Service Definition DocHub

Version 3.0
Document Classification: Highly Confidential

Contents

1. An Overview of G-Cloud Service (Functional, Non-Functional)

DocHub System from Dynamatix allows organisations to define fully auditable approval workflows with a secure distribution of all their documents. It enables documents to be made available to the right audience and then provides evidence to Management that these have been read and understood by users. DocHub usage enables businesses to provide evidence to the Regulator that they have full control over their documents approval process and that all employees understand the policies and procedures needed for their job.

Features

- Provides Flexible Approval workflow for different document types
- Allows secure access to authorised individuals to view and download documents. Access can be granted at the document level to the entire company, specified departments or named users
- Ensures documents are reviewed regularly to check for any changes that may be required due to changes in business and/or regulations
- Enables creation and rollouts of tests for important document and tracks staff who do not take tests or do not pass the tests
- Ensures new joiners are aware of all the documents that they need to read and assimilate
- It provides "evidence" and necessary reports to meet regulatory requirements that documents are being maintained adequately and read & assimilated by staff

Key Benefits

- Provides secure distribution of documents
- Automatically creates a reading list for recruits and changes in employees designation and department details
- Provides evidence that the documents have been read and understood by users
- Automates the manual task of alerting users on newly published and unread documents, as well as documents, need to be reviewed for revisions
- Provides necessary evidence for internal, external and regulatory audits
- Track Policy & Procedures Distribution, Maintenance and Reading
- Provides visibility when these documents need updating
- Reminders for approving and reading documents

Document Cycle
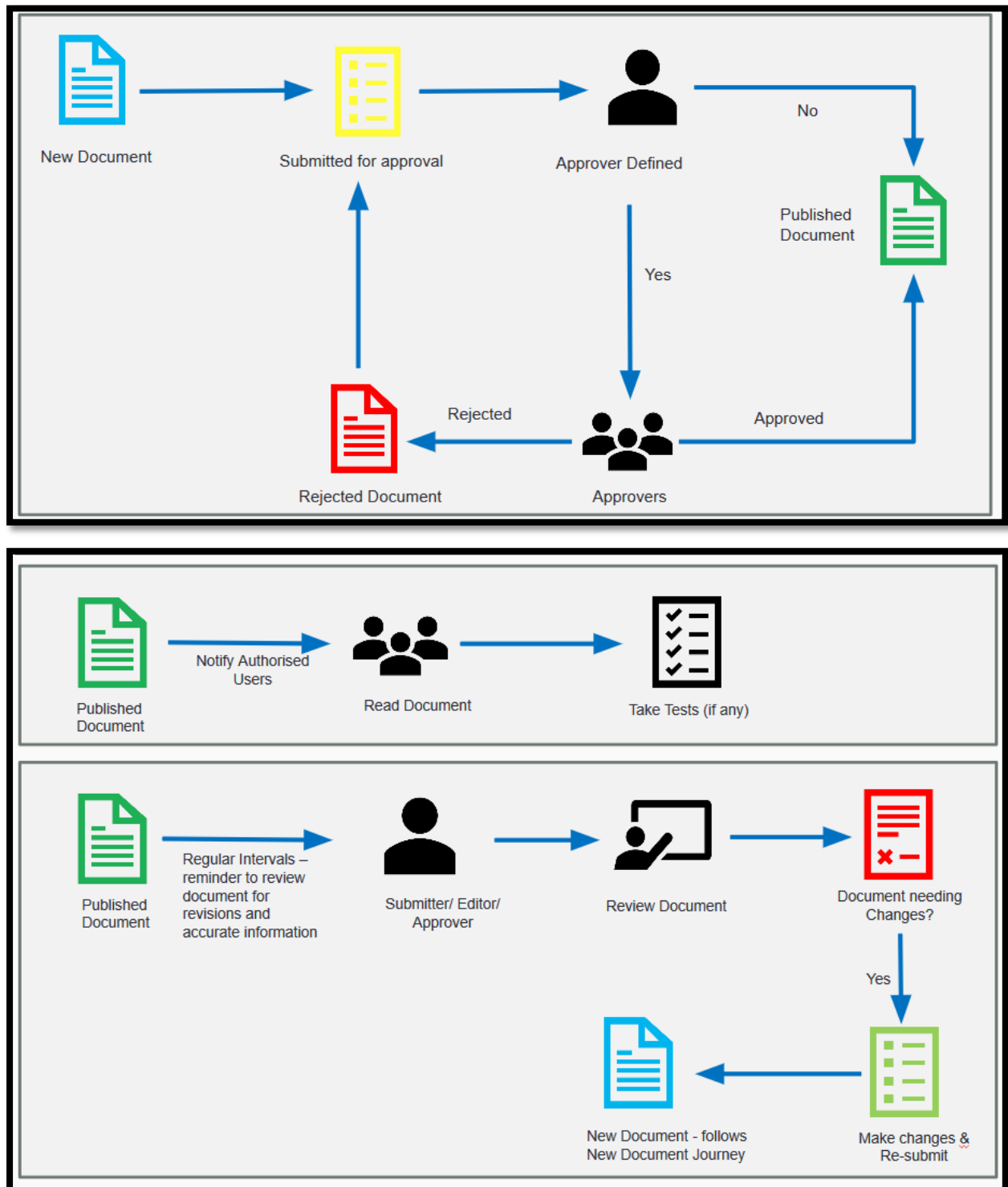
2. Details of backup/restore and disaster recovery provided

