



Phew! Audit System Service Definition

Version 1.0

1. Service Overview

The Phew! Audit System is a Digital Product for the collection of data and its subsequent reporting, designed to help organizations manage and track their audit processes efficiently. (Ref: MSA Appendix 1, Section 1)

2. Features and Benefits

2.1 Core Features

- Creation and management of audits
- Data collection and reporting capabilities
- User management with role-based access control
- Comprehensive audit tracking and reporting

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

- Super-Administrator Users: Full control over system configuration, audit settings, template creation, and user management
- Administrator Users: Permission management, project creation, and audit assignment
- Respondents: Access to assigned audits with data input capabilities
- Respondents' Leader: Enhanced access for providing information and evidence during audit processes

3. Service Scope

3.1 Included in Service

- Access to the Audit System platform
- User account management and configuration
- Data collection and reporting tools
- System maintenance and updates
- Technical support (subject to Fair Use Policy)

3.2 Service Limitations

- Customization 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
- High: Service operational but highly degraded
- Medium: Partial, non-critical loss of service
- Low: Routine technical issues

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 responses to audits)
- Minimum Annual DP Fee applies
- Support minutes included subject to Fair Use Policy

7.2 Additional Costs

- 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

