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BusinessOptix Limited (BusinessOptix)

G-Cloud 14

## Service Definition Document

For

Process Mining

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## 1 DOCUMENT NAVIGATION

This is the Service Definition Document for the BusinessOptix Service on G-Cloud 14.

## 2 OVERVIEW OF BUSINESSOPTIX'S G-CLOUD SERVICE PORTFOLIO

Most organizations are on a journey to continuously improve their processes; to control costs, to drive revenue growth or to digitally transform the customer and operational experience. However, the first step in process improvement is not the definition of a target model but the accurate identification of the current process.

Stakeholders are finding they do not fully understand their processes, the metrics and costs associated with them and the interdependencies that exist among them. If there are gaps in this knowledge, it becomes much harder to accurately answer questions such as:

- How effective are our processes?
- Where are the bottlenecks and constraints?
- Are resources being used efficiently?
- Are they compliant?
- Do they support the optimal customer journey?
- Where are the opportunities to improve?

Traditionally, organizations have relied upon resource-intensive, manual methods to help gain a clearer picture of their processes and to answer these questions. There is another way. A better way.

Using BusinessOptix Process Mining capabilities you can employ a digital, data-driven approach to gain a detailed and accurate understanding of your processes as the basis for transforming and optimizing them.

## G-Cloud Service Definition

**ARCHITECTURE:** BusinessOptix is a fully hosted application in MS Azure with fully redundancy.

**Information Assurance:** Data is secured during processing, storage and transmission. To prove to our customers that we are competent in handling data and following best practices, BusinessOptix maintains the following certification: ISO 27001, an international standard for managing information security.

**Web Platform:** The application is fully hosted as a public facing and inward facing.

**Access Control:** BusinessOptix provides a complete role-based access control solution, that can provision authentication and/or authorization via your existing single sign-on infrastructure. BusinessOptix is additionally SCIM enabled allowing synchronization of user access permissions from your Active Directory solution.

**GUI:** BusinessOptix is a Web service application, is platform or environment agnostic, and is browser and device agnostic.

**MANAGEMENT INFORMATION:** Typical user and usage logs and supporting records are available from the service. Google Analytics based data can also be provided if required.

### 3.1.1 Non-Functional Overview

BusinessOptix brings a solution for policy delivery and public service performance improvement. The Service consists of a strategic dashboard, ways of working plus operational tools for daily operations, portfolio, programme and project governance, management, monitoring and reporting.

BusinessOptix helps to support the Information Principles for the UK Public Sector, particularly these principles as:

- Information is a valued asset
- Information is managed
- Information is fit for purpose
- Information is standardised and reusable
- Information can be re-used

BusinessOptix helps reflect environmental matters in its design as promoted by Greening Government

### 3.1.2 Service Delivery Model and Capability

BusinessOptix draws upon:

- Libraries of off-the-shelf templates such as for ISO or ITIL.
- A Knowledge Base that enables information sharing and re-use between different groups where shared information resources are used.
- Special projects that can be created by Authors and distributed for use across an organisation.
- Templates that can be easily created by Authors importing from common platforms such as Visio or from process engines themselves.
- Prepopulated glossaries covering topics such as ITIL, TOGAF, RACI, BIAN etc. can be included on request.

**Hosting providers:** We deliver BusinessOptix support services using BusinessOptix's hosting service, Microsoft Azure. The Primary region ( UK South ) hosts the primary Applications and Data, the Secondary (UK West) is for Backups and Disaster Recovery (Failover).

**API:** There are APIs available for BusinessOptix.

### 3.2 Pricing

Pricing is based on a minimum purchase of a Process Analysis Repository Core, any specific security requirements, and integrations. There are three user license types, which can be purchased in any quantity and any combination. Process Mining Analysis Core and Governance and Risk Compliance Core are add-on modules. A package of professional services is recommended to accelerate, and custom configure, however, this along with further integrations and customizations can be purchased as needed. Please refer to the separate pricing document for more details.

### 3.3 Service Management

Our Service Desk manages all aspects of Service provision and monitoring, all first line support and contact for user-members through telephone, VOIP chat and email, being available over a normal UK working day (9 am to 5 pm). Assistance will expand the working day as demand for our services expands domestically or specific customers request this.

The Service Desk is located in Guildford, Surrey alongside our software development team staffed with BusinessOptix team members.

