Service Definition

Business Applications | Co-Managed

1.   Service Overview

A structured proactive support program delivered by our Business Apps gurus in order to ensure your success with D365. This Managed Service addresses the key areas critical to long-term realisation of your business outcomes. This includes regular health checks with your Customer Success Manager & Customer Success Architect, along with quarterly business reviews to discuss overall business strategy in relation to the platform. Our Managed Services Team will also provide support with 'how to' questions, P1-P4 support with SLA's, in addition to access to Microsoft's Premier technical support to ensure that your D365 solution is evolving and delivering value.

2.   Operational Services

2.1. 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

2.1.1. ANS Service

Service	Service Description	Service Hours
Incident Management		
Incident Management	The Supplier is responsible for conducting incident management via ANS Glass, Telephone, Teams, Email, and Remote Connection for Priority 2-5 support in normal business hours.	Normal Business Hours
Major Incident Management	The Supplier is responsible for conducting incident management via Telephone and Remote Connection for Priority 1 scenario support 24x7x365. Priority escalation to Microsoft Premier support is also included.	24 x 7
Change Management & Advisory		
Expert Access	The Supplier provides access to Business Applications Experts for question/query Service Requests.	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 Architecture Validation	A Business Applications Engineer will provide hands on validation and design guidance for new changes and configuration.	Normal Business Hours
Enhancement Requests	The Supplier will capture new features or changes to existing features as Enhancement Requests.	Normal Business Hours

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Platform Operations		
Power Platform	The Supplier will provide support on Power Platform Environments for onboarded solutions. The Supplier will also provide guidance on Environment Settings, Creation, Copy and Restore on request.	Normal Business Hours
Service Operations		
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
Customer Success	The Supplier will provide a Customer Success Manager.	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.	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
Integration Management	The Supplier will support the integration of Business Applications with supported 3rd party platforms.	Normal Business Hours
User Adoption, Service Optimisation & Governance		
Capacity Insights	The Supplier will provide capacity reporting as part of the monthly Service Management Review meetings.	Normal Business Hours
Update Insights	Service Reviews to include Wave Update Feature Enhancements, Roadmap and Feature Deprecation.	Normal Business Hours
Environment Health Checks	The Supplier will conduct environment health checks in line with regular Service Reviews (SMR).	Normal Business Hours

2.2. Incident Management

Incident Management for software issues is used for initial response and triage of the software issues 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.

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2.2.1. 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

2.2.2. 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.

2.3. Change Management

Change Management is used to manage platform 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 pro-active or reactive) and/or a major Security Incident where the Supplier deems appropriate.

Project Changes (CR6) changes exceeding the service criteria (see Exclusions), will be assessed by ANS SME, if the implementation time for the change remains outside of the service criteria ANS will provide an estimate of effort.

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2.3.1. Change Risk Assessment Matrix

Impact on Service		Low	Medium	High
	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

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	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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3.   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 2nd failure within a calendar Month	1st incident missed response time – 0% Service Credit 2nd incident missed response time – 5% Service Credit 3rd 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

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.

4. 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 Microsoft 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 are excluded from the service and will be subject to Additional Service Charges. These Changes are recorded within the Supplier ITSM Tool for Informational and approval purposes only. A Project Change is defined by requiring over 4 hours of effort to scope and implement.
e. Individual changes that relate to an overarching project, which requires architectural scope to manage complexity. ANS reserve the right to define what is classed as a project.
f. Emergency Changes that are not a direct output of a Priority 1 incident.
g. Rework to agreed changes will be outside of SLA.
h. Any integration services, plugins or bespoke code that is not onboarded to ANS Managed Services.
i. Bug fixes on bespoke development.
j. Data processing and data entry.

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k. Customer Azure DevOps Management and underlying code.
l. Proactive monitoring of the Dynamics 365 Centre of Excellence Power Platform.
m. Applications, Changes or Addons by 3rd Party Engineers (including the Customer) that have not been onboarded to ANS Managed Services.
n. Support on any resources that sit outside of the Power Platform, including PowerBI.
o. Escalation to Microsoft Premier Support is limited to Major incidents, subject to Major Incident Manager approval. Escalation of Sev B or lower cases is subject to additional charges.

5. 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. Any changes implemented by the supplier will be tested by the customer.
e. Any changes implemented by the customer or a 3rd Party Supplier other than ANS must be onboarded by the Supplier to be included in this support agreement.
f. The Customer will agree to provide qualified people to approve changes.
g. The Customer shall provide full administrative access to the Supplier to all the services outlined in Impact Assessment and any subsequently identified services or provide persons with adequate access to allow investigations to proceed.
h. The Customer is responsible for completing a Request for Change (RFC) in accordance with the Supplier's Change Management Process.
i. The Customer shall ensure that all relevant Customer employees have access to and have read the Supplier's Managed Services Handbook.
j. The Customer shall ensure an on-going availability of suitable Internet connection (if not provided by the Supplier).
k. 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.
l. 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.
m. It should be noted that the Customer shall report Business Critical Incidents (P1) via telephone only. The Supplier cannot offer any Service Levels or Service Credits for Business-Critical Incidents raised via email.

6. Assumptions

a. Where Dynamics 365 or Power Platform is used, the 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 DevOps – environments
    o Application Load Testing
    o Reporting and compliance tools
    o Licensing
    o Centre of Excellence Toolkit
    o Portal or Cloud Services associated with Power Platform Solution
c. All Customer specific pre-requisites have been completed before Power Platform Solution.

d. The Customer will allow the Supplier to deploy a Dynamics 365 Health-Check tool, in order for the Supplier to provide reporting on platform health.

7. Pre-Requisites

a. Registered Partner of Record.
b. Administrative Access Permissions for ANS Engineers on supported Subscriptions/Accounts.
c. Platform and where applicable WMI access for all monitored services.
d. Health check for taking on any co-managed services.
e. Where applicable supporting service agreements for integrated services (example: Cloud Services or Data Service to support Logic Apps or Azure Data Functions).

8. 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 the agreement.

9. Administrator Roles

To make configuration changes to applications, a minimum of System Administrator level access is required for ANS Engineers within supported environments.

To administer the Power Platform environment settings, create, backup, copy or restore an environment enhanced Active Directory Privileges are required. These privileges are not mandatory for this service; if not granted the Customer must provide a Contact with Power Platform Administrator Role or Global Administrator role access via screenshare to provide support.

To administer some integration services enhanced Active Directory Privileges are required. These privileges are not mandatory for this service; if not granted the Customer must provide a Contact with Global Administrator role access via screenshare to provide support.