



Crown
Commercial
Service
Supplier

Service Definition - RM1557.15

Intelligent Service Desk

G-CLOUD 15

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1.0 Service Definition

1.1 Introduction

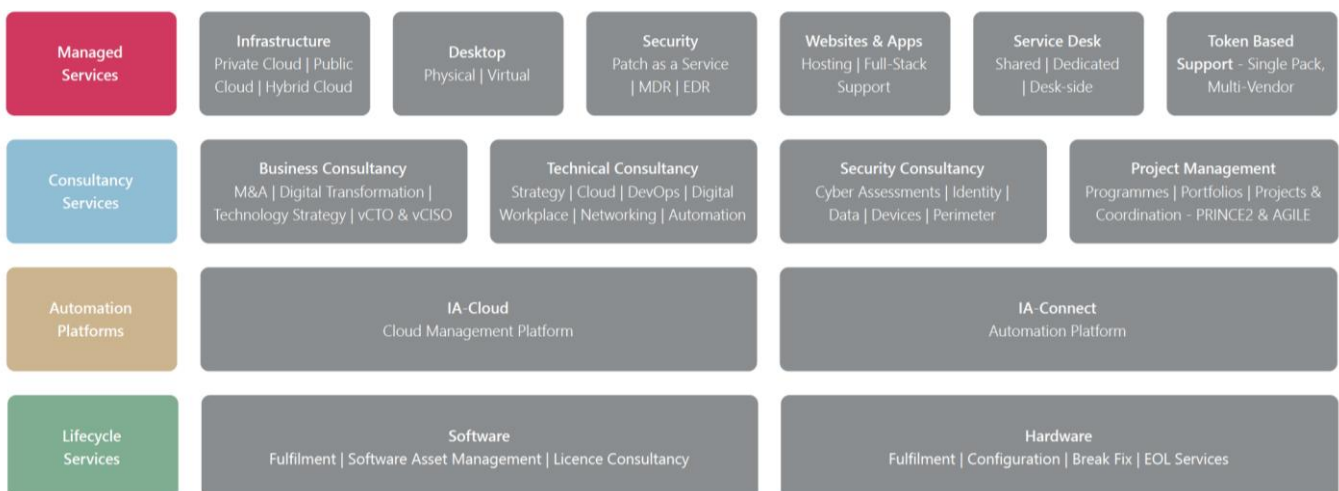
It's rare to find a public sector organisation whose success isn't inextricably linked to the execution of its IT strategy. They are no longer an assortment of standalone services, residing on a static environment. Instead they have evolved into complex, multi-faceted entities, which require a blend of support to meet the demands posed by an increasingly disparate and tech-savvy workforce, brokering services which reside both on-premise and in the public sphere.

Since 1990, Ultima has developed into one of the UK's leading intelligent infrastructure, cloud, security and automation companies, focused on the provision of tailored IT solutions and services, including the design and delivery of industry-leading technologies, backed by the best in 24x7 support. No matter where you are on your IT journey, we make technology a positive asset, aligned with the goals of your organisation. Whether that be mitigating risks associated with changes in regulatory compliance, modernising legacy systems to take advantages of the cloud, or automating complex processes, we deliver better business outcomes at a commercial, strategic, operational and technical level.

We take a holistic approach to delivering IT services, providing multiple entry points to clients who are looking to manage IT more effectively. As an end-to-end IT solution provider, we maintain relationships with a range of strategic vendors, providing everything from independent and impartial best practice advice to managed, bespoke solutions. From our family of Intelligent Remote Infrastructure Support (IRIS) services, complete with integrated analytics for diagnosing potentially service impacting threats and trends, to our Intelligent Service Desk with built in robotic process automation (RPA) and self-service orchestration, we provide a modern take on a very traditional set of business challenges.

As outlined below, we provide a range of different services, across four primary areas, Managed Services, Consultancy Services, Automation Platforms and Lifecycle Services. This allows our customers to benefit from our holistic delivery model and maintain fewer partners to deliver the same end result. Unlike other organisations who may focus on a particular niche or specialise in a single area or genre of IT, our strengths lie in the breadth of services we provide and the close partnerships we maintain with leading vendors.

