



SERVICE DEFINITION DOCUMENT

*This service definition document outlines how the service works*

# Digital Outpatient Appointments Service G-Cloud 13

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## Service Definition Document

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### Digital Outpatient Appointments Service

The Digital Outpatient Appointments Service allows patients to securely share healthcare data as part of an asynchronous consultation with a remote healthcare professional. Applicable for gastroenterology, rheumatology, respiratory medicine, diabetes and endocrinology, dermatology, sexual health, clinical genetics, oncology, haematology, immunology, pain management, AHP services, stroke and immunocompromised patients.

### Data Backup and Restore

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Service data is backed up.

Backups are managed by the Lenus Health Team who will work with customers to define backup regimes. The service is supported by multiple datacentres with disaster recovery.

To restore from data backup, customers liaise with the Lenus Health service desk.

### Business Continuity and Disaster Recovery

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Lenus Health has a Business Continuity Management System (BCMS) to ensure preparedness for and reduce the potential impact of an incident related to several scenarios including:

- Adverse publicity
- Bank disruption
- Disruption due to severe weather
- Financial loss through fraud
- Fuel shortages
- Pandemics
- Loss of a key customer, partner or supplier
- Loss of cloud environment
- Loss of internet connectivity
- Loss of personnel
- Loss of premises (short-term, long-term, permanent)

- Loss of source code
- Loss of utilities (electricity, water, gas)
- Security incident
- Theft or vandalism of equipment or facilities

The BCMS includes procedures that support and ensure timely recovery of required critical activities and services. The recovery plans must be certified at least annually with the BCMS policy compliance process through the BCP team.

## Onboarding and Offboarding Support

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To support customers with onboarding at start-of-contract we offer tailored training for the service which can be delivered remotely or on premise. Onboarding documentation can be provided.

To support customers with offboarding at end-of-contract we offer an approach designed to suit customer requirements. Depending on the tasks associated with offboarding at end-of-contract, there may be additional costs.

## Service Constraints

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There are no service constraints.

## Implementation Plan

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Implementation commences with a project initiation meeting.

Lenus Health will prepare a Project Initiation Document (PID), which will capture:

- Project goals
- Scope
- Project organisation
- Business case
- Constraints
- Stakeholders
- Risks
- Project controls

- Project reporting mechanisms

The PID will act as a key project artefact and will be referenced throughout project delivery. The Lenus Health Project Manager will mobilise the Lenus Health team assigned to deliver the project associated with the service.

Project delivery may require elements of the service to be delivered over a series of 'sprints'.

The Lenus Health Project Manager will regularly liaise with the customer Project Manager. Highlight reports capturing progress on 'sprints' as well as overall progress will be circulated on a regular basis. End stage reporting may also be provided.

At the end of the engagement, or at the end of a stage, a retrospective may be held between Lenus Health and the customer to identify what went well during delivery and to identify areas for improvements.

## Pricing Overview

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### Time and Materials Basis

Lenus Health work on a time and materials basis. Pricing is informed through requirements definition activities which identify project roles required to deliver the outcome. The SFIA skills matrix and the relevant day rate from the SFIA Rate Card are applied.

Costs associated with third-party products and services may be negotiated separately.

### Fixed Price Basis

Lenus Health will consider working to a fixed budget engagement for projects where the defined deliverables are based on our estimate of the work.

Any prices quoted will be in GBP and will exclude VAT.

## Volume Discounts

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Lenus Health offer volume discounts, typically:

- 71-150 days      5% discount on quoted rates
- 151-220 days    7% discount on quoted rates
- 220+ days        10% discount on quoted rates

## Customisation

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Almost any element of the service can be customised to meet specific customer needs. Customisation is available to support the need to scale, to support specific security standards, monitoring and reporting or to provide extended help desk cover.

Customisation requirements are typically informed through early stage work in determining user needs and organisational goals. For a live service, further customisations can be considered in response to analytics, user feedback and product enhancements.

The Lenus Health Account Manager can action any customisations to the service that are required.

## Service Performance, availability and Support Hours

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Support requests are prioritised as follows:

- Urgent 1 hour
- High 4 hours
- Medium 8 hours
- Low 16 hours

Response times for weekends, public and bank holidays are negotiated separately.

## Support Hours

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Standard support hours are 09:00 to 17:00 (UK time), Monday to Friday.

Support hours for out-of-hours, weekends, public and bank holidays are negotiated separately.

## Meeting Service Level Agreements

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If the service level falls below what is stated in the Service Level Agreement (SLA) we commit to driving service improvement and applying penalties. Penalties can include service credits being made available to a customer account.

## Ordering and Invoicing Process

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A Purchase Order (PO) should be provided by the customer for the work being commissioned.

The Lenus Health Account Manager will use the Purchase Order (PO) Number when invoices are issued. Staged invoicing may be required depending on the duration of the contract and a staged payments schedule can be negotiated by the Lenus Health Account Manager and customer.

## Contract Termination

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Terms and Conditions of business provide details of how the contract can be terminated by either party, the notice periods for termination and post-termination events and obligations.

## After Sales Support

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Customers have access to a named Lenus Health Account Manager.

The Lenus Health Account Manager will proactively look at the operation of the live service to identify where there are opportunities for continual improvement.

In addition, customers have access to the Lenus Health WebOps Team for ongoing support. The Lenus Health WebOps Team operate a helpdesk system where customers can raise support requests (tickets) which can be prioritised. The helpdesk system provides customers visibility of how support requests (tickets) are processed.

## Technical Requirements

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None.