

## Cloud Support – Service Definition

### 1. Introduction

Mazepoint's Support Services cover the design, specification, implementation and support of the Cloud Software and Hosting products listed on the G-Cloud 14 framework. The Mazepoint team of specialists covers all aspects of the delivery, and transfer skills and knowledge to users and administrators for as much self-sufficiency as they want.

### 2. Features

Mazepoint's Cloud Support incorporates the following features:

- /// Understand the current user environment and why change is required
- /// Diagnose existing issues and help define steps to resolve them
- /// Map vision of improvements to known capabilities of software tools
- /// Proof of concepts to help stakeholders understand new system potential
- /// Produce and agree specification documents
- /// Technical review of current infrastructure, security and systems for compliance
- /// Project plan (milestones, dependencies, risks, resources, communications, testing, delivery)
- /// System implementation (infrastructure, data, modelling, outputs, visualisations, user engagement)
- /// Output graphic design and report design best practice guidance
- /// Training for power users, general users and technical staff
- /// Full system support with Mazesupport ticketing and agreed service levels
- /// Adheres to the principles of ISO27001:2013, CyberSecurity and the GDPR

### 3. Benefits

The above features provide users with the following benefits:

- /// Use business and operations specialists with deep information systems experience
- /// Help develop a plan that will deliver the benefits required
- /// Assistance with selecting the most appropriate tools for the job
- /// Help the change management process by regular engagement with stakeholders
- /// Clear specifications clarify communications and underpin the change management process
- /// Engagement with IT aligns organisational priorities and reduces risk
- /// Disciplined approach to managing the delivery process builds confidence
- /// Technical specialists and engineers available for all project phases
- /// Transfer of expertise to ensure self-sufficiency and organisational change
- /// Fast problem resolution with full audit trail and efficient processes

## 4. On-boarding

The Mazepoint team are fully trained in Agile Project Management disciplines which govern all of the company's customer projects. The process starts with a customer workshop to define the **Statement of Works (SOW)**, identifying the business requirements, the user stories and acceptance criteria, and the Return on Investment justification. The SOW defines the project delivery timetable, milestones and costs, and, once agreed, is implemented with regular "sprints". Customers are encouraged to participate in each sprint at specific times to ensure visibility of progress and compliance with the requirements.

Typical on-boarding consultancy, development and support:

- /// Situational review and diagnostics
- /// Workshops, design and Proofs of Concept
- /// Specification and technical documentation
- /// Project planning, development and implementation
- /// User and system administrator training
- /// System support, ticketing and service levels
- /// Change management

Each project requires different levels of consultancy depending on the type of project and issue resolution concerned. For example, implementing a project to give users greater visibility and transparency on data that has already been collected and stored in a data warehouse will require fewer support services than one where multiple sources of data have to be collected, validated and modelled in a database before users can work with it to carry out complex reporting, analyses and forecast scenarios. Similarly, post implementation support services will vary depending on the complexity of the support required.

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## 5. Off-boarding

In the event of off-boarding, Mazepoint will evaluate the customer's requirements and advise of the effort and timing involved. A clear **Statement of Works** will be prepared, as with on-boarding, and agreed by both parties prior to any work commencing.

Typical off-boarding consultancy, development and support:

- /// Review of the off-boarding requirement
- /// Export and transfer of customer data
- /// Other system decommissioning costs

## 6. Training

Training forms a part of Mazepoint's Cloud Support service. This is broken down as follows:

Application Software:

- Power user training
- General user training
- System administrator and technical training

Consultancy, Development and Support:

- Data Management training
- Data modelling training
- Output design and build training (reports, dashboards, other visualisations)

There is some overlap between these two types of training. The first (Application Software) is more formal, less customer-specific and classroom based, and can include accreditation from the software supplier. The second (Consultancy, Development and Support) is more focused on customer-specific implementations, "learning by doing" and working alongside Mazepoint's consultants as data interfaces, analytical models and data visualisations are designed and built.

