

Service Definition Document: Cloud Support

The following document has been developed in line with Red Ant's master service agreement (MSA) to provide an overview of the service definition:

What this service is:

The use of cloud support allows setup and ongoing maintenance and support of mobile, cloud and datacentre hosted services including data collection, ingestion and orchestration.

Business continuity and disaster recovery:

Upon completion of an NDA, Red Ant's Info Sec Pack can be provided for review - this includes:

- Notification calling tree
- Backup strategy
- Risk management
- Alert, escalation and plan invocation
- Disaster recovery team
- Emergency alert, escalation and DRP activation

Onboarding and offboarding:

Employees

Onboarding:

All new team members are onboarded using a 2 week cross team induction to provide a thorough understanding of the entire business remit. This training provides an introduction to our policies, including but not limited to data security, health and safety and social media and internet presence. All onboarding activities culminate in a three month review to confirm the employee's successful completion of their probation period.

Offboarding:

All employees are required to resign in writing and work in line with their contracted notice period. Employees are reminded of their continuing obligations to the Company including but not limited to the duty to preserve the Company's confidential information or that of its clients, which continues even after their departure.

On their final day a meeting is held to complete any final tasks and all checklists completed for hardware and Red Ant owned material. At the time of departure all access to Red Ant systems is removed and suspended.

Clients

All stakeholders within the client team are invited to a session called "Delivering with Red Ant". During this session the Red Ant team are introduced, the expectations of the phases of the engagement are outlined and delivery process documents including example Sprint

reports, Test scripts and release notes are shared to prepare the client and outline what is expected of their own team during the process to achieve a successful outcome.

Project process

Red Ant's methodology has been developed to combine the benefits of agile with the practicalities of delivering for clients. Our aim is to develop a collaborative relationship with clients to ensure all team members can work together successfully in partnership. The model allows us to deliver continuous refinement in line with changing client requirements from project initiation through to full roll-out.

There are six key phases to Red Ant's project delivery: definition, development, uat, pilot, phase 2 and roll-out. The timeline and structure of each of these phases can look different, dependent on the client and project type. This will be determined before a project commences.



Technical requirements

Requirements vary by client based on their solution. All requirements are gathered at tender stage for discussion and feasibility assessments.

Pricing plan

Investment required is based on a variety of factors including timescales and number of resources required. Due to this variation, budgets are provided on request.

Service request process

A service request is something that would be useful in the day-to-day operations of a client's business, or support for an upcoming client change. For example:

- Request for information or advice
- Updates to data within the application
- Technical support for a business change on the client side

Red Ant Service Desk will process all Service Requests within business hours: 9:00 – 17:00, Monday to Friday, excluding UK public holidays and following the SLAs set out in the MSA where appropriate. To be able to process requests within SLA and in a timely manner, all requests must be submitted in the correct format and including the correct information.

Incident process

Red Ant Service Desk will process P1 incidents 24/7 without limitation. All P2-P3 incidents will be processed within business hours: 9:00 – 17:00, Monday to Friday, excluding UK public holidays and SLAs apply within these timeframes only. To be able to process incidents within SLA and in a timely manner, all incidents must be submitted in the correct format and including the correct information. Full details on SLAs, issue resolution and measurement and penalties can be found in Red Ant's master service agreement.

Ordering and invoicing process

All new partners (clients and suppliers) are required to complete a new partner form to collect key information from Finance teams to conduct business as per our processes and for relevant checks to be carried out where applicable.

Ordering: our policies ensure that all Red Ant orders are requested and processed using a Red Ant generated purchase order.

Invoicing: All workstreams require a purchase order before commencement for the relevant payment milestones.

Termination of contract

Termination of contract is detailed for each client within the MSA. This will include details of professional services and managed services including third party providers.