This end-to-end approach allows clients to receive support with scoping and product fulfilment, implementation and project support, through to 24x7 care. To tackle the challenges presented by a dramatic increase in IT consumption, we have devised offerings that enable you to be selective over the support you require. Having delivered 24x7 managed services since 1998, we know what it takes to foster an environment which promotes innovation, encourages service excellence and embraces emerging business cultures. Finally, in order to fulfil our obligation as a tier one MSP, we operate dedicated ISO 27001 compliant Technical Service Centres, home to first to third line specialists and service managers, each intensely passionate about the support they provide and hand-picked for their ability to act as an extension to your team.



» Service Definition - Intelligent Service Desk

1.2 The Challenge

In an ideal world, there would be no need for a traditional service desk. Applications would be automated and self-serving, allowing consumers to engage with IT in a conversational tone, in order to resolve their own issues. Business systems would self-diagnose and respond to potential problems, long before they impacted the end user and requests for information would be handled by work-flows that minimised human interaction.

Through AI-enabled interfaces, customers would consume IT in a very different way, using the power of speech, video, touch and type in order to query, procure, diagnose, resolve, collaborate and share information. Self-service would mature from mere search and retrieval, to being environmentally aware, enabling many different types of information and requests to be facilitated, depending on a user's location, role or device.

Virtual assistants would take advantage of machine learning algorithms, interrogating unstructured data inside distributed systems, providing contextual responses which are informed, accurate and appropriate. Furthermore, by aggregating vast amounts of fragmented data, automated IT systems would standardise SLAs, providing simultaneous access to real-time diagnostics, actionable insights and personalised assistance. While these technological changes are unlikely to replace all of the human interactions required as part of a service desk in the short term, the direction of travel cannot be ignored.

by 2020

The average person

Will have more conversations with bots than their spouse, equating to 85% of customer service interactions - [Gartner](#)

71%

Of IT Leaders agree

That improving employee experience is the number one motivator for IT support organisations - [ThinkHDI](#)

40%

Of digital transformation

Initiatives will be supported by Machine Learning and Artificial Intelligence by the end of 2019 - [IDC](#)

1.3 Service Overview

To meet the challenges presented by a modern workplace and keep pace with rapid developments in AI, cognitive services and machine learning, we developed Intelligent Service Desk; designed to provide a proactive and highly personalised service desk experience. Powered by ServiceNow, together with our RPA platform, Intelligent Service Desk delivers everything from initial triage and route cause analysis, to endpoint support and request fulfilment. By using automation and orchestration techniques, we reduce Mean Time To Resolve (MTTR) by streamlining manual, often cumbersome processes, as well as expedite call routing, decision making and incident analysis. Intelligent Service Desk uses an omni-channel approach for IT queries and incidents, whether that be via phone, portal or more traditional means.

Where we are providing an on-site presence, we can also enable a walk-up experience for users that wish to schedule their own IT appointments, at a time that suits them. Similarly, our virtual assistant (launching in 2020) will provide a modern way of interacting with IT for common information and incidents, reducing agent workload, while improving end-user experience. Chat history can then be handed over to a live technician for approval, action or escalation if required. Finally, our self-service portal provides access to automated work flows and a service catalogue, alongside a comprehensive knowledge base, allowing users to find answers to common queries, increasing satisfaction and reducing service costs.

In the consumer-driven world, we rarely stop to consider how IT underpins much of what we take for granted. Instead we focus on the outcome, rather than what is happening behind the scenes, be that shopping, banking or live streaming. Consumers

» Service Definition - Intelligent Service Desk

are used to receiving a personalised and contextualised experience that is tailored to their location, device and habits, backed by levels of automation and orchestration that would have seemed like science fiction only a few years ago. By transferring these principles to the workplace, and relying on modern techniques and innovative tools to do much of the heavy lifting, we can foster a more productive workforce. Through our investment in people, processes and technology, Intelligent Service Desk helps connect employees with support and information, leaving them feeling more empowered, and less likely to be dissatisfied with their overall IT experience.