For general users, we recommend shorter training sessions via Webex or similar web-based sessions that can also be recorded for future reference.

## 7. Support

Mazepoint provides a full range of support services, from preliminary review to design, specification, project implementation and post implementation support and change management. These services are described in more detail in Appendices 1 and 2 below.

## 8. Appendix 1 - Application & Software Support

### Overview

Mazepoint offers three types of Application & Software Support, based on ITIL principles:

- (1) Support covered by the annual software maintenance charge
- (2) Additional Support Services covering applications & software. Two service options are available with two resolution targets depending on the urgency of resolution required by the customer, Standard and Premium.
- (3) Change Requests, with two options, Standard and Normal (ITIL Definitions).

All support activity by Mazepoint requires the customer to use Mazesupport, Mazepoint's support ticketing system, for transparency on issue resolution.

### ***Support covered by the annual software maintenance charge***

#### **What is covered**

Payment of the annual maintenance charge includes support for the following items:

- Upgrades to new versions of the software but excluding implementation (see 'What is not covered' below).
- Support ticketing and problem resolution for system non-performance attributed to the version of the software installed, during normal office hours. Typical support tickets include reporting software error codes, access and page display issues. The support team would aim to identify the source of the problem, whether it is a problem with the software or with the implementation, and respond accordingly.

#### **What is not covered**

- Implementation of software upgrades. Where upgrades are available, customers will be responsible for any decision to upgrade their software, for downloading software updates from the relevant software website and for installing and testing the upgrade. It should be noted that software upgrades may break existing designs or configurations in the existing system and therefore testing is highly recommended. Mazepoint can assist with this process, but subject to a separate and additional support services or change request agreement as outlined below.
- Installation of relevant supporting software to enable features of the main software suite e.g. drivers to support data connections. Installation may include configuration in assistance with the hosted infrastructure provider.

Mazepoint can assist with this process, but subject to a separate and additional support services or change request agreement as outlined below.

- Software maintenance does not include support for software where the software version is no longer supported by either the third party vendor or Mazepoint. Customers will be notified within at least six months in advance of the date when their software versions will no longer be supported.
- Software maintenance does not include on-site support
- Software maintenance does not extend to include support for third party products, unless provided by Mazepoint and agreed in advance.
- Support where one or more third party providers form part of the overall service provision, for example a hosting or software provider
- Please refer to Mazepoint's External Managed Services Support Policy for conditions that apply where Mazepoint supports an application hosted on a customer's infrastructure, either directly or through a third party.

### **Identifying bugs and system non-performance attributable to the software**

Instances of bugs and system non-performance are generally infrequent, so that when there are problems with the software this can involve time spent by Mazepoint technical staff to carry out a diagnosis. Where the diagnosis identifies a bug or non-performance attributable to the software, there will be no charge for the time spent on this diagnosis.

Where the diagnosis identifies a customer system, model, code, report or data processing design and implementation as the cause of the non-performance, the diagnosis time will be chargeable (see Additional Support Services below). Throughout the diagnosis period the customer will be informed of progress and time spent.

### ***Additional Support Services***

Mazepoint offers additional support services for software and applications. To ensure the availability of Mazepoint technicians at short notice, monthly Support Fees are payable based on either a Standard or a Premium support pack depending on Response and Resolution targets (see below). Each support pack includes a certain number of support hours per annum, beyond which Time & Materials costs will apply, as follows:

Item	Description	Period	Price
1	<b>Standard Support Pack</b> (includes 24 hours of support per annum)	Per Month	£600
2	<b>Premium Support Pack</b> (includes 48 hours of support per annum)	Per Month	£1,200

3	On Site Support (Time & Materials)*	Per Hour	£250
4	Remote Support (Time & Materials)	Per Hour	£150
5	Training courses (up to 8 attendees)	Per Day	£1,600
6	Expenses incurred for on-site service or training*		At cost

Once the package-inclusive hours are exhausted, response times continue to apply but additional time spent will revert to a Time & Materials basis.

