Service Definition Document

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Introduction

The purpose of this document is to officially record and document the process of setting up Infreemation within your organisation.

This document lists the level of service you can expect from us throughout the process.

Where applicable we included our existing policy documents to the Service Definition as links. You can access each document by clicking on the file under each section.

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Service Description

Infreemation is an easy-to-use case management system built specifically to handle this type of case. Its simple design means it will reduce the amount of time needed to handle new cases and ensure you never miss the statutory deadline.

With powerful inbuilt workflow you can assign cases on a per user or group basis and allow the system to keep track of deadlines – prompting assignees when deadlines draw near.

Infreemation is a cloud based application, meaning there is no hardware or software to install. You can access Infreemation through any Internet browser via a secure login.

Infreemation provides an advanced case management system, at a lower cost than developing in-house. The functionality and flexibility of Infreemation makes it much more effective than using tools such as Microsoft Excel and Access.

Intelligent rules match similar cases allowing you to respond with previously researched information.

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Service Key Features

- **General Data Protection Regulation (GDPR).** Infreemation is GDPR compliant
- **Legislation Compliance.** Comply with legislation and internal policies to avoid potential problems further down the line from regulatory bodies and customers
- **Capture.** Record new cases automatically via a customised online web form, generic email address (e.g. emailaddress@youcouncil.gov.uk), manual entry or via Social Media such as Twitter or Facebook
- **Acknowledge.** A fully customisable automatic acknowledgement email is sent for all new cases received
- **Assign.** Cases can be assigned to individuals, more than one person and groups of predefined employees (for example, the finance department)
- **Analysis & Reporting.** Full KPI reporting as well as over 50 standard reports built in. Additional reports can be added and reused in future. A fully featured dashboard showing up to date information. All data can be exported with a few clicks
- **Stop the Clock.** When you need to request additional information from the customer you can stop the clock while you wait. When the clock is restarted Infreemation automatically works out how many days to add to the due date
- **Customer Satisfaction.** You can optionally send out feedback forms once a request has been completed to seek customer satisfaction levels
- **Alerts.** Keep track of the status of every case with a traffic light warning system and daily/weekly reminders
- **Categorise.** Easily add data to the case and enable quick and powerful searching by subject, status, employee, date and other available filters
- **Respond.** Use one of your own customisable templates to manually or automatically respond to your customers and to request further information

Backup Policies, Data Restore, Business Continuity and Disaster Recovery Plans

Our backup policy and Business Continuity Plan & Disaster Recovery are very detailed and have been attached below as separate policy documents.

All data including backups remains within the UK at all times. We do not use servers or backup storage outside of the UK.

Backup Policy.pdf

Business Continuity
Plan & Disaster Reco

Onboarding and Offboarding of Data

We have a well-defined onboarding and offboarding plan which is attached to this document.

With Infreemation it is possible to import existing data into the system and to export data at the end of the contract period.

Onboarding and
offboarding Plan.pc

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Implementation Plan

The Implementation of Infreemation is set out based on the customers requirements and include time frames for setup, customisation, workshops, UAT testing and training.

Attached to this document is a template implementation plan which is completed for each customer and based on their requirements.

Implementation
and Project Plan.pdf

Pricing overview, Volume Discounts and Data Extraction Costs

Pricing for Infreemation is based on a site license. Under a site license you are not limited to the number of users who can access the system both from your office or via home-based working.

The system supports unlimited user accounts, unlimited cases and functions in a completely unrestricted manor.

Changes to the system are included in the quoted prices and we carry out additional development for clients at no additional cost (see the pricing document for exclusions).

Requirements for additional customer reports can be submitted to our help desk. These reports will be generated at no additional cost.

Onboarding and offboarding is included in the price advertised.

Discounted rates are available for 2, 3 or 4 years subscription to the service.

Pricing.pdf

Service Constraints, Maintenance Windows and Customisation Options

Service Constraints
There are currently no service constraints.

Maintenance Windows
For maintenance windows Digital Interactive Ltd adheres to the following:

"Planned Maintenance" means any pre-planned maintenance of any infrastructure relating to the Services. Digital Interactive Ltd provides the customer with at least 72 hours advance notice of any such planned maintenance, the details of which will be discussed and agreed in advance.

"Emergency Maintenance" means any emergency maintenance of any of the infrastructure relating to the Services. Whenever possible, Digital Interactive provides the customer with at least six hours advance notice, of any such planned maintenance, the details of which will be discussed and agreed in advance.

Customisation Options
We have designed Infreemation to be very flexible. There are numerous customisable options available to the customer which include but are not limited to workflow, emails, process, online forms, users and user types.

Customisation is completed before the system is live by our support desk. The customer can also make further changes to the system via the administration section of the system.

Service Levels, Performance, Compensation and Support Hours

Our standard SLA document is attached below which can be customised if required to each customers requirement.

Category	Criteria	Acknowledgment	Fix Target
1	Unplanned interruption rendering the Services unavailable; no work-around	30 Minutes	2 Hours
2	Unplanned interruption rendering the Services unavailable; work-around available	30 Minutes	4 Hours
3	Services are unavailable for a single User or small percentage of USER affected	30 Minutes	8 Hours
4	Intermittent problem	30 Minutes	12 Hours
5	Other	30 Minutes	24 Hours
1	Unplanned interruption rendering the Services unavailable; no work-around	30 Minutes	2 Hours

SLA.pdf

Ordering and Invoicing Process

Ordering Infreemation is a simple process. We recommend following the guidance on https://www.gov.uk/guidance/talking-to-suppliers-before-you-buy-digital-marketplace-services

To aid with procurement we can work to your requirements. This often means generating an invoice so that a purchase order can be raised.

Once a purchase order number has been generated, we can start setup of the system. This involves a workshop meeting to gather more detailed requirements.

Invoices are submitted once the system is live.

Termination of Contract

The supply of Services may be terminated at the end of the contact (if not renewed or extension agreed) or by either party by notice in writing to the other with a minimum of 30 days' notice.

Without limiting its other rights or remedies, each party may terminate the Contract with immediate effect by giving written notice to the other party if:

The other party commits a material breach of its obligations under this Contract and (if such breach is remediable) fails to remedy that breach within 30 days after receipt of notice in writing to do so;

The other party has a receiver, administrative receiver or similar officer appointed over it or any of its undertaking or assets or passes a resolution for winding up (otherwise than for the purpose of a bona fide scheme of solvent amalgamation or reconstruction where the resulting entity shall assume all of its liabilities) or a court of competent jurisdiction makes an order to that effect or if the other party becomes subject to an administration order or enters into any voluntary arrangement with its creditors or ceases or threatens to cease to carry on its business or if any substantially similar event takes place under the laws of any jurisdiction.

The termination (howsoever arising) shall be without prejudice to the rights and remedies of the parties accrued before such termination and nothing shall prejudice the right of either party to recover any amount of outstanding at the termination howsoever caused.

After Sales Support

After sales support is available for all customers and each customer will have a named contact manager who you can contract directly with questions.

Technical questions or general support should be sent to our 24/7 help desk. Our standard SLA will cover response times.

Technical Requirements

Access to Infreemation is via a modern Internet enabled device with a web browser.

Minimum system requirements:

- Desktop computer device with Internet access

- Modern internet browser (released or updated within 4 years)