



G CLOUD 15

Montvieux Machine Intelligence – OSINT

Service Definition Document

Service Definition

Montvieux Open Analytics (OSINT) provides a User centric configurable cloud-hosted OSINT service. Includes machine learning (Artificial Intelligence) and novel user experience providing a rich interface showing early warning of emerging events within social media, traditional media, specialist sensor data and other available data in real time.

Service features

- Early Warning of emerging events within data (social media, news, specialist sensor data and other data sources).
- Intuitive user experience that will display current situation to users.
- Configurable views supporting map overlays, user language, changes over time.
- Highlights topics emerging, changes within topics or related sentiment.
- Data ingestion and processing pipeline capability (application of AI).
- Storage, indexing and querying system against a defined ontology.
- Provides understanding of data, events and trends from fused data.
- Ability to refine/ further develop analytical capabilities and visualizations presented to users to allow the service to continue to evolve to meet emergent user needs.
- Available on commercial cloud platforms or higher Level impact infrastructures.
- Social media and other data feeds available upon request.

Service benefits

- Highly scalable to address uncertain demands for processing and storage.
- Agnostic of data type, text, audio, video.
- Supports multiple languages.
- Includes sentiment analysis.
- Open API support for data ingestion and export.
- Inclusive development support to augment and develop service.

Service Level Agreement

1 Service Commitment

Montvieux will use reasonable efforts to make the Dashboard available with a Monthly Uptime Percentage of at least 99% during Normal Business Hours). In the event that the Dashboard Service does not meet the Service commitment you will be eligible to receive a Service Credit as described below.

2 Definitions

The following service definitions apply:

- User includes employees, agents and independent contractors of each customer account.
- Monthly Uptime Percentage is calculated by subtracting from 100% the percentage of minutes during the month in which the service was in the state of unavailable during Normal Business Hours.
- Normal Business Hours covers Monday to Friday over the hours of 09:00 - 17:00.
- Service Credit is a financial obligation back to the customer in light of Montvieux's failure to meet the defined SLA.
- Response Time is the time taken to respond to an incident.
- Resolution Time is the time to resolve an incident.
- Service Level 1 is the non-availability of the service for a User community.
- Service Level 2 is the non-availability of functionality within the service.
- Service Level 3 is the non-critical degradation of functionality within the service.

3 Service Credits

Service Credits will be offered where a customer has experienced a level of availability below the SLA target during the monthly billing cycle.

The amount of Service Credit offered will be as a percentage of the monthly billing costs. The percentage will be calculated based on the reduced level of overall service experienced versus the (SLA) target service level. For example if 100% availability is achieved against a 100% target, no Service Credits will be offered. If 80% availability is achieved against a 100% target, then a 20% Service Credit will be offered and so forth.

We will apply any Service Credits against future Service payments otherwise due from you. Service Credits will not entitle you to any refund or other payment from Montvieux. Service Credits may not be transferred or applied to any HMG delivered service. Unless otherwise provided in the Agreement, your sole and exclusive remedy for any unavailability, non-performance, or other failure by us to provide the service is the receipt of a Service Credit (if eligible) in accordance with the terms of this SLA as detailed in Section 4.

4 Service Exclusions

The Service Commitment does not apply to any unavailability, suspension or termination of performance issues: (i) caused by factors outside of our reasonable control, including any force majeure event or Internet access or related problems beyond the demarcation point of the Service; (ii) that result from any actions or inactions of you or any third party (iii) that result from your equipment, software or other technology and/or third party equipment, software or other technology (other than third party equipment within our direct control); (iv) that result from any maintenance as provided for pursuant to the Service Agreement; or (v) arising from our suspension and termination of your right to use the Service in accordance with the

Montvieux Agreement. If availability is impacted by factors other than those used in our Monthly Uptime Percentage calculation, then we may issue a Service Credit considering such factors at our discretion.

Montvieux reserves the right to change the terms of this SLA.

5 Fault Resolution

The following table describes the fault resolution updates and times:

LVL.	Response Time	Resolution Time	Customer Updates
1	2 Working Hours	24 Hours	Every 4 Hours
2	4 Working Hours	5 Working Days	Daily
3	7 Working Hours	10 Working Days	Weekly

6 Training

This service includes the delivery of an interactive training session and a training guide. The training material will be made available for deployment by the customer to facilitate on-going User familiarisation with the operation of the service. Further training is available upon request.

7 Help Desk

A Helpdesk facility will be provided to support the Customer during this contract. The Helpdesk will operate during Normal Business Hours and will be available for the duration of the contract. The Helpdesk will allow the customer to access platform support and application support.

8 Security

Montvieux operates from FSC, which enables the Company to handle material up to and including Secret.

Security was factored into the design of this service from the outset and is considered as part of any design decision during any future development. This service was designed following industry and NCSC /Cabinet Office guidance and best practice for Cloud Security, including principles such as protecting data in transit by using TLS v1.2+, appropriately secure Identity and Access Management controls and full audit of user access, and secure lockdown of service infrastructure and external interfaces.

All Montvieux personnel and those involved with the delivery of this service will hold appropriate clearances. Additionally, Montvieux are able to exchange information up to and including Secret.

9 Maintenance

This service offering includes the provision of service refinement, reference infrastructure, updates/upgrade to maintain the core service, Help Desk, Fault Resolution, monitoring of services, usage statistics and service review meetings.