



Service Definition

CoE Evolve Service

1. Operational Services

1.1. Service Description

In this Service Definition, definitions used in the Terms shall have the same meaning when used in this Service Definition and the following terms shall have the following meanings:

Normal Business Hours = 9:00 -17:30, Monday to Friday
(excluding bank holidays in England and Wales)

- Acceptance Criteria: conditions under which a User Story is considered complete.
- ADO : tool used by the Supplier to manage the Backlog
- Azure Infrastructure Services : Azure cloud computing services such as storage, network, servers, and virtualization
- Azure Data Services : Azure Serverless or platform based cloud data services such as databases, data pipelines, ETL, analytics and visualisation
- Approved User Stories: Supplier approved version of the rolling 3 months Backlog.
- Backlog: Collection of requirements formed from Epics, Features, User Stories and Acceptance Criteria.
- Change means the addition, modification, or removal of anything that could have a direct or indirect effect on Services
- Change Management Process means the Supplier's structured approach to managing Changes
- Epic: a large, high-level piece of work that is broken down into work items in the Backlog
- Features: a collection of well-defined User Stories
- GA Services : Azure service or feature that is deemed fully developed, stable, and operational for enterprise use
- Microsoft Low-Code Services : Microsoft services enabling Low Code development typically within the Power Platform such as Power Apps and Power Automate
- Microsoft Security Services : Microsoft services enabling the management, detection and remediation of cybersecurity such as Sentinel and Defender
- Microsoft D365 Services : Microsoft's suite of business applications such as customer relationship management
- Microsoft CoPilot Services : Microsoft's AI-powered assistant's that provide support for tasks, offer insights, and boost productivity such as M365 CoPilot and D365 CoPilot
- Microsoft Premier Support : Supplier owned support contract with Microsoft
- Multi Solution Architecture : integration of multiple technology solution architectures into a single cohesive architecture
- Overage : the amount (calculated in additional COE hours) by which delivery of the agreed Backlog exceeds, by more than 20%, the Supplier's estimate of the time required to meet the Backlog.
- Programme Management : The management of a group of related projects in a co-ordinated manner, mapped to business objectives that improve organizational performance
- Remedial Plan: as defined in the Terms
- Service Initiation Phase : the 2 month period post Commencement Date used to define the first 3 months of Backlog

- Sprint: fixed length period of work where defined set of Backlog tasks are delivered
- User Story: a description of work that specifies what the user needs to be able to do with the product focussing on the who, what and why
- Velocity : number of COE hours available each month as defined in the Quotation

Service	Service Description	Service Hours
Centre of Excellence		
Service Initiation Phase	During Service Initiation Phase, the Supplier will populate the initial 3 month Backlog. The Supplier will consume all hours in month 1 and 2 to help populate this Backlog, undertaking kick-off workshops, define ways of working, sorting the service foundations and guardrails. This will allow the Service to start from month 3	Normal Business Hours
Resourcing	<p>The Supplier provides access to the following skill sets for Service Requests and Backlog generation</p> <ul style="list-style-type: none"> • Multi-Solution Architecture • Programme Management • Azure Infrastructure Services • Azure Data Services • Microsoft Low-Code Services • Microsoft Security Services • Microsoft D365 Services • Microsoft CoPilot Services <p>You are unable to request specific resources and must populate the Backlog with the desired outcome(s) only. The Supplier will be responsible for aligning the correct resource type to deliver the desired outcome(s).</p>	Normal Business Hours
Governance	Any governance time required and not taken separately will be consumed from the Service when used to programme & project manage the service. This includes Multi-Solution Architecture time for Backlog scoping & implementation. Programme management time will be called down at a ratio of	Normal Business Hours