Having delivered service desks since 1998, we know how to deliver a robust, predictable and highly performant operation. Powered by ServiceNow and Thoughtonomy, we provide access to both Shared and Dedicated options, backed by a modern, intuitive interface. Staffed by certified technical specialists, Intelligent Service Desk's principle aim is to provide a consistent, high-quality service desk experience, acting as an extension of your IT team.

- A single point of contact for all of your IT queries, service requests and incidents
- We embrace the standards of ITIL best practice, within each of our service management disciplines
- Integrated automation and orchestration technologies, helping to reduce resolution time
- Includes access to our knowledge base, self-service portal and built-in collaboration tools
- Simple engagement models, based on a per ticket / user cost through to FTE on our dedicated desks

Can Your Service Desk Do This?

It's not good enough to just have good people and hope that they can navigate their way through the complexities and nuances of providing a service desk which delivers an unparalleled user experience. Instead, IT Service Management (ITSM) and Asset Management (ITAM) platforms must support design, planning, transition, operation and control, while at the same time be able to accommodate organic and cultural changes to the organisations under support. Powering Intelligent Service Desk is a suite of cloud-based automation, ITSM and ITAM tools, providing a scalable, feature-rich foundation. So long as you have an internet connection, you can benefit from built-in orchestration, automation, contextualised work-flows and machine learning, reducing resolution times, and increasing customer satisfaction.

- **Centralised SLAs** - We monitor performance, trends and SLA timelines against our commitments, enabling us to prioritise, reassign and escalate tasks to avoid potential breaches
- **Incidents** - Streamlined service restoration through intelligent routing, intuitive self-service portal, embedded work-flows and built-in collaboration to help reduce time to resolution
- **Problems** - We minimise disruptions through trend analysis, accelerating restoration by sharing solutions and workarounds, cutting resolution times with structured root cause analysis
- **Service Requests** - Replace labour intensive fulfilment tasks with an automated approvals process, backed by a service catalogue, for an optimised shopping-cart experience
- **Walk-Up Experience** - Increase CSAT with a streamlined channel for face-to-face support requests. Users will be able to schedule appointments (on roadmap for delivery in 2020)
- **Self Service** - Built-in intelligent automation and orchestration capabilities to help empower employees and reduce the overall load on existing service analysts
- **Reporting and Dashboards** - Using predefined templates, we generate reports and visualisations, giving teams insight into the status and performance of every aspect of your service.
- **Knowledge** - We are able to capture, index, package and present knowledge from across the organisation, for agents and employees to consume and revise in a consistent format.
- **Asset and Cost** - Track costs, quantities and contracts for physical and virtual assets. Once deployed, we can manage its life-cycle, performing audits, right up until retirement.

Service Definition - Intelligent Service Desk

- **Customer Satisfaction** - ServiceNow helps our SDMs drive up CSAT scores, through a survey and assessment interface designed to measure customer experience and expectations.
- **Value Realisation** - Centrally track improvements via a value realisation dashboard. Proposed improvements are prioritised, ranked and measured to ensure they are achievable.

Options - Shared

Our shared service desk ensures that you are benefiting from our continued investment in people, processes and technology, without the overheads associated with fulfilling this internally. As a scalable in-house function, we are responsible for managing all of the resources working out of our Technical Service Centre, including shift, sickness, holiday and maternity / paternity cover. As part of our commitment to excellence, we ensure that our technical, operational and service staff are fully certified, in order to deliver the best possible service to you.

By consuming a proportion of our first and / or second line support capacity, you are able to free up key roles and release time back to your organisation, to work on higher value tasks. Our remote agents handle tickets and calls as if they are an extension of your IT team, responding to incidents and dealing with service and information requests as if they were working on your own service desk. Furthermore, we are able to bring about a degree of orchestration, process automation and machine learning, driving efficiencies in operations. These economies of scale allow us to provide a cost-effective and highly flexible service, backed by stringent SLAs, a robust continual service improvement mechanism and over 20 years' experience in the field of IT service delivery.

Options - Dedicated

In addition or as an alternative, we can build out a dedicated team to work exclusively on your account, either remotely within our TSC - or more commonly - embedded within your own team, at one or more of your sites. This can range from the provision of first and second line agents, all the way up to an entire team, with individual experts across each ITIL discipline.