The Service Desk will be staffed by a Manager with overall responsibility for daily operations,. Weekend cover will be provided where required by a designated team member on call using secure remote working.

Commissioning BusinessOptix is carried out by the Service Desk using an online registration form within the platform itself. Once the identity of the requester has been verified by a return email, then a typical starter community is live within 60 minutes for content load.

User authentication and identity provision is part of the subscription for BusinessOptix. Authentication, to provide Single Sign On (SSO) can be integrated to Active Directory (case study available) and with open standards based authentication based on SAML 2.0.

New service deployment for BusinessOptix is initiated and managed entirely by the Service Desk, in conjunction with customers.

If a member requires a bulk load of data or content then this is provisioned through the Service Desk, as would be video or more substantial learning orientated content.

### 3.4 Service Desk and Escalation

Our Service Desk is the focus for all issue resolution on our Services. Requests for assistance can come through online ticketing, email (helpme@businessoptix.com), or a telephone call, as the member prefers. In the event that a member or the departmental customer feels that an issue has not been resolved to their satisfaction then a simple three stage escalation procedure is provided.

1<sup>st</sup> Level – When an issue arises - Online Generally we intend to resolve these ticket or a voicecall with an allocated service immediately and to give an estimated agent. time to resolve at that time. When the action is taken by the Service Desk to remedy that issue an email is sent to the originator to that effect. Our aim is to resolve 100% at the first intervention.

## G-Cloud Service Definition

2<sup>nd</sup> Level - Should the remedy fail, not be The Service Desk Manager will ascertain fully as expected, or be beyond the the original remedy and undertake a stated time, then an email or phone call further remedy or request for second line to the Service Desk Manager would be assistance if a more technical remedy is expected. required. Again a stated Time To Repair will be given at this point. Service credits will be raised if appropriate. When the action is taken by the Service Desk to remedy that issue an email is sent to the originator to that effect.

## G-Cloud Service Definition

3<sup>rd</sup> Level – Should the 2<sup>nd</sup> level Remedy The Service Director will review the case fail within the stated time, and then a history and discuss this with the direct phone call to the Service Director originator, before making further is entirely appropriate. arrangements to amicably remedy the originators issue.

### 3.5 Financial Recompense Model for Not Meeting Service Levels

Our commitment for BusinessOptix is based over the normal working day as a membership Service Credit. If not met:

95% - 97.5%: 5% of the subscription or charge during the month in which the failure occurred.

90% - 95%: 15% of the subscription or charge during the month in which the failure occurred.

89% and below 25% of the subscription or charge during the month in which the failure occurred.

### 3.6 Training

Training and 'how-to-use' guides are provided primarily through brief videos which link together with supporting textual and related materials, through a separate BusinessOptix Academy.

Learning management facilities can be provided to accompany BusinessOptix if desired.

Similarly video conferencing type sessions are used for introduction and support purposes.

On-site training is not expected to be required unless for specific BusinessOptix deployments.

### 3.7 Ordering and Invoicing Process

BusinessOptix is procured around a simple model of a single block charge or by user/members.

Invoicing is annually based on the procured number of users.

### 3.8 Termination Terms

#### 3.8.1 By Consumers

A customer agreement may be terminated by the customer at end of the agreed contract term on giving the Provider thirty (30) days written notice. On service of a notice of termination the Provider shall continue to provide the Services in accordance with the Service Level Arrangements without degradation. On termination the Provider shall repay to the customer any advances in respect of Services not provided, excepting membership subscriptions, and provide access to the Customer or any replacement provider for up to 3 months after termination, necessary support to enable transition to take place. On termination each party will return any property including any Confidential Information, to the other, if necessary entering the others premises to do so. Some clauses of the Terms and Conditions and G-Cloud Agreement survive termination.

#### 3.8.2 By The Supplier

BusinessOptix Limited as the Supplier may by giving reasonable notice restructure or terminate all or part of its Services, or enter into an arrangement with another G-Cloud provider in conjunction with G-Cloud management, to take over a service to ensure continuity for customers. This form of termination is considered unlikely as the underlying commercial and customer model is robust and focussed on delivering excellence to G-Cloud customers. In the event that such a termination is required, then notices of termination will be made adhering to individual customer agreements or Terms and Conditions (clause 16).

Assurances will be made in the spirit of enabling a customer to evaluate a replacement service and migrate to that replacement service.

