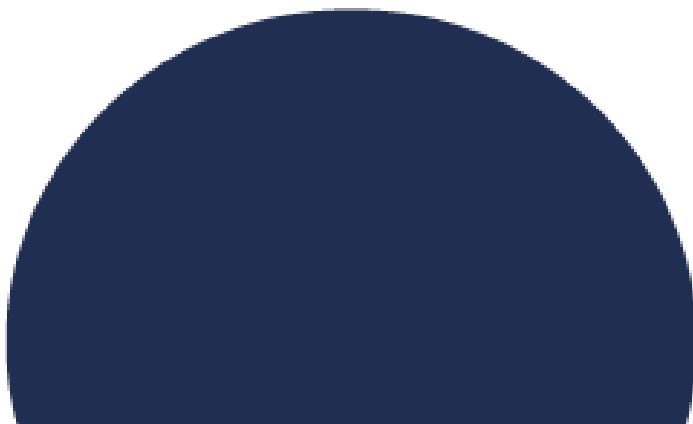




Service Definition

Cloud 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

Service	Service Description	Service Hours
Centre of Excellence		
Functional Engineering	The Supplier provides access to the following skill sets for Service Requests and backlog generation <ul style="list-style-type: none"> • Cloud Architecture • Cloud Engineering • Cloud Platform Engineering • DevOps Engineering 	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 Supplier's Customer Success Architect 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

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	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.

1.3. Change Management

Change Management is used to manage the cloud infrastructure. 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	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) – 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
Velocity	Delivery of monthly engineering hours against the backlog at the Velocity 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.

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 Public Cloud provider 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 (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.
- 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. Only services quoted and purchased included, please refer to your signed contract.
- g. Velocity cannot roll over or accumulate past any calendar month under any circumstances.
- h. 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.
- i. 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 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. 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 responsible for all data and configuration backups without exception unless the Customer has taken the available SIGMA Service from the Supplier.
- f. The Customer is responsible for completing a Request for Change (RFC) in accordance with the Supplier's Change Management Process.
- g. The Customer shall ensure that all relevant Customer employees have access to and have read the Supplier's Managed Services Handbook.
- h. The Customer shall ensure an on-going availability of suitable Internet connection (if not provided by the Supplier).
- i. 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.
- j. 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.
- k. If the Customer requires the Supplier to provide onsite hands and eyes support then this will be subject to Additional Service Charges.
- l. 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.
- 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.
- o. Where insufficient backlog items exist to meet the SLA, Velocity will be drawn down against the Cloud Architect capability to create the backlog that Functional Engineering will deliver against.

5. Assumptions

- a. 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 Failover Management and Recover
 - o Backup and Recovery
 - o Performance Tuning and Diagnostics
 - o App Analytics and Alerting
- c. The Customer has Co-Managed Cloud Services with the Supplier covering Governance and Management of the Platform.
- d. All Customer specific pre-requisites have been completed before contract commencement.
- 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 backlog and pipelines will be managed and deployed within ANS' Azure DevOps tenancy.
- g. Backlog Approval is defined as the capturing, estimating, prioritising and formal Customer Approval of individual backlog features.
- h. Under the Centre of Excellence service offering, the Supplier reserves the right to restrict utilisation of total Velocity capacity at the following level for each Centre of Excellence capability:
 - o Cloud Architect capped at 25% of total Velocity
 - o Cloud Engineer capped at 40% of total Velocity
 - o DevOps Engineer capped at 35% of total Velocity

6. Pre-Requisites

- a. Registered Partner of Record and/or AWS Associated Partner registration.
- b. Administrative Access Permissions for ANS Engineers on supported Subscriptions/Accounts.

7. 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 this agreement. The Customer will grant ANS 24 x 7 operational control and management of a customer's Azure resources via any of the following options:

- ANS Global Administrator permissions within Customer's Azure Active Directory Tenant
- Azure Lighthouse Delegated resource management
- Directory or Guest Users or Service Principals

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 ANS 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 agreement. Consequently, the Customer shall, prior to the Commencement Date arrange for ANS 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 this agreement.