These resources would be seconded to you for the duration of the contract, despite being on Ultima's payroll. This level of exposure allows them to become specialists in supporting your environment and build strong service relationships with users. In addition to being responsible for training and professional development, Ultima provide access to backfill support, from our wider engineering pool. Using a rota system, we are able to retain site-aware cover staff; hence when additional support is required to cover periods of absence, the resources are already familiar with your environment when they arrive on the desk.

One of the major benefits of a dedicated on-premise desk as opposed to a remote one, is that you can shape its form and function to your exacting requirements. This could include leveraging your own ITSM tools, methodologies and processes in order deliver a tailored "expert" desk.

1.3.1 Service Features

- Delivered from our UK-based ISO27001 certified 24x7 Technical Service Centre
- Resourced 24x7x365 by accredited 1st to 3rd line specialists
- Powered by ServiceNow, leader in Gartner's Magic Quadrant for ITSM, providing a simple, straight forward and centralised interface / portal, across multiple device types
- Access to three different service tiers; Essentials, Advanced and Ultimate
- Simple 10 step transition process, to get you on-boarded
- Omni-channel approach for logging IT queries, incidents and service requests
- Per-ticket, per-user pricing, through to FTE on our dedicated desks

Service Definition - Intelligent Service Desk

- Intelligent Service Desk understands who you are, what you do, where you work, alongside the devices and applications you use
- It retains a history of your previous interactions, in order to streamline support, reducing mean time to resolution
- Employees benefit from omni-channel support, via their preferred method, e.g. SMS, voice and email
- Reactive support from anywhere in the world, so long as you have an internet connection
- Service, technical and organisation-specific information is easily accessible from anywhere, enabling staff to get on with their job, rather than wait for a response
- Undertake common self-service tasks e.g. service request fulfilment, without needing to engage a service desk agent
- Includes triage, route cause analysis, endpoint support and request fulfilment

1.3.2 Service Benefits

- A SPOC for your IT queries, service requests and incidents
- CSIP programme, improving efficiency and effectiveness, through incremental service development
- We cover resource risks; holiday, training, sickness, maternity and paternity
- ITIL aligned, reducing risk and guaranteeing consistent business outcomes
- Integrated automation and orchestration technologies, help to reduce MTTR
- Intelligent Service Desk understands what devices and applications you use
- We retain a history of previous engagements, helping streamline support
- Service, technical and organisation-specific information is accessible from our knowledgebase,
- Undertake common self-service tasks without engaging a service desk agent
- Experienced in TUPE agreements with transparent, concise, and fair agreements

Scope

Service Plans

Organisations often have a range of requirements, with some wishing to retain capabilities in-house. We provide access to three different Service Plans, each providing an increased level of ownership and accountability. By selecting only the service levels required, you benefit from an optimised outsource, with our teams providing a blend of reactive and proactive support.

Activity	Essentials	Advanced	Ultimate
Operating Hours	09:00-17:00, Mon-Fri	07:00-19:00, Mon-Fri	24x7
Remote Incident Support - Level 1	✓	✓	✓
Knowledge Creation and Quarterly Review	✓	✓	✓
Portal, Email, IM and Phone Contact	✓	✓	✓
Guaranteed Response and Resolution SLA	✓	✓	✓
Customer Satisfaction SLA inc Surveys	Standard	Standard	Enhanced
End User IT Services portal	Ultima	Branded	Branded
Service Report - Monthly	Standard	Standard	Enhanced
VIP Users with Enhanced Resolution SLA	-	2% of Users	4% of Users
Assigned Service Delivery Manager	-	✓	✓
Request Fulfilment	-	✓	✓
Vendor & Third Party Ticket Handling	-	✓	✓
Problem Investigations	-	-	✓
Major Incident Manager for MI and P1	-	-	✓
Self-service Guides via ServiceNow portal	-	-	✓
Remote Training for Top 5 Users - Monthly	-	-	✓
Service Risk Register and Quarterly Review	-	-	✓
CSI Register and Quarterly Review	-	-	✓
Fast Track Requests - 4 hour Resolution	Add On	Add On	Add On
Remote Incident / Request Support - Level 2	Add On	Add On	Add On
On-Site Incident / Request Support - Level 2	Add On	Add On	Add On
End User Experience Monitoring	Add On	Add On	Add On
Discovery and CMDB Population Agents	Add On	Add On	Add On

