

**G-CLOUD 14**

**GenAI Services**

Service definition

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## 1 Overview

Datasparq are experienced practitioners who have implemented GenAI / LLM solutions in numerous organisations in different sectors, and who have also helped them understand where the opportunity is within their business while also assessing if GenAI represents a threat to their business.

Our GenAI services is focussed on demystifying the technology and identifying where it can deliver sustainable impact in the business, and return on investment (ROI). Once identified we work with you to rapidly build a prototype to evidence the value, then once successful we will harden and scale the solution to deliver a productionised, operational solution.

## 2 Service Definition Detail

### 2.1 Pricing

This service will be based on the standard Datasparq rate card for consulting services.

### 2.2 Service Constraints

Specific service constraints will be agreed at initial engagement, however typically no maintenance or modification to developed solutions shall be undertaken without direct approval from the customer.

Full and extensive customisation will be accommodated within the constraints of the project in terms of budget, time and resource.

If operationally necessary, any scheduled modifications and enhancements to developed solutions will be undertaken outside of typically working hours or in scheduled system downtime.

### 2.3 Service Levels

Specific levels of service and expected performance criteria will form part of any initial engagement. Datasparq will endeavour, where possible, to meet these requirements within the constraints of the project in terms of budget, time and resourcing.

### 2.4 Backup/Restore and Disaster Recovery (DR)

Any developed solutions will be regularly backed up and the number of days to retain backups for will be agreed with the customer to ensure the system can be restored to a point within that period.

Disaster recovery options will be considered on a case-by-case basis from the needs of the customer.

Factors to consider include:

- Mission critical severity of the solution
- Previously agreed uptime targets
- Size and geographical location of the user base

Solutions range from automated failover capabilities with redundant systems to take load capacity in the event of total failure, to secure off site data storage that can be utilised to recover manually.

### 2.5 Digital Experience

Today, all businesses are 'Digital Businesses', servicing their users across multiple channels and devices. We do not just see design as the visual component to a project, but more a way you engineer your solution to build true competitive advantage using technology, creating differentiation where it matters.

Our Digital Experience experts are passionate about making design not only look great but deliver tangible benefits through the application of User-Centered Design principles. We understand that to our clients this is an investment to ensure their solution is designed and built against a robust business strategy / vision, but more importantly the needs and wants of their users. We focus on users to design a contextual, personal and relevant digital experience.

### 2.6 Training

Following initial engagement, training documentation will be in provided as a matter of course. If additional training is identified for system end users this can be structured in to any service support delivery offering.

Typical training operations could consist of workshops and mentoring at service go-live to longer-term solutions such as an extended on-site presence and support. Any training solution will be developed in conjunction with the customer to achieve a best fit for the required skill levels.

## **2.7 Ordering and invoicing process**

Initial ordering of services will typically be confirmed by receipt of confirmed purchase order to Datasparq Consulting Limited.

## **2.8 Termination terms**

Termination of services would typically be at the conclusion of the pre-arranged engagement. Terminations prior to this incur penalties for early termination to reflect the allocated resource and potential losses incurred by Datasparq Consulting Limited.

Following the conclusion of the initial engagement, continued service support will be provided to which consumers may choose to terminate consumption at the end of one contractual cycle.

## **2.9 Consumer responsibilities**

No specific consumer responsibilities have been identified for this specialised service offering. These would typically be discussed on an individual engagement basis and be tailored to the expectations and capabilities of the client.