



# Learning Management System Service Definition

## Version 1.1

### 1. Service Overview

The Phew! Learning Management System (LMS) is a Digital Product for the provision of booking courses and access to learning resources for individual learners, designed to help organisations manage training, development, and compliance requirements efficiently. (Ref: MSA Appendix 1, Section 2)

### 2. Features and Benefits

#### 2.1 Core Features

- Course creation and management (face-to-face, online, and eLearning)
- Delegate booking and enrollment management
- Learning resource library and content management
- Progress tracking and completion monitoring
- Certificate generation and management
- Comprehensive reporting and analytics

#### 2.2 User Roles (Ref: MSA Appendix 1, Section 2)

**Super-Administrator Users:** Full control over the LMS including system configuration, user management, course organisation, and report generation.

**Administrator Users:** Assistance in overall LMS management including creating, editing and managing courses, enrolling delegates, and tracking progress.

**Delegates' Manager:** Can book delegates onto courses within the LMS and view delegates' history and progress.

**Delegates:** Can book unlimited courses (within courses assigned to them by Administrator Users), attend courses, complete training modules, interact with course materials, and view their progress.

### 3. Service Scope

#### 3.1 Included in Service

- Access to the LMS platform
- User account management and configuration
- Course creation and management tools



- Booking and enrollment system
- Learning histories and progress tracking
- Certificate generation
- Reporting and analytics tools
- System maintenance and updates
- Technical support (subject to Fair Use Policy)

### 3.2 Optional eLearning Module

The optional eLearning module integrates bespoke online courses, booking tool, learning histories, resources library, and certificate management.

### 3.3 Service Limitations

- Customisation limited to available system settings
- Support provided during Business Hours (09:00 to 17:30, Monday to Friday, excluding English public holidays)
- Usage subject to License Unit restrictions as specified in contract

## 4. Technical Specifications

### 4.1 Security and Compliance

- ISO 27001 and ISO 9001 certified operations (Ref: MSA Section 6.1)
- CREST certified security testing
- Compliant with UK GDPR and Data Protection Act 2018
- Regular security updates and patches

### 4.2 Support Services (Ref: MSA Appendix 2)

- Email support: support@phew.org.uk
- Phone support: 01234 779050
- Support hours: 09:00 to 17:30 (Business Days)
- Response time target: Within 4 Business Hours

## 5. Service Level Agreement

### 5.1 Issue Categories and Response Times

**Critical:** Service down or unavailable, severe business impact halting operations, no procedural workaround exists.





**High:** Service operational but highly degraded performance with major impact on usage. Important features unavailable with no workaround.

**Medium:** Partial, non-critical loss of service with medium-to-low business impact. Short-term workaround available but not scalable.

**Low:** Routine technical issues; information requests on capabilities, navigation, or configuration. Acceptable workaround available.

## 5.2 Service Management

- Regular maintenance updates
- System monitoring
- Backup and recovery procedures
- Change management process

## 6. Data Protection and Privacy

### 6.1 Data Handling (Ref: MSA Section 21)

- Compliant with UK Data Protection Legislation
- Clear data processing agreements
- Defined data controller/processor relationships
- Secure data storage and transmission

## 7. Pricing

### 7.1 License Structure

- Based on Licensed Units (individual course bookings or eLearning access)
- Minimum Annual DP Fee applies
- Support minutes included subject to Fair Use Policy

### 7.2 Licensing Model

**License Units Definition:** Each License Unit represents one individual booking of a face-to-face or online course, OR one individual access to a single eLearning resource.

#### Key Points:

- Licensing is based on **active bookings**, not created user accounts
- Inactive user accounts (with no course bookings) do not consume License Units
- Delegates can book unlimited courses within those assigned to them by Administrators

- Notifications provided at 50% and 80% of License Limit usage

## 7.3 Additional Costs

- Optional eLearning module
- Additional support minutes available for purchase
- Change requests charged separately
- Training services available at additional cost

## 8. Onboarding and Training

### 8.1 Implementation

- System configuration and setup
- User account creation
- Initial training for Super-Administrator and Administrator Users
- Documentation and guidance materials

### 8.2 Training Requirements

- Mandatory training for Super-Administrator Users
- Administrator training recommended
- Ongoing support for system updates

## 9. Exit Planning

- Data export capabilities
- Transition support
- Contract termination process
- Data retention policies

## 10. Additional Information

For detailed terms and conditions, please refer to:

- Master Services Agreement (MSA)
- Fair Use Policy
- Data Processing Agreement
- Acceptable Use Policy