data Flow Management • Custom Maintenance Plans • Database Performance Optimisation advice • Storage Tiering & Data Flow 	Normal Business Hours
High Availability & Recovery		
Failover Management & Recovery	Where platform vendor provided native high-availability and disaster recovery solutions are deployed, the Supplier will help manage switchover during failure and test events.	Normal Business Hours
Backup & Recovery	Where platform vendor provided native backup and recovery solutions are deployed, The Supplier will setup locally configured backups where requested and help recover from backup where requested.	Normal Business Hours
Monitoring & Event Management		
Platform Monitoring	The Supplier will provide monitoring of: <ul style="list-style-type: none"> • OS Monitoring thresholds CPU/Memory/Disk IO • SQL Monitoring thresholds • Performance Monitoring • Capacity Monitoring 	24 x 7
Performance Tuning and Diagnostics	The Supplier will help the Customer identify optimisations, upgrades or changes that can help the Customers database achieve better and more consistent performance. Additional license fees apply.	Normal Business Hours



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SQL Analytics & Insights	<p>The Supplier will provide monitoring of:</p> <ul style="list-style-type: none"> • Query Performance • Re-compilations & Execution Plans • Batch Requests/sec • Wait Stats • Deadlocks 	Normal Business Hours
Service Operations		
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, performance dashboards and DX Score.	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
Customer Success	The Supplier will provide a Customer Success Manager.	Normal Business Hours
Customer Success Architect	The Supplier will provide a Customer Success Architect responsible architectural validation and platform efficiency focused on continuous improvement of the Customer's DX Score.	Normal Business Hours
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
Emergency Changes	Following a Security Incident or Business Critical Incident the Supplier will implement Emergency Changes.	24 x 7
SIGMA		
SIGMA Data Module Deployment	<p>The Supplier will deploy all deployed SIGMA automation including but not limited to:</p> <ul style="list-style-type: none"> • Enterprise Scale Landing Zone • Data Platform Landing Zone • Release Pipelines and IaC • Operational Components 	Normal Business Hours





SIGMA Data Module Management & Maintenance	<p>The Supplier will manage and maintain all deployed SIGMA Data Modules, including but not limited to:</p> <ul style="list-style-type: none">• Patching• Backups• Release management• Feature updates	Normal Business Hours
Centre of Excellence		
Functional Engineering	<p>The Supplier provides access to the following skill sets for Service Requests and backlog generation</p> <ul style="list-style-type: none">• Data Architecture• Data Engineering• Data Platform Engineering• Data Analysis	Normal Business Hours
Backlog implementation	<p>The Supplier will assess, plan and implement items identified in the backlog in the order of priority defined by the Customer in line with the agreed Velocity.</p>	Normal Business Hours
Active Backlog Management	<p>The Supplier's Project Management Office & Customer Success Manager function(s) will manage the backlog.</p>	Normal Business Hours
Strategic and Technical Engineering Review(s)	<p>The Suppliers Customer Success Architect will provide periodic reviews of the customer's supported assets and current backlog work items to deliver a technical roadmap and advise on the prioritisation.</p>	Normal Business Hours



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1.2. Incident Management

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.



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1.3. Change Management

Change Management is used to manage the cloud infrastructure and applicable data services. 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 pro-active 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)



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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 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 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



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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
Velocity	Delivery of monthly engineering hours against the backlog at the Velocity defined within the Customer Quote	100%	<90% - 5% Service Credit <80% - 10% 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.



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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. Technical Advice to any persons not listed as a Named Contact.
- b. Failure to meet SLA due to Public Cloud provider outages.
- c. 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).
- d. 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.
- e. 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.
- f. Only services quoted and purchased included, please refer to your signed contract.
- g. Velocity cannot roll over or accumulate past any calendar month under any circumstances.
- h. SIGMA service can only be applied on greenfield deployments.
- i. The Supplier will be exempt from Service Level Failure in the event the Customer fails to support the Supplier in the development, approval and prioritisation of the backlog and its items.
- j. The Supplier will be exempt from Service Level Failure in the event the Customer fails to remediate any issues that prevent The Supplier from being able to complete backlog items.

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 SIGMA 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.



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- 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.
- m. The Customer will maintain ultimate responsibility over the development & prioritisation of the backlog that Functional Engineering will deliver against.
- n. The Customer is responsible for Approval of individual backlog features via Change Management.
- o. Where insufficient backlog items exist to meet the SLA, total Velocity will be drawn down against the Data Architect capability to create the backlog that Functional Engineering will deliver against.

5. Assumptions

- a. Customer can make use of the Suppliers Microsoft Premier Support contract as part of the service.
- b. The following Services increase cloud consumption at the customer's expense:
 - o Failover Management and Recover
 - o Backup and Recovery
 - o Performance Tuning and Diagnostics
 - o App Analytics and Alerting
- c. The Customer has Co-Managed Cloud Services with the Supplier covering Governance and Management of the Platform.
- d. All Customer specific pre-requisites have been completed before contract commencement.
- e. SIGMA and Centre of Excellence Services are not included as part of the standard Co-Managed Data Platform Service and subject to additional charges.
- f. Under the Centre of Excellence service offering, the Supplier will deliver backlog implementation up to the Velocity defined within the Customer Quote.
 - o Velocity bursting of 10% is allowed under the following terms:
 - Bursting consecutively for no more than 2 calendar months
 - o The Customer will be subject to Additional Service Charges for bursting of more than 10%
- g. Customer data backlog and data pipelines will be managed and deployed within ANS' Azure DevOps tenancy.
- h. Backlog Approval is defined as the capturing, estimating, prioritising and formal Customer Approval of individual backlog features.
- i. Under the Centre of Excellence service offering, the Supplier reserves the right to restrict utilisation of total Velocity capacity at the following level for each Centre of Excellence capability:
 - o Data Architect capped at 25% of total Velocity
 - o Data Engineer capped at 40% of total Velocity
 - o BI Engineer capped at 35% of total Velocity
- j. The Supplier reserves the right to restrict utilisation of the Customer Success Architect capability to 10 hours per calendar month.

6. Pre-Requisites

- o Registered Partner of Record
- o Administrative Access Permissions for ANS Engineers on supported Subscriptions / Accounts



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7. Partner Admin Link

ANS' Managed Cloud for Azure incorporates Microsoft Signature Cloud Support for any issues that require escalation to Microsoft. For this to be able to be fulfilled, Microsoft leverage information collected from the Partner Admin Link (PAL) system to assign back-end support rights. As such ANS must be registered as the digital PAL 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 PAL and must have either Owner or Contributor rights to all subscriptions and resources that contain or contribute to assets under support or management for the entire duration of this agreement.



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