



# Service Definition

Data Platforms | Co-Managed

# 1. Operational Services

## 1.1. Terms and Definitions

The definitions used in the Terms shall have the same meaning when used in this Service Definition. The following additional terms used in this Service Definition are defined as follows:

Term	Definition
Normal Business Hours	9:00 -17:30, Monday to Friday (excluding bank holidays in England and Wales)
Working Day	8.5 Normal Business Hours
24 x 7	24 hours a day, 7 days a week
ANS Glass	the portal where the Customer can log/view Service-related tickets, alerts and performance dashboards.
Bug Remediation	the process of identifying, analysing, and resolving defects or errors in an IT service, to restore normal functionality and prevent recurrence.
Business Critical Incident	Incidents that cause complete outage or failure of systems or services identified by the Customer as crucial to normal business operations.
CAB Approval	Change approval of the CAB required as part of the Change Management Process for Normal Changes.
Change	the addition, modification, or removal of anything that could have a direct or indirect effect on the Service.
Change Management Process	the Supplier's structured approach to managing Changes.
Change Request Form	template that allows the Customer to submit requested Changes to the Supplier as part of the Change Management Process.
Customer Success Architect (CSA)	technical resource provided by the Supplier to provide architectural validation and technical expertise.
Customer Success Manager	non-technical resource provided by the Supplier to facilitate delivery of value to the Customer as part of the Managed Service.

Data Platform	the technology solution designed to facilitate the collection, storage, cleaning, transformation, analysis, and governance of data.
Emergency Change	a Change required in order to resolve or implement a tactical workaround for a P1 incident
Enhancement Request	a formal proposal to improve or add new functionality to an existing IT service, system, or process. Submitted when stakeholders identify a desirable change that is not the result of a fault or failure.
Enterprise Monitoring Solution	tools used by the Supplier to monitor and alert on the health of Customer Supported Assets.
ETL	extract, transform and load process.
Impact Assessment	information the Customer is required to provide as part of logging an Incident with the Supplier.
Major Incident	Incidents categorised as P1 using the incident priority table in this document.
Managed Services Handbook	document provided by the Supplier to provide the Customer with key supporting information regarding Managed Service provision.
Microsoft Premier Support	Supplier owned support contract with Microsoft.
New Feature Request	a request from the Customer for new functionality or capabilities to be added to an existing IT service or product.
Normal Change	Change that is not a Standard or Emergency Change. It goes through the Change Management Process, including assessment, authorisation and scheduling.
Project Change	Change delivered by way of the Supplier's Professional Services.
Root Cause Analysis	a process used to identify the underlying cause(s) of Incidents or problems.

Service Disruption Report	Incident report completed by the Supplier
Service Hours	the applicable hours for provision of the Service as outlined in the column headed Service Hours below.
Service Management Review	regular meeting delivered by the Supplier focused on performance and value of the Managed Services contracted.
Standard Change	a pre-authorised Change that is low risk and follows a documented process for implementation
Security Incident	an Incident that actually or potentially jeopardizes the confidentiality, integrity, or availability of an information system or the information the system processes, stores, or transmits or that constitutes a violation or imminent threat of violation of security policies, security.
Sev B	a priority classification from Microsoft Premier Support. Priorities are defined as; A – Critical impact, B – Moderate impact, C – Minimal Impact
Valid Supported Configuration	a configuration of an IT service or component that is formally approved, tested, and supported by the Supplier and vendor
Software Defect	a deviation between the actual and expected output of deployed solutions
WMI	Windows Management Instrumentation.

