

## **Microlink Knowledge Accelerator Service Definition Document**

### **What the service is:**

An e-learning platform to increase the independence and productivity of neuro-diverse/disabled staff benefitting from self-sustaining wellbeing and assistive technology training and accessibility tools in the workplace. Includes configuring by staff condition/requirement, available in multiple languages, topics ranging from computer operating basics to in-depth assistive software and Microsoft Office training.

- **Data Backup, Restore and Disaster Recovery**

We keep a rolling 30 days' worth of backups and also perform log shipping to a Disaster Recovery environment every 30 minutes. Once our development team is notified, failover to Disaster Recovery happens within 10 minutes.

We maintain a comprehensive Disaster Recovery and Business Continuity Plan, which underpins our approach to service resilience and operational continuity.

- **Onboarding and Offboarding Support**

Enablement of Single Sign On (SSO) allow for seamless onboarding and offboarding. Once SSO is enabled on a Learning Portal, logging in is automatically done for end users. For example, if a user who is not logged in attempts to access a Portal with SSO, a request is then sent to the client's SSO tenant for the user's credentials/token. The Client's SSO tenant takes care of authenticating the user. Then, assuming they are authenticated, the user's SSO token is sent back to the Portal where they are automatically logged in and sent to the page they were attempting to access. This process is seamless for the end user. If the user is not authenticated by the Client's SSO tenant, they will be denied access to the Portal.

There is no offboarding needed. Once the portal is disabled, the user can no longer access the portal and log in PI (first name, last name and email address) are scrambled.

- **Service Constraints**

No service constraints - the platform configures extensively and has multiple integration options.

Level of customisation allowed: Align with client branding on the website, theme colours, homepage and fonts.

- **Service Levels**

Response within 2 hours, Monday- Friday 09:00 - 17:00 (UK time).  
There is no support available outside normal working hours.

- **After Sales Support:**

Once onboarded, you will be introduced to a dedicated Account Manager who will serve as your primary point of contact for all content-related needs. They will guide your content strategy by helping you select, customise, and optimise content to meet your learners' needs. They will also monitor usage data and performance to ensure your teams are engaging effectively with the content. Additionally, they will address learner requirements by providing recommendations or adjustments based on feedback and organisational goals. Your Account Manager will be available for questions, troubleshooting, and proactive guidance to ensure ongoing success and maximise the value of your investment.

- **Technical Requirements**

Need a modern web browser.

- **Outage and Maintenance Management**

This is covered within the contract. Any planned maintenance will take place during non-peak hours, and we may switch to the Disaster Recovery team if a longer-term outage is expected during the maintenance window.

- **Hosting Options and Locations**

- Azure
- Locations: Germany West

- **Access to Data (upon exit)**

Audit data is stored for 30 days. After 30 days all user data is scrambled.  
System logs are stored for 1-6 months.

- **Security**

Security is governed through defined policies for SDLC and risk management, with executive management holding authority for risk acceptance and change approval.



Risk is evaluated using a formal matrix and treated consistently across internal and third-party dependencies. Compliance is validated through annual reviews. Vulnerabilities are triaged and remediated by developers according to criticality. Dev, UAT, and production segregation provides controlled testing and deployment. Incidents are documented and driven to closure under defined SLAs.