1.4 Service Transition

1.4.1 On-Boarding

We believe that the key to a successful managed service take-on is a precise interpretation of your requirement, together with a comprehensive understanding of the environment under consideration and the adoption of a structured transition approach. With a successful track record in migrating Public Sector clients to IaaS, SaaS and PaaS platforms, as well as the on-boarding of independent and often complex services to our 24x7 Technical Service Centre, each engagement is delivered by a team of transition specialists, leveraging PRINCE2 and ITIL techniques.

Our logical and intuitive stage-based approach considers all of the tasks needed to bring the existing or new environment into support, alongside a series of gates to prevent the omission of key steps, which if not picked up would adversely affect our ability to support your environment and end users.

- **Step 1 - Service Discovery** - At the outset, we discover, baseline and validate the proposed service with key stakeholders, prior to the drawing up of appropriate schedules, which describe the overall service being delivered
- **Step 2 - Service Initiation** - Kick-off meetings are then scheduled, helping to develop the various materials needed to govern the end-to-end service
- **Step 3 - Resourcing** - After defining the support requirements and performing a gap analysis against our existing capacity, we draw up a resourcing plan, identifying the additional team needed to deliver the service to the required SLAs
- **Step 4 - Connectivity** - We set up a VPN connection to your environment and use role-based access control to provide secure access to the relevant services under support
- **Step 5 - Knowledge Transfer** - Our team populate our ServiceNow knowledge base with information around service, end user, application and vendor support, alongside third party resolver groups, SLAs, OLAs and key performance indicators
- **Step 6 - Service Management** - Create operational handbook and the service catalogue. At this point, we also define call handling and escalation procedures, CAB processes and service owners
- **Step 7 - Service Activation** - Following a successful operational readiness review, the service is activated and incidents and service requests are routed to your Ultima team for processing
- **Step 8 - Service Review** - Post transition, we conduct the first monthly service review. Any deficiencies are captured and actioned in line with our continual service improvement obligations

1.4.2 Off-Boarding

- Should you no longer require a particular tier of service, you should let us know in writing, so we can amend your contract accordingly and confirm any cost changes that may be applicable.
- Ultima will provide you with an updated version of an exit plan on at least an annual basis. The purpose of this is to ensure business continuity by the smooth and uninterrupted transfer of services upon termination of the agreement or specific services from Ultima to the customer or a replacement supplier. This plan typically contains detailed and specific provisions to cover the following issues: specific aims and objectives relating to the services and assets, Ultima and Customer obligations, governance, the transfer of knowledge, assets and data.

1.5 Service Management

Accountability for our relationship with you lies with Ultima's Executive Sponsor for the proposed solution or service, together with your Account Manager and where applicable, a designated Service Delivery Manager. These individuals are responsible for providing strategic

governance, working closely with your Project Board or Executive team to ensure that the relationship between our two organisations remains strong, the service continues to be fit for purpose and the governance model we adopt is delivering value.

1.6 Service Constraints

- Our approach to delivering shared service desks is to pair it with our IRIS - Mission Critical Support service, in order to continually drive down call volumes and reduce mean time to fix. By maintaining control over key systems, we can influence end user behaviour through proactive management of the underlying infrastructure, applications and workloads.
- Our recommended contract term is three years, from the point of service go-live. This enables our service desk team to build strong relationships with your workforce, and introduce tools and techniques that have a positive impact over the way in which we deliver end-user support.
- Ultima can provide access to dedicated second line desktide support engineers, working out of agreed locations. Charged on a part or full time basis, they would be seconded to you for the duration of our contract, with optional backfill to accommodate local coverage during holidays and periods of sickness.
- While we are able to provide remote support to employees residing or working outside of the UK - in accordance with the operating hours contained within the service tier selected - the support will be in English only.
- Where monthly ticket volumes exceed the agreed levels by more than 5%, additional call packs will need to be purchased in blocks of 100 priced at 110% of the prevailing ticket rate and invoiced in the following month. A ticket is considered to be a logged incident or service request, irrespective of the method (e.g. phone, email).
- In the event the total ticket volume is below the agreed call volume, no credit or rollover is permitted.
- Ticket volumes are reviewed quarterly and charges are aligned every six months to reflect current volumes.
- Calls received outside contracted hours and outside contracted volume will incur additional charges.

