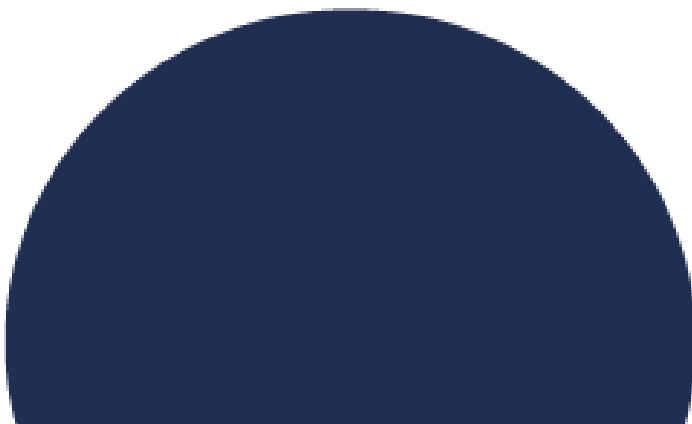# Service Definition

Business Applications |
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

1.1.1. ANS Service

Service	Service Description	Service Hours
Incident Management		
Service Desk - Non-Business Critical Faults	The Supplier provides access with relevant phone contact details and self-service portal access credentials 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 Microsoft Premier Support	Priority escalation to Microsoft Premier Support (See Section 6 – Pre-Requisites)	Normal Business Hours
High Priority Escalation to Microsoft Premier Support	High Priority escalation to Microsoft Premier Support for Priority 1 business critical faults.	24 x 7
Change Management & Advisory		
Expert Access	The Supplier provides access to Microsoft Dynamics 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 Supported Applications.	Normal Business Hours
Change Architecture Validation	Business Applications Engineer provides hands on validation and design guidance for new changes and configuration.	Normal Business Hours
Enhancement Requests	The Supplier will capture New features or change to existing feature as an Enhancement Requests via the Service Review Meeting with the Customer Success Manager or Customer Success Architect.	Normal Business Hours
High Availability & Recovery		
Power Platform	The supplier will provide support on Powerplatform elements as provided as part of the delivered project,	Normal Business Hours

	and also Environment Settings, Creation, Copy and Restore (see Section 8 Administrator Roles)	
Monitoring & Event Management		
Performance Tuning and Diagnostics	The Supplier will help the Customer identify optimisations, upgrades or changes that can help the Customers Application achieve better and more consistent performance.	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 and 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. 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
Integration Management	The Supplier will support the integration of Business Applications with approved supported 3rd party platforms.	Normal Business Hours
Centre of Excellence		
Functional Engineering	The Supplier provides access to the following skill sets for Service Requests and backlog generation • Application Configuration • Reporting • Power Automate Processes • Solution Creation • Application Security • PowerApps	Normal Business Hours
Backlog implementation	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.	Normal Business Hours

Active Backlog Management	The Supplier's Project Management Office & Customer Success Manager function(s) will manage the backlog.	Normal Business Hours
Strategic and Technical Engineering Review(s)	The Suppliers Product Managers 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.	Normal Business Hours
	User Adoption, Service Optimisation & Governance	
User Adoption Insights	The Supplier will manage and maintain Power-BI reporting dashboards on user adoption and utilisation.	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

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 Request for Change 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

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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

Change Management is used to reconfigure the Business Application, not develop new functionality. 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		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
		Low	Medium	High

Probability of Negative Impact **Until Change is Successfully Completed**

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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)

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
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 agreed SLA backed monthly engineering hours against the backlog at the agreed Velocity as 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 D365 Provider outages.
c. Failure to meet SLA due to lack of DR services due to application design (All Applications are designed as resilient as per Microsoft recommended designs 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.
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. Any remediation resulting from any customer made changes not previously approved via ANS CAB unless agreed as part of Functional Engineer hours.
g. Rework to agreed changes will be outside of SLA, unless taken as part of functional engineers' hours.
h. Velocity i.e. under SLA cannot roll over or accumulate past any calendar month under any circumstances. (See Velocity definition below).
i. Any 3rd party integrated applications not supported by Microsoft.
j. Bug fixes on bespoke development not approved via ANS CAB.
k. Data processing and data entry.
l. Customer ADO Management and underlying code.
m. Proactive monitoring of the D365CE Power Platform.
n. 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.

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. The Customer will agree to provide (at minimum) Business Expertise to meet regularly at agreed times with ANS Functional Engineers.
c. Where required, the Customer shall make available appropriately skilled Employed persons while an Incident is being managed to help with troubleshooting.
d. 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)
e. Any changes implemented by the supplier will be tested by the customer.
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 the 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 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.

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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. 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.

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.

5. Assumptions

a. Where D365 or Power Platform (Cloud only) 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

c. All Customer specific pre-requisites have been completed before contract commencement.

d. Velocity is a guaranteed minimum pace of delivery under SLA up to the agreed numbers of hours a month.

e. 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%

f. Customer data backlog and data pipelines will be managed and deployed within ANS' Azure DevOps tenancy.

g. Functional Engineering Velocity is measured only against the engineering resource.

h. Backlog Approval is defined as the capturing, estimating, prioritising and formal Customer Approval of individual backlog features.

6. Pre-Requisites

a. Registered Claiming Partner of Record.

b. Administrative Access Permissions for ANS Engineers on supported Subscriptions Platforms and Environments.

c. Health check for taking on any co-managed services.

7. Partner of Record

The ANS' Business & Power Apps CoE requires either Cloud Solution Provider, Claiming Partner of Record to be in place for any issues that require escalation to Microsoft. In order for this to be able to be fulfilled, Microsoft leverage information collected from the CPOR or CSP system to assign back-end support rights. As such ANS must be registered as the Cloud Solution Provider, Claiming Partner of Record 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 CPOR or CSP on all Subscriptions that contain or contribute to assets under support or management for the entire duration of this agreement.

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8.   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.