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### 3.9 Data Restoration / Service Migration

**For Service Migration** we will provide a “simple and quick” exit process to enable members and customers to move to a different supplier for each of their G-Cloud Services and to retrieve their data. We have adopted a ‘no fuss, no delay, no charge’ approach where provided that no substantial payments are outstanding, then through the Service Desk, bulk customer data will be returned swiftly in a common format or by ftp transfer, to the customer or to a new provider.

This does not restrict the ability for self-restoration or downloading of smaller volumes of data and content by members at a community level.

**Bulk restoration of data** assumes that no special processing had been put in place to commission a community, which may require special work by the Service Desk to restore that data into an original format.

**Metadata** associated with an actual service migration of the BusinessOptix Service may not be directly possible to transfer a new service provider, due to inherent design differences between the two platforms. However, we undertake to co-operate as far as is practicable with the new provider to achieve such a service migration.

**Purge and expungement** will be the last action of the Service Desk, after a wait period of four weeks to enable the new service provider to recover from a catastrophic loss of data, following the transfer of data to the customer or a new provider. Then as defined in security our accreditation for different Impact Levels, suitable over-write or even physical destruction techniques will be used where appropriate.

**Data recovery** is provisioned by the Service Desk for instances of lost data or the reinstatement of a cancelled community.

Members can upload/download (on-board and off-board) individual and bulk documents and objects to load their community or workshop, using contemporary third party formats with information content or numeric data. Large uploads would be undertaken on the behalf of members by the Service Desk.

Data extraction/removal of member sourced content/data would be returned, purged and deleted from the records of the Service as requested by an authorised member; provided that information, data, or metadata has not effectively passed into the common use of that community – security issues notwithstanding.

**The data standards** and management training for the BusinessOptix Service level follow the guidance, governance and practices of the International Association for Information and Data Quality (IAIDQ).

**Data storage locations** of all servers, data storage and infrastructure constituting a BusinessOptix environment will have allocated locales, with an associated Impact Level (IL) standard. Each locale would be physically separate such that a catastrophic failure of one locale will not affect another. Similarly data cannot pass uncontrolled from one locale to another. Locales will be determined by the Deployment model, the customer’s specification and Impact Level requirements.

### 3.10 Consumer Responsibilities

Our Terms and Conditions for BusinessOptix document the formal responsibilities of the customer.

In summary, the focus for BusinessOptix is on the customer ensuring that all users behave responsibly with the content uploaded to the platform.

- The customer is responsible for the performance of their own networks and telephony needed to access the tool.
- The Customer shall where appropriate, make available to the Provider such internet access, office space, computer resources, materials, facilities and other support and services as may be reasonably necessary to assist the Provider in the provision of the Services.

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- The Customer shall ensure that the Provider has access to its employees and any subcontractors to the extent reasonably required by the Provider for the purpose of making decisions and performing its obligations.
- The Customer shall promptly provide the Provider with all information and documents as the Provider may reasonably require or request for the proper performance of its obligations.
- The Customer shall: comply with all applicable laws and regulations with respect to its activities under this Agreement; and be responsible for procuring and maintaining its network connections and telecommunications links from its systems to the Provider's datacentres.
- The Customer shall adhere to the these Terms of Service as amended from time to from and make all reasonable efforts to ensure that all Authorised Users on service instances controlled by the customer adhere to the relevant parts of these Terms of Service.
- The Customer shall adhere to the Acceptable Use Policy as amended from time to time and make all reasonable efforts to ensure that all Authorised Users on instances controlled by the customer adhere to the Acceptable Use Policy.
- The Customer acknowledges that its use of BusinessOptix is subject to its agreement to the Privacy and DCMA policy as updated by us from time-to-time.

### 3.11 Technical Requirements

BusinessOptix takes its communications requirements from the host communications system.

### 3.12 Details of Any Trial Service Available

A time limited free trial of the fully functional BusinessOptix Service can be provided for twenty days for a new departmental group of members.

### 3.13 Service Roadmap

There is no published road map for the BusinessOptix application, we are happy to discuss our internal roadmap on request.

### 3.14 Additional Information

None

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#### Trademarks and Registered names:

BusinessOptix is the trademark of BusinessOptix Limited.

Microsoft and its products, and all other trademarks and registered names referred to are recognised and acknowledged to their owners.

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