1.7 Implementation Approach

Not applicable

1.8 Technical Requirements

- In order for this service to operate, Ultima will establish a secure IPSEC VPN into your organisation's network, so that we are able to support end users within your organisation.
- Alternatively, connectivity may be provided by a private circuit or Azure Express Route.
- Role-based access to supported systems will need to be provided by your IT team, so that we can access them remotely during periods of maintenance, diagnostics and troubleshooting.

1.9 Customer Obligations

The customer will refer to the associated Terms and Conditions for their obligations related but not limited to acceptable use, data protection and information security, intellectual property, confidentiality, termination, anti-bribery and payment terms. As part of this engagement, your responsibilities will include:

- To oversee the overall project work streams or programme, acting as a point of escalation for Ultima
- Raise all change requests and obtain approval in line with the dates in the project / programme plan
- Ensure that all required hardware, software or services is available, unless being provided by Ultima
- Complete any agreed local site / system preparation prior to the commencement of any planned work
- Provide physical or remote access for Ultima personnel to the location where the work is to be conducted, along with access to a suitable area of work and typical office facilities if the work is being conducted on-site.
- Provide necessary security access and clearance to enable completion of tasks in a timely manner
- Ensure internal resources are available to enable completion of allocated tasks in a timely manner. (Tasks allocated to the Business will need to be communicated and agreed as soon as they are identified throughout the engagement.)
- Provide primary and secondary contacts to which any technical, project or commercial issues may be addressed
- Manage any local site logistics and business communication, e.g. arranging any system downtime
- Make Ultima aware of any company or site-specific requirements e.g. specific standards and procedures
- Escalate to the Ultima Account Manager any such issues or concerns with regard to the quality of services being provided or anything that affects the scope of works or agreed commercial terms

1.9.1 Further Recommendations

Where applicable, we recommend the business form a project board consisting of an Executive Sponsor, Senior Users, Senior Supplier and the Project Management team. The board's responsibilities will be to:

- Approve the scope, solution, resources, plans and any subsequent changes
- Resolve conflicts and act as a point of escalation
- Maintain an appreciation of resource requirements and facilitate requests for personnel in a timely fashion
- Review and monitor the risk register and mitigating actions associated with the project
- Maintain a holistic view over the engagement and resolve inter-project issues as required
- Approve all major plans and authorise any deviations from agreed stage plans
- Sign off the completion of each stage as well as authorise the start of the next
- Keep a watching brief over change requests and any project variances

1.10 Delays and Deficiencies

Ultima will not be liable for any delay or deficiency in providing this service if they result from the customer's failure to fulfil the required dependencies and recommended responsibilities. Should a delay to the service result from the customer's failure in relation to the above dependencies or obligations, for example if there is insufficient access to relevant information or key meetings or workshops are cancelled or not attended in full, we shall be entitled to amend the service, schedule and / or the associated charges with no liability and shall be entitled to charge you for any cost incurred as a result.

1.11 Pricing

Ultima believe that value for money is derived from an aggregation of a number of aspects, including but not limited to product delivery, quality, cost, time, resource investment and effectiveness, confidence in delivery and technical assurance. Throughout this Service Definition and into the delivery phases, Ultima aim to be transparent about our costs, the way in which we deliver services to you and the manner in which we intend to operate and work with your organisation as an integrated team.

Ultima are confident that we have created a cost-effective proposition; one that will deliver the required level of quality and detail within each deliverable and will provide the foundation for the on-going delivery of services to your organisation. We will continue to demonstrate our commitment to this programme by assigning a highly experienced and effective team to drive this engagement forward, alongside a proven methodology which will deliver the products outlined herein.

