

The service – IT Service Management consultancy

Consultancy services for the practical alignment to ITSM frameworks such as ITIL.

Includes:

- Baseline assessments
- Practice optimisation workshops
- Simulation workshops
- Service improvement plans
- Target Operating model
- Visioning workshops

Sysop Data Protection policy

Our data protection policy sets out our commitment to protecting personal data and how we implement that commitment with regards to the collection and use of personal data.

We are committed to:

- ensuring that we comply with the eight data protection principles
- meeting our legal obligations as laid down by the Data Protection Act 1998
- ensuring that data is collected and used fairly and lawfully
- processing personal data only in order to meet our operational needs or fulfill legal requirements
- taking steps to ensure that personal data is up to date and accurate
- establishing appropriate retention periods for personal data
- ensuring that data subjects' rights can be appropriately exercised
- providing adequate security measures to protect personal data
- ensuring that a nominated officer is responsible for data protection compliance and provides a point of contact for all data protection issues
- ensuring that all staff are made aware of good practice in data protection
- providing adequate training for all staff responsible for personal data
- ensuring that everyone handling personal data knows where to find further guidance
- ensuring that queries about data protection, internal and external to the organisation, is dealt with effectively and promptly
- regularly reviewing data protection procedures and guidelines within the organisation

Implementation plan

A Sysop project team will be established to work alongside a client project team of key stakeholders. The exact implementation plan will vary depending on the specific engagement, however we will include stakeholder and sponsor management, identification of roles and responsibilities, baseline assessments and detailed action plans.

Pricing overview, including volume discounts or data extraction costs

Each requirement will differ and pricing depends on course, type of delivery, location and numbers. Volume discounts are available, but all pricing is provided on request.

Service levels like performance, availability and support hours

We will include regular project reviews to establish overall performance. Contact details of key personnel will be provided as part of the project team.

The ordering and invoicing process

For any requirement, Sysop's advisors will establish the overall requirement and produce a matching quotation. The client will confirm the order in writing, with an indication of when we can expect the Purchase Order. Typically we invoice immediately after delivered consultancy days or consultancy days are purchased in call-off bundles.

How buyers or suppliers can terminate a contract

Each requirement is a separate contract and therefore any cancellation is subject to our standard terms and conditions:

Cancellations & Rearranged dates – In House Training and Consultancy

Notice of cancellation must be in writing and any refund is based on the following notice periods:

- More than 30 days' notice – No Cancellation charge
- Within 16-30 days – 50% of Total Charge
- Less than 16 days – Full Charge

Any requests to rearrange any confirmed dates will incur varying costs dependent on the notice period:

- More than 30 days – No Charge
- Within 16-30 days – 50% of Total Cost
- Less than 16 days – 100% of Total Cost

After sales support

After any consultancy delivery we will follow up the feedback to establish customer satisfaction and identify any further requirements and/or ongoing support.