	2:1 for this service. It will consume 2 hours of the Service for every 1 hour used.	
Enterprise Architect	Multi-Solution Architecture time will be called down at a ratio of 2:1 for this Service. It will consume 2 hours of the Service for every 1 hour used. The usage of this will be at the discretion of the Supplier.	Normal Business Hours
Backlog planning and implementation	<ul style="list-style-type: none"> The Supplier will assess, plan, and deliver items from the Backlog in order of priority as defined by the Customer, in line with the agreed available Velocity (measured in hours per month). The Backlog must be agreed and committed at least 3 months in advance of the start date for delivery, along with a 12-month forward-looking Epic roadmap. Once the 3-month Backlog is defined in sufficient detail, the Supplier will estimate the effort required for each Epic, User Story, or Feature based on information provided by the Customer and through joint discussions. If actual effort for any Backlog item exceeds the estimate by more than 20%, the Customer will receive a credit equal to the excess amount of hours. Any changes to previously agreed estimates must be confirmed via a Change Control Notice (CCN) and delivered within the agreed monthly Velocity. Velocity hours do not roll over month to month. Any unused hours in a given month are forfeited. Credited hours (e.g. from overestimated Backlog items) must be used within 3 months of the credit being issued and must be scheduled and agreed in advance with the Supplier. 	Normal Business Hours
Active Backlog Management	The Supplier's project management office & Programme management function(s) will manage	Normal Business Hours

	the Backlog utilising the available hours in the Supplier's ADO.	
Out of Hours Activities	Any work completed outside of normal Working Hours will be consumed on a 2:1 ratio. The work and lead times will be agreed ahead of time between the Customer and Supplier.	Outside Normal Business Hours

2. Service Levels, Key Performance Indicators and Service Credits

Category	Service Level Target	Minimum Service Level	Service Credits
Available Hours	Delivery of monthly Velocity against the the Velocity defined within the Quotation	90%	<90% - 5% Service Credit <80% - 10% Service Credit

Velocity Credits are calculated as a percentage of the monthly service Velocity and in any event, shall not exceed 10% of the monthly service Velocity in the month that the Velocity Credit arose excluding carried over Velocity. Where a Velocity Credit is due it shall not accumulate with any other Velocity Credit and only one Velocity Credit can be offered within the monthly period. Credits will be applied in the form of additional Velocity to the contract to be used by the Customer within the future months' usage at Supplier discretion. Credits will only apply where the Supplier has not taken reasonable steps to consume the Backlog.

If the ANS delivery of the Backlog exceeds the estimates in 3 consecutive quarters out of 4 then then the Supplier will invoke its Remedial Plan process, which will be a weekly executive meeting with the Customer & Supplier's CEO and COO to ensure the service as stated.

3. Exclusions

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

- Raising or adding Backlog items by any persons not listed as a named contact on the Customer's account.
- Raising or adding Backlog items within 3 months unless agreed with the Supplier.
- Failure to delivery hours due to reasons outside of the Suppliers' control, i.e. Microsoft or AWS (as the case may be) outages.
- Failure to meet the SLA due to lack of disaster recovery services due to application design (All applications are designed as resilient but may not be agreed by the Customer).

- Emergency Changes that are required will be subject to Additional Service Charges E.g. new requirement within the relevant application. These will be dependent on availability in the current Sprint, and subject to burst provisions.
- Velocity cannot roll over or accumulate past any 3 month period under any circumstances.
- 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.
- 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 Backlog items with the Supplier who ensures an agreed amount of triage has been completed before raising the Backlog items with the Supplier.
- b. Where required, the Customer shall make available appropriately skilled employees where required when the Supplier is working through a Backlog item, this will be agreed ahead of the work commencing.
- c. The Customer shall provide full administrative access to the Supplier to all the services, subscriptions and environments.
- d. The Customer is responsible for all data and configuration backups without exception.
- e. The Customer is responsible for completing a Change Request in accordance with the Supplier's Change Management Process.
- f. The Customer shall ensure an on-going availability of suitable internet connection (if not provided by the Supplier).
- g. The Customer shall ensure 24x7x365 availability of a suitable escalation contact named on the Customer account should the Supplier need to gain approval for an Emergency Change or to engage other aspects of the Customer's support functions.
- h. 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.
- i. If the Customer requires the Supplier to provide onsite support, then this will be subject to Additional Service Charges.
- j. The Customer will maintain ultimate accountability over the development & prioritisation of the Backlog that the Supplier will deliver against.
- k. The Customer is responsible for approving individual Backlog features via the Change Management Process.
- l. Where insufficient Backlog items exist to meet the SLA, velocity hours will be drawn down against the architecture capability to create the Backlog that the Supplier will deliver against.
- m. Customer must work with the Supplier to define and commit to the Backlog 3 months prior to commencement on the proceeding months backlog items & 12 months of EPICs to be further refined, the Supplier will allow for a 15% variance of the total backlog effort within this period.
- n. Customer must provide monthly time equal to 30% of the contract Velocity hours a month for programme management tasks and Backlog creation. All stakeholders will be identified, notified and any workshops scheduled in advance.