1.12 Service Rates

Please see the associated Pricing Document for an overview of our service costs.

1.13 Ordering and Invoicing Process

Buyers should abide by the Crown Commercial Services procurement guidelines outlined here - <https://www.gov.uk/guidance/g-cloud-buyers-guide>. A summary of the process and any conditions is included for reference below.

- Upon award, the Buyer will be required to generate a Purchase Order (PO) number from your internal ordering system. In some cases this will be what is known as a Scheduled Bill, for support performed in advance / arrears
- Once complete, you should complete the Order Form in conjunction with the Supplier (Ultima), containing information such as contact details, start / expiry dates, service description, quantity of the services required, contract value, service prerequisites and deliverables, liability and insurance, terms and conditions under which we will provide the service.
- The maximum initial length of a contract is 24 months, with the option for 2 additional extensions of 12 months each.
- You must publish details of all completed contracts on Contracts Finder if their value is either over £10k and the buyer is a central Government department, or over £25k, where the buyer is part of the wider public sector or NHS
- Each time you award a contract, the Buyer should submit a Customer Benefits Record. CCS works with organisations across the Public Sector to improve service delivery and ensure commercial relationships provide value for money.

1.14 Termination Terms

- Ultima's Outsourcing Terms and Conditions have been provided alongside this Service Definition. An abridged version of the termination clauses have been included below for reference.
- Either party may immediately terminate the agreement without payment of compensation or other damages caused to the other party solely by such termination, by giving notice in writing to the other party if the other party is in material breach of this agreement and such a breach is not remedied within 30 days of a written request, or they are not capable of remedy or an insolvency event affects the other party.
- The Customer may terminate this agreement or any part thereof for convenience on such period as specified in writing and shall be obliged to pay termination compensation to Ultima, which as a minimum are fees due for the balance of the term. Compensation shall be full and final settlement of all liabilities of the customer, arising out of termination for convenience.
- Ultima may terminate this agreement by giving the customer written notice in the event that they fail to pay any undisputed amount on the due date for payment and such failure continues for 30 days from submission of a notice of non-payment. Furthermore, we may remedy a breach of any applicable law or acceptable use policy (or Ultima has reasonable grounds to believe such breach has been committed by the customer) within a period of 30 days from receipt of a notice to the customer to remedy such breach.

1.15 Service Levels

Without a framework for establishing priority, it is difficult to meet service levels and trigger escalations appropriately. If priority becomes a subjective process, incidents cannot be resolved in an efficient and logical way. To that end, we use the following matrix to help prioritise our response to incidents and problems. Impact is the measure of the degree of service failure, whereas, urgency is the measure of business criticality, helping determine a time-frame for resolution.

Priority	High	Med	Low	Impact	Urgency
----------	------	-----	-----	--------	---------

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High	P1	P2	P3	Organisation-wide, multiple segments	Event underway, core service
Med	P2	P3	P4	Multiple users, moderate impact	Event flexible, supporting service
Low	P3	P4	P4	Single user, minimal impact	Non-urgent, not service-affecting

The following table outlines the target measurements to assess performance of the Intelligent Service Desk

Priority	KPI	Maximum
Call Handling - Average speed for service desk to answer	15 seconds	30 seconds
Call Handling - Abandoned calls (over 30 seconds)	< 10% per month	15% per month

1.16 Service Assurance

Ultima is certified to ISO 9001:2015 and ISO 27001:2013. Our certification provides evidence to our prospects, customers and other interested parties that Ultima is a trusted IT business partner with a strong appetite for securing our information assets and those entrusted to us by our customers, and that we meet a standard set of statutory and regulatory requirements related to our products and services. A copy of our certificate are available [here](#).

The Cyber Essentials Scheme is a government-backed standard, which identifies the security controls an organisation must have in place within their IT systems. Ultima's most recent CREST Cyber Essentials certification, confirms that our ICT defences have been technically assessed by an independent body, indicating that we have implemented a baseline of organisational cyber security.