\*Where work is required in the customer's offices or other locations than a Mazepoint office, all travel and expenses incurred wholly, necessarily and exclusively in service delivery will be charged at cost where applicable and would be agreed in advance. Where the travel return trip exceeds 4 hours, travel time will be charged at 50% of the hourly rate.

### ***Change Requests***

Mazepoint supports two types of change request as follows:

#### ***Standard Change Requests***

The ITIL® definition of a Standard pre-Authorised Change is: "A pre-authorized change that is low risk, relatively common and follows a procedure or work instruction – for example, a password reset or provision of standard equipment to a new employee. Requests for change are not required to implement a standard change, and they are logged and tracked using a different mechanism, such as a service request."

Typical Standard Change Requests include the addition or removal of an operational unit, changes to the way information is filtered and changes to wording and static text.

#### ***Normal Change Requests***

The ITIL® definition of a Normal Change is: "A change that is not an emergency change or a standard change. Normal changes follow the defined steps of the change management process." The Normal Change Management Process is defined in the Appendix to this document.

#### ***Mazesupport – Mazepoint's Support Ticketing System***

One member of the customer's team will be given a login to Mazepoint's support ticketing system, Mazesupport, so that all technical issues can be logged and tracked with a full audit trail from initial report to resolution. This person will be the single contact for the resolution of all issues. All issues must be logged, even if they are initially reported by telephone, in order to maintain this audit trail.

Incidents will be assigned an impact level and urgency according to the following criteria:

### **Impact**

1	High	Unavailability of service that halts critical business function. <i>Significant impact on core services or could cause significant reputational damage.</i>
2	Medium	Partial impact to critical business services that halts or limits a business function. <i>Important but non-critical business function affected. Impact contained within business unit.</i>
3	Low	Unavailability or impact to non-critical business service No significant impact on business activity.

### **Urgency**

1	High	A critical business issue, no workaround available. Process stopped, user(s) cannot use the system.
2	Medium	A serious issue that is of medium risk to the business and no workaround is available. <i>Processes affected, users cannot use certain functions.</i>
3	Low	Limited issue that is low risk to the business and a workaround is in place. Processes not affected, workaround in place.

### **Priority**

Based on the impact and urgency, a priority will be assigned according to the following matrix:

		Urgency		
		High	Medium	Low
Impact	High	CRITICAL	HIGH	MEDIUM
	Medium	HIGH	MEDIUM	LOW
	Low	MEDIUM	LOW	LOW

### **Additional Notification for CRITICAL Incidents**

In the event of a CRITICAL incident, the customer must raise a ticket in Mazesupport **and** notify Mazepoint by telephone. Measurement of the SLA for CRITICAL incidents will start from the time the customer telephones Mazepoint and the call is recorded in Mazesupport.

### **Acknowledgement Time**

All support tickets submitted to Mazesupport will receive an automatic acknowledgement of receipt by email including a support ticket number.

### ***Response Time***

Response time is the amount of time a member of Mazepoint's Support team has to respond to the ticket during the Support Hours (see definition below). The response will be in the form of a comment on the ticket which will be automatically emailed to the requestor.

### ***Resolution Time***

The resolution time period continues until the service is restored to the customer's satisfaction, during the Support Hours, as an interim or permanent fix which allows normal customer business activities to recommence. Mazepoint will provide the customer at the outset with an indication to the best of their knowledge of how long it will take to restore the service and will provide regular updates as appropriate.

Permanent fixes to software may take longer to implement which may only be available in a later release.

### ***Impact of Third Party Support on Resolution Times***

In situations where a customer relies on one or more additional third parties for support for a Mazepoint product or service, for example other technical or software partners, resolution times will be dependent on the response times of those third parties.

The clock timer governing the service level objective for support tickets requiring third party intervention will be paused until the relevant third party has completed the support requirements on the ticket to enable ultimate resolution by Mazepoint.

### ***Response and Resolution targets***

Different response and resolution targets will apply depending on the support option chosen by the customer.