Data is automatically backed up daily and replicated to our disaster recovery datacentre.

3. On-boarding and Off-boarding processes/scope

On-boarding and Off-board is a simple process as the service is accessed through a secure web portal.

The process follows these steps:
- Compliance Checks
- Collect relevant settings
- Align all with contract
- Approved training is delivered to the users
- Setup teams complete the user credentials, the configuration including Name and Email per user
- Move into on-going support

Portal access is revoked for off-boarding. Any data collected for the client can be transferred to them using a secure SFTP process and the client's database will be purged.

4. Service constraints

DocHub is typically available 24/7 however planned maintenance is scheduled for out of office hours.
The solution is designed for specific permitted purposes and made available under contracted conditions.

5. Service Levels

Availability will be 98.75% or above in each calendar month.

The handling of queries is included as part of the Contract.

Telephone support is provided Five days per week, excluding Bank Holidays, 52 weeks per year, standard working hours support (i.e. 9:00 AM to 5:00 PM)

On-going support
- Five days per week, excluding Bank Holidays, 52 weeks per year, standard working hours support (i.e. 9:00 AM to 5:00 PM)
- A support email address
- A single point-of-contact for all problems
- Guaranteed response times
- Problem resolution based on the criticality

Service Levels:

Issue Priority	Description	Time to Respond	Time to Resolve

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1	A severity 1 issue is defined as an issue that critically affects the primary business service, major application, or mission-critical system. Examples are business service not available, production system crashes or data integrity at risk.	2 UK working hours	Continuous work until resolved
2	A severity 2 issue is one that results in a significant reduction in quality of service or functionality. Examples are business application running slowly or report results not returning as expected.	8 UK working hours	2 UK working weeks
3	A severity 3 issue is one that results in loss of service for a single user. Example includes PC/ Browser related issues impacting only a single user or application running slowly for a single user	8 UK working hours	6 UK working weeks

6. Financial recompense model for not meeting service levels

Not applicable

7. Training

Full system training will be provided. Training and support for customers have been developed by incorporating customers' feedback and learning through experience.

It will be ensured that training is tailored and targeted to Client specific needs.

8. Ordering and invoicing process

To proceed with an order, the parties will populate the Order Form and Call-Off Contract as permitted in accordance with the terms of the Call-Off Contract. Invoicing shall be as specified under the terms of the Order Form and Call-Off Contract.

9. Termination terms

As specified in the Order Form and Call-Off Contract.

10. Details of any trial service available

The full service is available for trial for one month.

11. Subcontractors

Not Applicable