Service Definition

Monitoring | As a Service

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: Telephone Email Remote connection	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
Enterprise Monitoring of Supported Assets	Collector to monitor the availability of all Customer Supported Assets covered under the Service. The Enterprise Monitoring services functionality is discussed in detail within the Managed Services Handbook.	24 x 7
Monitoring Portal Access	Customer access to a portal providing visibility of all Customer Supported Assets covered by the MaaS contract.	24 x 7
Problem Management	ANS Problem Management processes are adhered to for event reduction.	24 x 7
Change Management Process	The Supplier will take full ownership of the Change Management Process for the MaaS System.	Normal Business Hours
GLASS Portal Access	Customer access to ANS GLASS portal providing visibility of all Service related tickets, alerts and performance dashboards.	24 x 7
Monitoring Dashboard Access and Configuration	The Supplier will commit to creating dashboards for Customer Supported Assets upon a Request for Change from the Customer.	Normal Business Hours
Bespoke Workflow Configuration	The Supplier will commit to building workflow calling-trees based on requirements being raised with the Supplier and Request for Change from the Customer.	Normal Business Hours

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	2 hours
P2	1 Hour	2 Hours	4 Hours	None	GLASS Portal	1 Day
P3	4 Hours	4 Hours	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

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.

One Archway
Birley Fields
Manchester, M15 5QJ

0161 227 1000
enquiries@ansgroup.co.uk
ans.co.uk

Co. Reg No. 3176761
VAT No. 245684676

Issue No: 4.00 Issue Date: 17/05/2024 Classified: PUBLIC

1.3.1. Change Risk Assessment Matrix

		Low	Medium	High
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)
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)

Emergency Changes are dealt with in conjunction with the Incident Management Process; further details of this and all other change types are detailed within the Managed Services Handbook.

Standard and Emergency Changes to the Service within the scope of this Contract will be completed by the Supplier at no additional cost.

One Archway
Birley Fields
Manchester, M15 5QJ

0161 227 1000
enquiries@ansgroup.co.uk
ans.co.uk

Co. Reg No. 3176761
VAT No. 245684676

Issue No: 4.00 Issue Date: 17/05/2024 Classified: PUBLIC

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 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

One Archway
Birley Fields
Manchester, M15 5QJ

0161 227 1000
enquiries@ansgroup.co.uk
ans.co.uk

Co. Reg No. 3176761
VAT No. 245684676

Issue No: 4.00 Issue Date: 17/05/2024 Classified: PUBLIC

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
MaaS Service Availability (Availability of Service to the local Network)	100%*	99.9%*	Availability 99.8% to 99.7% - 5% Service Credit per month <99.7% – 10% Service Credit per month

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.

*MaaS Availability – MaaS is classed as available if a ping is successfully transmitted and received over the internet between the MaaS Platform (ans.logicmonitor.com) and the Suppliers URL checker. Availability is calculated utilising the following formulas:

Agreed Service Time: $AST = 24*7-(SW+M)$

Availability:　　$A = \dfrac{AST- Downtime}{AST} * 100$

Key:
Agreed Service Time (AST)
Scheduled Work (SW)
Planned Maintenance (M)

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. Issues resulting from misconfiguration by the Customer outside of the Demarcation Zone resulting in impact to the Customer Supported Assets.
b. Issues resulting from failures in maintenance/administration by the Customer outside of the Demarcation Zone resulting in impact to the Customer Supported Assets.
c. Issues resulting from Unauthorised Access by the Customer of Customer Supported Assets.
d. End User or 1st Line support.
e. Technical Advice to any persons not listed as a Named Contact.
f. Demarcation Zone – Service Desk support is confined to the Monitoring as a Service platform and excludes any Customer Operating System or Application.

One Archway
Birley Fields
Manchester, M15 5QJ

0161 227 1000
enquiries@ansgroup.co.uk
ans.co.uk

Co. Reg No. 3176761
VAT No. 245684676

Issue No: 4.00 Issue Date: 17/05/2024 Classified: PUBLIC

g. Normal Changes requiring more than 2 hours of implementation time are excluded from the service and will be subject to Additional Service Charges.

h. 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.

i. Emergency Changes that are not a direct output of a Priority 1 incident may be subject to Additional Service Charges e.g. Poor planning from a Customer Managed Project.

4. Customer Responsibilities

Including but not limited to:

a. The Customer shall have an established end user support function that may be validated by the Supplier.

b. Where required, the Customer shall make available appropriately skilled Employed persons while an Incident is being managed.

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 Supported Assets (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 required to ensure that all Customer Supported Assets are appropriately licenced and have Supplier recommended hardware and vendor support in place.

f. The Customer is responsible for all data and configuration backups without exception. The Supplier does not backup any Customer data.

g. The Customer is responsible for completing a Request for Change (RFC) in accordance with the Supplier's Change Management Process.

h. The Customer shall ensure that all relevant Customer employees have access to and have read the Supplier's Managed Services Handbook.

i. The Customer shall ensure an on-going availability of suitable Internet connection (if not provided by the Supplier).

j. 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.

k. 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.

l. The Customer shall request permission from the Supplier in writing in the event that the Customer wishes to change the location of the Customer Assets and/or Supplier Assets from the address specified in the Contract. Any asset that has been moved without notification to ANS will be subject to Additional Service Charges.

m. 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.

One Archway
Birley Fields
Manchester, M15 5QJ

0161 227 1000
enquiries@ansgroup.co.uk
ans.co.uk

Co. Reg No. 3176761
VAT No. 245684676

Issue No: 4.00 Issue Date: 17/05/2024 Classified: PUBLIC

5. Assumptions

a. All Customer Supported Assets within the Demarcation Zone within this Contract are covered by a valid software maintenance and support agreement in line with this Contract Service Levels.
b. All Customer Supported Assets are in a Valid Supported Configuration at the point of contract start date.
c. All Customer specific pre-requisites have been completed before contract commencement.
d. Customer network connectivity will be maintained for Monitoring as a Service platform connectivity.
e. Any applicable SMS based charges will be charged separately to Customer monthly in arrears.
f. The Customer will ensure adequate Anti-Virus protection software is installed on the MaaS collector or otherwise request that the Supplier provide this at service on-boarding.

6. Pre Requisites

a. On-Boarding Health Check and Documentation.
b. SSH, SNMP and where applicable WMI access for all monitored devices.

One Archway
Birley Fields
Manchester, M15 5QJ

0161 227 1000
enquiries@ansgroup.co.uk
ans.co.uk

Co. Reg No. 3176761
VAT No. 245684676

Issue No: 4.00 Issue Date: 17/05/2024 Classified: PUBLIC