1.17 Supporting Government Organisations

In order to influence current and future design goals, Ultima consider the Government's Digital Service Technology Code of Practice (<https://www.gov.uk/government/publications/technology-code-of-practice/technology-code-of-practice>). When it comes to helping organisations design, build and buy technology. Our primary considerations include;

- Understanding both the organisational goals and end user needs, using Ultima's wide range of public cloud and IaaS, SaaS and PaaS transformational services to deliver the desired outcomes, ensuring the client is using the right platform, at the right scale, all backed by the most appropriate level of support.
- Supporting ICT cloud strategy through the provision of Ultima's family of next generation Autonomous platforms
- Being guided by the 14 cloud security principles
- Enabling business change through the use of structured PRINCE2 and Agile project methodology and governance, alongside vendor best practice and appropriate architectural standards
- Adopting ITIL for IT Service Management across our IRIS, Service Desk and Autonomous platforms

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1.18 Strategic Partnerships

Operating in the space between vendors and our clients, Ultima continue to be awarded some of the highest accreditations and partnership levels, providing impartial advice, turn-key and bespoke solutions, all backed by the best in 24x7 support. Through our relationships with the following strategic partners, alongside the years of practical delivery experience across generations of products and solutions, we are able to become a trusted advisor to your organisation.



1.19 Disclaimers

- The information contained within this Service Definition was written for public consumption via the G-Cloud 13 Digital Marketplace, as part of a Client's evaluation process and is valid from the framework start date of 28th September 2022 until the end of the agreement, including any extensions.
- This document contains proprietary information which is confidential between Ultima and the Client. It shall not be reproduced in any form or by any mechanical or electronic means, nor its contents disclosed to a third party without the written consent of Ultima. The Client may use this document for the purpose of evaluating Ultima's proposal only.
- This document does not constitute an offer capable of acceptance by the Client and is subject to agreement of a formal contract. No contractual relationship shall arise until a formal contract has been signed by both parties. Any final agreement is conditional upon due diligence undertaken by Ultima or our business partners, the result of which may impact upon the content of this proposal, including the structure, solution, terms and financial arrangements.
- Orders against this Service Definition are governed by both the CCS framework and Ultima Terms and Conditions
- To the best of our knowledge, the information provided herein is correct at the time of submission. Should any errors or omissions be found in this Service Definition, please notify Danielle Connor, Head of Public Sector, Ultima Business Solutions, Gainsborough House, Manor Park, Reading, Berkshire, RG2 0NA. Tel: 0333 0158670



➤ Why Ultima?

Formed in 1990, Ultima has developed into one of the UK's leading intelligent infrastructure, cloud and automation companies, focused on the provision of tailored IT solutions and services, including the design, delivery and support of industry-leading technologies, backed by the very best in 24x7 support.

No matter where you are on your IT journey, we make technology a positive asset, aligned with the goals of your business. Whether that be mitigating risks associated with changes in regulatory compliance, optimising infrastructure to improve efficiency, modernising legacy systems in order to take advantages of the cloud, or automating complex processes, we can help deliver better business outcomes at a commercial, strategic, operational and technical level.

At Ultima, we take a holistic approach to delivering IT services, providing multiple entry points to clients who are looking to manage their IT more effectively. As an end-to-end IT solution provider, we maintain relationships with a wide range of strategic and disruptive vendors, providing everything from independent and impartial best practice advice to managed, bespoke solutions.

- Hardware and Software Lifecycle Services
- Technology Steering and Strategic Development
- Business and IT Alignment
- Enterprise Change Management
- Business Risk Management
- Assurance and Compliance
- Business Transformation and Automation Services
- IT Integrations - Mergers and Acquisitions
- Optimisation - Standardise, Rationalise & Consolidate
- 24x7 Managed Services

Ultima are proud to have been recognised by industry and channel partners for our expertise in a range of solution and service areas. For more information, visit ultima.com

- CRN Channel Finalists - 2020 and 2021
- Digital Technology Leaders Awards Winner - 2020
- AI and Machine Learning Awards Winner - 2020
- Blue Prism TAP Partner of the Year for EMEA - 2020
- Thames Valley Tech Awards Finalist - 2020
- HPE UK and Ireland Value Partner of the Year - 2019



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