#### ***Definitions:***

- **Response:** acknowledgement by Mazepoint that the support request has been received, that it is being reviewed and agreement on its priority assessed.
- **Resolution:** the target time within which Mazepoint aims to resolve the support issue, depending on its priority.

### ***Support covered by the annual software maintenance charge***

Response and Resolution targets reflect those available from the suppliers of any underlying third party software products (eg. Microsoft, Jedox, Tableau etc.) and are typically as follows:

Response Time:	5 days
Resolution Target:	2 weeks

Where a software issue cannot be fixed within the resolution target time, resolution

of the issue may have to wait until the next service release of the software.

**Third Party Support for issue resolution**

As noted above, resolution times will be dependent on the support and actions of any third parties required to provide the support.

**Standard and Premium Support**

On payment of the monthly fee (Standard £600 per month, Premium £1,200 per month) to ensure the availability of Mazepoint technicians to meet response and resolution targets, the following targets will apply:

Call Types & Incident Priority	Response		Resolution		Resolution Criteria
	Standard	Premium	Standard	Premium	
Fee			£600 pm	£1,200 pm	Interim or permanent fix to enable service to continue performing
CRITICAL	8 hours	1 hour	8 hours	4 hours	
HIGH	2 days	3 hours	2 work days	8 hours	
MEDIUM	2 days	4 hours	3 work days	2 days	
LOW	2 days	5 hours	5 work days	3 days	
Hours of Support Included Per Month			2 hours	4 hours	

**The monthly fee includes different hours of support work per annum depending on the support pack chosen, beyond which Time & Materials costs apply.**

For both Standard and Premium Support packs, as with the annual software maintenance support, depending on the nature of the error its resolution may have to wait until the next service release of the software. In all cases, Mazepoint will endeavor to respond and resolve issues faster than the stated target times.

**9. Support Hours**

ITIL® definition of Support Hours: “Hours when the Service Desk is available”. Mazepoint’s Support Hours are 08:30 – 17:30 Monday to Friday, UK Hours, excluding UK Bank Holidays and the period between Christmas and New Year.

## 10. Appendix – Normal Change Management Process

When the customer requires a Normal Change, the Request For Change Process (RFC Process) will be applied to manage the change through to completion.

The RFC Process determines the steps to be taken and agreed between the customer and Mazepoint in order to reach agreement on changes to be implemented to the customer's software or service. These are in three stages, as follows:

### 1. Initial Request

During this stage the customer will provide a high level description of the change or new development requested by means of a document, and Mazepoint will quickly develop a high level estimate of the work required to complete it.

- The output of this stage is an ESTIMATE of work and cost
- Once an estimate has been provided, Mazepoint is not committed to the cost in the estimate, and the customer is not committed to pay any costs if this initial request is subsequently cancelled

### 2. Detailed Specification

If the customer agrees to proceed with the RFC Process on the basis of the initial ESTIMATE, the customer may need to provide further details of the work required. Due to the customer's potential resource constraints it is anticipated that Mazepoint may be responsible for drafting a detailed specification, on the basis of which the work can be priced. An additional charge will be agreed to cover this specification work.

- The outputs of this stage are a QUOTATION and a STATEMENT OF WORK (SOW).
- The QUOTATION and SOW provide a commitment to the customer by Mazepoint that the work requested will be completed within the time, cost and specification as detailed in the SOW. The customer's payment terms will be detailed in the SOW.
- If the RFC is subsequently cancelled, Mazepoint may charge the customer for work completed to date on the project, including the detailed specification.

### 3. Development work

If the customer agrees the QUOTATION, the customer will issue a Purchase Order for the work, at which point Mazepoint will start the work. Mazepoint will complete the work required within the payment terms agreed as described in the SOW and detailed specification. The output of this stage is THE CUSTOMER ACCEPTANCE of the changes or development completed.

Management of additional services will be a joint exercise between the parties based on the appropriate Statement of Works document, which must accompany each approved additional service.

Prices for each new service will be based on daily (or hourly) service prices, any additional software licenses, travel costs, maintenance fees, or other relevant costs.