### 1.1.1 ANS Service

Service	Service Description	Service Hours
<b>Incident Management</b>		
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
<b>Change Management &amp; Advisory</b>		
Data Services	<p>The Supplier provides architecture validation and provisioning support for:</p> <ul style="list-style-type: none"> <li>Platform vendor provided native ETL tooling</li> <li>Platform vendor provided native data services</li> <li>Platform vendor provided native analytics &amp; machine learning services</li> <li>Platform vendor provided native visualisation services</li> </ul>	Normal Business Hours
Change Guidance & Architecture Validation	<p>The Supplier provides access to Change advisory for:</p> <ul style="list-style-type: none"> <li>Data Platform configuration and Architecture</li> <li>ETL &amp; integration configuration</li> <li>Database and platform design</li> <li>Data security &amp; access</li> <li>Data visualisation</li> <li>Data governance</li> </ul>	Normal Business Hours
Expert Access	The Supplier provides access to data engineers for question/query requests.	Normal Business Hours
Setup & Configuration	The Supplier will install and configure your database to standard specifications and then customise settings to suit your requirements.	Normal Business Hours
Platform Maintenance	<p>The Supplier will provide pro-active maintenance across the Data Platform to ensure performance and compliance for:</p> <ul style="list-style-type: none"> <li>Database administration and maintenance plans</li> <li>Server and application patch management</li> <li>Resource use times &amp; storage tiering</li> </ul>	Normal Business Hours
Performance & Efficiency Management	<p>The Supplier will provide pro-active performance management across the Data Platform to ensure performance and compliance delivered in line with Change Management SLAs detailed in Section 2. Specific tasks are subject to Solution architecture and typically cover:</p> <ul style="list-style-type: none"> <li>Query performance &amp; tuning</li> <li>Ingestion, ETL and data flow management</li> <li>Custom maintenance plans</li> <li>Database performance optimisation advice</li> <li>Storage tiering &amp; data flow</li> </ul>	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"> <li>• OS monitoring thresholds CPU/Memory/Disk IO</li> <li>• SQL monitoring thresholds</li> <li>• Performance monitoring</li> <li>• Capacity monitoring</li> </ul>	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 licence fees apply.	Normal Business Hours
SQL Analytics & Insights	The Supplier will provide monitoring of: <ul style="list-style-type: none"> <li>• Query performance</li> <li>• Re-compilations &amp; execution</li> <li>• Batch requests/sec</li> <li>• Wait stats</li> <li>• Deadlocks</li> </ul>	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 Solution.	24 x 7
GLASS Portal Access	Customer access to ANS Glass 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 and a Customer Success Architect.	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

Change Advisory Board Authority	The Supplier will act as CAB 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

## 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 Change Request 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 ANS Glass Tool to the time that the Supplier employee responds whether via an email, ANS Glass 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 on the Customer's account by email or ANS Glass 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 Change Request Form to be completed on ANS Glass and submitted detailing the required Change. The Supplier will reject unapproved or incomplete Change Request Forms.

Changes will follow the Change Management Process as defined in the 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 <b>Until Change is Successfully Completed</b>		

### 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

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 applicable Terms should be consulted.

- a. New Feature Requests (will be treated as a new Project Change).
  - i. Technical advice to any persons not listed as a named contact on the Customer's account.
  - ii. Failure to meet SLA due to Microsoft or AWS (as relevant) outages.
  - iii. Failure to meet 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).
- b. Normal Changes requiring more than 2 hours of implementation time are excluded from the service and will be subject to Additional Service Charges.
  - i. Project Changes (Normal CR6 - see 1.3.2) are excluded from the Service and will be subject to Additional Service Charges. Project Changes are recorded within ANS Glass for informational and approval purposes only.
  - ii. 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.
  - iii. No data engineering is covered under the scope of this Service Definition.
  - iv. 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 Service Charges.

### 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.
  - i. Where required, the Customer shall make available appropriately skilled employees while an Incident is being managed to help with troubleshooting.
  - ii. The Customer is required to undertake an initial Impact Assessment before logging the Incident with the Supplier. Such impact Assessment is to include:
    - iii. Affected Services
    - iv. Business impact
    - v. Number & type of users affected
    - vi. Recent changes on customers and related services (regardless of perceived impact)
- b. 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.
- c. 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.
- d. The Customer is responsible for completing a Change Request in accordance with the Supplier's Change Management Process.
- e. The Customer shall ensure that all relevant Customer employees have access to and have read the Managed Services Handbook.
- 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 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 hands and eyes support then this will be subject to Additional Service Charges.

- j. 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. Assumptions

- a) Where AWS is used all Customer Supported Assets and production AWS accounts within the Customer Supported Assets within this Contract are covered by a valid software maintenance and support agreement in line with this Contract Service Levels.
- b) Where Azure is used the Customer can make use of Microsoft Premier Support as part of the Service.
- c) The following Services increase cloud consumption at the Customer's expense:
  - i. Failover management and recover
  - ii. Backup and recovery
  - iii. Performance tuning and diagnostics
  - iv. Apps analytics and alerting
- d) All Customer specific pre-requisites have been completed before the Commencement Date.
- e) Data engineering will be subject to Additional Service Charges.
- f) The Supplier reserves the right to restrict utilisation of the Customer Success Architect capability to 10 hours per calendar month.

## 6. Pre-Requisites

- a) Registered Partner or Record and/or AWS Associated Partner registration (as relevant- see section 7 and 8).
- b) Administrative Access Permissions for ANS Engineers on supported Cloud Resource Subscriptions/accounts.

## 7. Partner of Record

ANS' Managed Cloud for Azure 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) system to assign back end support rights. As such the Supplier must be registered as the digital PoR on any Cloud Resource 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 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.

## 8. 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 the Supplier 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 Contract. Consequently, the Customer shall, prior to the Commencement Date arrange for the Supplier 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 the Contract.