5. Assumptions

- Subject to the Suppliers' discretion, the Customer can make use of the Supplier's Microsoft Premier Support contract as part of the Service.
- Work on the Backlog items will typically increase cloud consumption at the customer's expense.
- The Customer has one or more Co-Managed Services with the Supplier covering governance and management of the platform.
- All Customer specific pre-requisites have been completed before the Commencement Date.
- Under the Centre of Excellence Evolve service offering, the Supplier will deliver backlog implementation up to the Velocity hours defined within the Quotation.
 - Velocity hours bursting of 10% is allowed under the following terms:
 - Bursting consecutively for no more than 3 calendar months unless mutually agreed
 - Any burst hours will be redeemed against future months' hours
- Customer Backlog and pipelines will be managed and deployed within the Suppliers' Azure DevOps tenancy.
- Backlog approval is defined as the capturing, estimating, prioritising and formal Customer's approval of individual backlog features.
- The customer can only request outcomes to be delivered by the service and cannot request specific role types, The supplier will be responsible for assigning the right resource type to deliver the requested outcome.
- Under this Service, the Supplier is responsible for aligning the resource types to the backlog item. At the Supplier's discretion there is a fair usage of 35% on a single resource type in any given month and as such the Backlog will be structured in a way to ensure an even spread across the sprints.
- Customer must align to Microsoft best practice where available and Supplier recommended architecture as part of the backlog scoping, or the Supplier will be unable to work on the backlog items. Where it doesn't, remediation to best practice can be included in the backlog but will be subject to additional usage of hours.
- Not all of the Microsoft & Azure services are supported under this Service, we will use best efforts to use & support the required service to deliver an outcome, but we retain the ability to identify services that are not supported services as part of the backlog scoping and these will be excluded. Where applicable the Supplier will recommend alternatives to achieve the same outcome.
- Service covers GA Services for Microsoft cloud technologies and for technologies. Any technology or services for specific usage will be worked on a reasonable endeavours basis and might be subject to longer backlog lead times and additional usage of hours.
- Governance time is anticipated for between 25% - 30% of monthly hours

6. Pre-Requisites

- a. Registered Partner of Record / PAL / CPOR attach on all Cloud Resource Subscriptions and resources.
- b. The Customer shall provide full administrative access to the Supplier's teams to all the services, Cloud Resource Subscriptions and environments required to be worked on as part of this Service and backlog items.
- c. Named contacts and escalation points defined by the Customer.

7. Partner of Record / PAL / CPOR

This service incorporates Microsoft Premier 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) / PAL / CPOR system to assign back end support rights. As such the Supplier 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 Contract. Consequently, the Customer shall, prior to the Commencement Date arrange for the Supplier to be registered as the PoR on all Cloud Resource Subscriptions that contain or contribute to assets under support or management for the entire duration of the Contract. The Customer will grant the Supplier 24 x 7 operational control and management of a customer's Azure resources via any of the following options:

- Global Administrator permissions within the Customer's Azure Active Directory tenant
- Azure Lighthouse delegated resource management
- Directory or guest users or service principals