Data Managed Service

Service Definition for G-Cloud 14

1. Summary

This service definition document has been prepared for G-Cloud 14.

2. Description

The Data Managed Service helps customers manage their modern data platform to gain competitive advantages, visualise their data for faster and better decision-making capabilities and manage their databases.

3. Data Managed Service

Item	Detail
Data Platform	Inclusions: • Data Landing Zone Monitoring o Data platform and data security o Platform patching o Standard operational support for Azure o Networking o Health and performance monitoring • Platform Management o Recoverability o Backups o Storage monitoring • Performance Monitoring o Data administration o Observability & pipeline (CI/CD) o Data ingestion pipeline • Quarterly maintenance o Quarterly review on the operation of data sources o Quarterly administrative access review.
PowerBI	Inclusions: • Maintain availability of reports • Break/fix for data pipelines • Review underlying data quality where there is a known issue • Dashboard performance optimisation • Assist with formatting and customisation of reports.

DBAaaS	Inclusions:
	- SQL Instance Monitoring - Patch management (managed through change process) - Capacity planning - Security audits - Backup Management and test restore to Dev / QA Instance - Health audits - Index management - Database integrity checks - Stats management - Performance tuning for Problem and Incidents tickets - User Management – At the Instance / Database level - Database Creation - SQL Agent job monitoring / creation - Rightsizing of SQL Platforms to provide cost savings.

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4. Service level agreement (SLA)

When you report an issue to us, we will assess and agree with you on the criticality and impact of the issue on your business and assign an appropriate issue level. The issue levels are defined as follows:

Urgent (P1)	An issue where a major system is not operating correctly and is affecting multiple users.
High (P2)	An issue that results in an interruption to your core supported services.
Moderate (P3)	An issue such as a degraded service performance where the service remains operational but at a reduced level.
Standard (P4)	An issue that does not interfere with your business.

Incident Response & Escalation				
Issue Level	**Support Availability**	**Initial Response**	**Target Escalation**	**Target Resolution**
Urgent (P1)	24/7	1 hour	Within 2 hours[1]	Continuous[2] support until the issue is resolved.
High (P2)	Standard working hours	2 working hours	4 working hours	2 working days
Moderate (P3)	Standard working hours	4 working hours	1 working day	3 working days
Standard (P4)	Standard working hours	8 working hours	2 working days	5 working days

Request SLA			
Availability	**Response**	**Target Resolution**	**Method**
Standard working hours	1 working hour	5 working days	Provide™ portal / email

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[1] Some critical issues will be escalated immediately to a Solution Expert.

[2] Including outside support working hours.

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Change SLA				
Issue Level	**Support Availability**	**Initial Response**	**Target Escalation**	**Target Resolution**
Urgent (P1)	24/7	1 hour	Within 2 hours	Continuous support until the issue is resolved.
High (P2)	Standard working hours	2 working hours	4 working hours	2 working days
Moderate (P3)	Standard working hours	4 working hours	1 working day	3 working days
Standard (P4)	Standard working hours	8 working hours	2 working days	5 working days

Standard working hours	08:00 to 18:00 GMT/BST, Monday to Friday, excluding UK Bank Holidays.
Initial response	The time that is taken to begin the technical diagnosis and investigation of your issue.
Issue escalation	The time from when the initial issue is raised with us to when it will be escalated to a Solution Expert, Support Manager, or vendor for further investigation if the issue cannot be resolved by the Service Desk.
Target resolution	The time taken to either resolve the issue, provide a suitable workaround, or log the issue with a vendor for future development.

Other factors can influence Target Resolution. For example, resources from your company or IT Partner may not be readily available or we may need to involve third-party suppliers. We will communicate with you frequently to ensure you are aware of the latest status. The time since our last communication is actively monitored by our Support Team and all overdue updates are escalated for review and action.

Our Support Team has the right to withdraw from providing further support if they believe they may be putting your systems at risk, or if your request is outside the scope of our service commitment.

5. Key service terms

Please note the following key terms for this service with Cloud Direct:

- Service pre-requisites, assumptions and exclusions are at the discretion of Cloud Direct
- Any proposed amendments to your service will be discussed with you by Cloud Direct
- The pricing for this plan does not include direct technology costs to Microsoft and covers the professional and managed elements of this plan only
- All support requests are in accordance with our Service Level Agreement (SLA)
- The minimum contract length is a 12-month fixed term
- Billing will begin prior to onboarding

6. Service onboarding

As part of a smooth onboarding process Cloud Direct will operate a transitional period in which we will work with you to onboard the Managed Service and ensure your specific requirements are met. This typically includes:

- Deployment of the relevant tools and agents to deliver the outputs of the service
- Creation of relevant policies and procedures
- Creation of alerts and escalations
- Agreement on thresholds
- Agreement on patching and update schedules
- Ensuring Cloud Direct teams understand and create necessary internal documents on your environment.

The service transition period can typically take from one to three months depending on the size and scope of your environment(s). Once complete the service is fully operational.

7. Termination and service offboarding

Managed services are subject to fixed-term contracts. Should Cloud Direct receive written notice of a termination request prior to the end of a fixed-term contract the offboarding process will be initiated. Offboarding will typically cover the following stages:

- Project meeting and planning: Cloud Direct will present and discuss the offboarding process and timescales.
- Management of a transfer or migration of services and data from Microsoft Cloud services for a separate chargeable project.