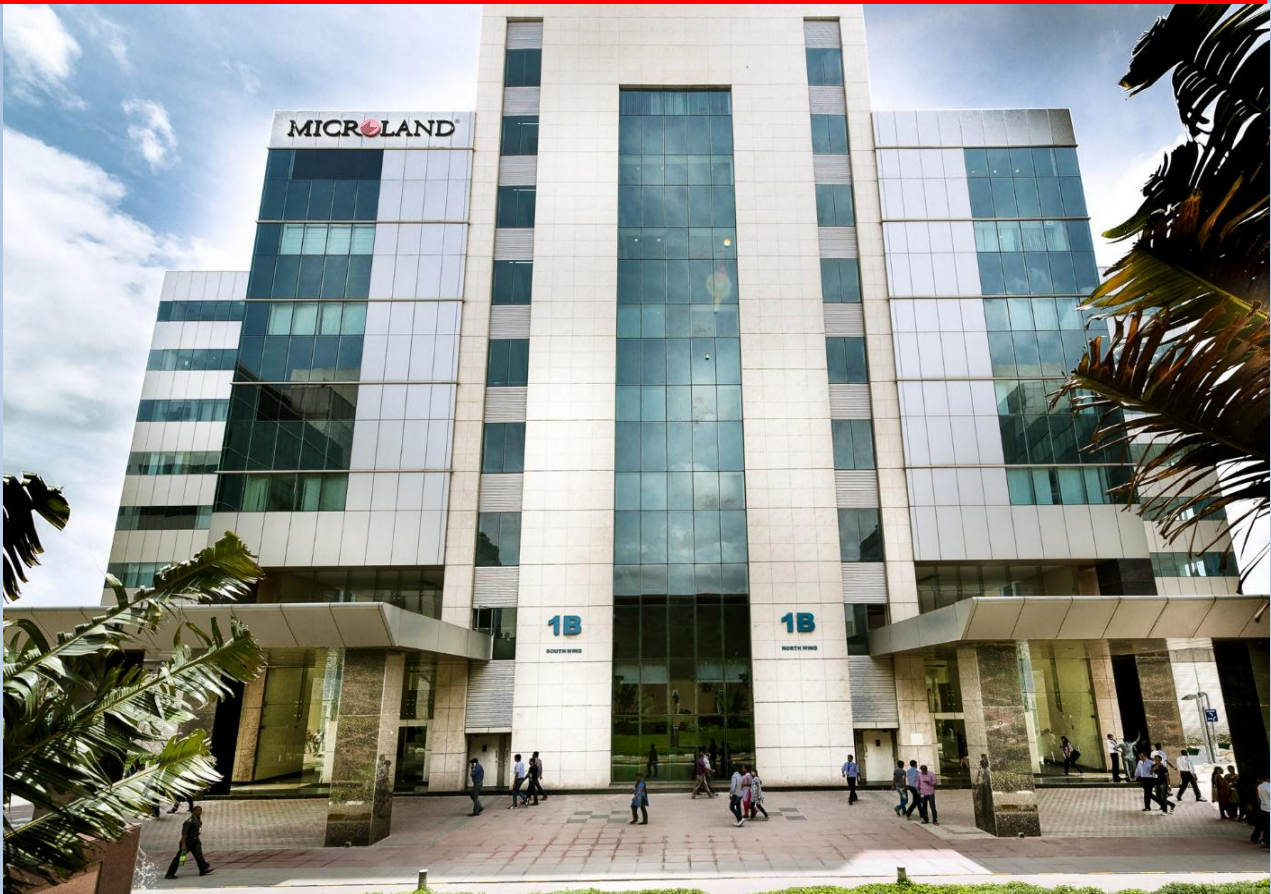


Microland Service Definition Document



**Microland Service Definition for
Application and Project
Management Services**

Table of Contents

1	Service Offerings.....	3
1.1	Generative AI Services.....	3
1.1.1	Microland's AI Jumpstart Platform	5
1.1.2	AI Jumpstart Platform for a Pilot	6
1.1.3	Microland's GenAI Services	6
1.1.4	Top GenAI use cases for the Public Sector.....	8
1.2	Consulting Services (Project Management, Solution Design and Build)	9
1.2.1	Project Management Services	9
1.2.2	Solution Design Services	9
1.3	Dynamics 365 Services	10
1.4	SharePoint Lifecycle Services.....	13
1.5	DevOps Services	33
1.6	Testing As A Service	34
1.7	Application Advisory Services.....	36
1.8	Application Operations-as-a-Service	37
1.9	Big Data Services	40
2	Tools	41
3	Service Coverage Window.....	41
4	Service Location	41
5	Business Continuity Plan (BCP)	41
6	Service Governance.....	41
7	Service Performance Reporting	42
8	Service Level Agreements.....	42
8.1	Service Level Calculations.....	43
8.2	Exclusions from SLA	44
9	Exclusions & Assumptions for Managed Service	44
9.1	Service Exclusions	44
9.2	Service Assumptions	45
9.3	Customer Obligations	45

1 Service Offerings

- GenAI Services
- Consulting Services (Project Management, Solution Design and Build)
- MS Dynamics Services
- SharePoint Lifecycle Services
- InfoPath Migration Services
- DevOps Services
- Testing Services
- Application Advisory Services
- Application Operations as a Service (AOaaS)
- Big Data Services

1.1 Generative AI Services

Introduction on GenAI and Microland's Approach

Generative AI (GenAI) is a branch of artificial intelligence that uses deep learning models to create new content or data from existing data, such as text, images, audio, or video. Generative AI can be used for various applications, such as content creation, data augmentation, synthetic media, and more. Microland has been actively working in this space to build business use cases for customers, including government entities. We understand that most enterprises are in an exploratory phase and much has to be done to improve adoption, hence we leverage our vast experience of implementing AI in multiple customers to ensure a smooth implementation and ongoing support for this service. We are one of the few service providers that has been fortunate to implement multiple large production grade implementations in GenAI.

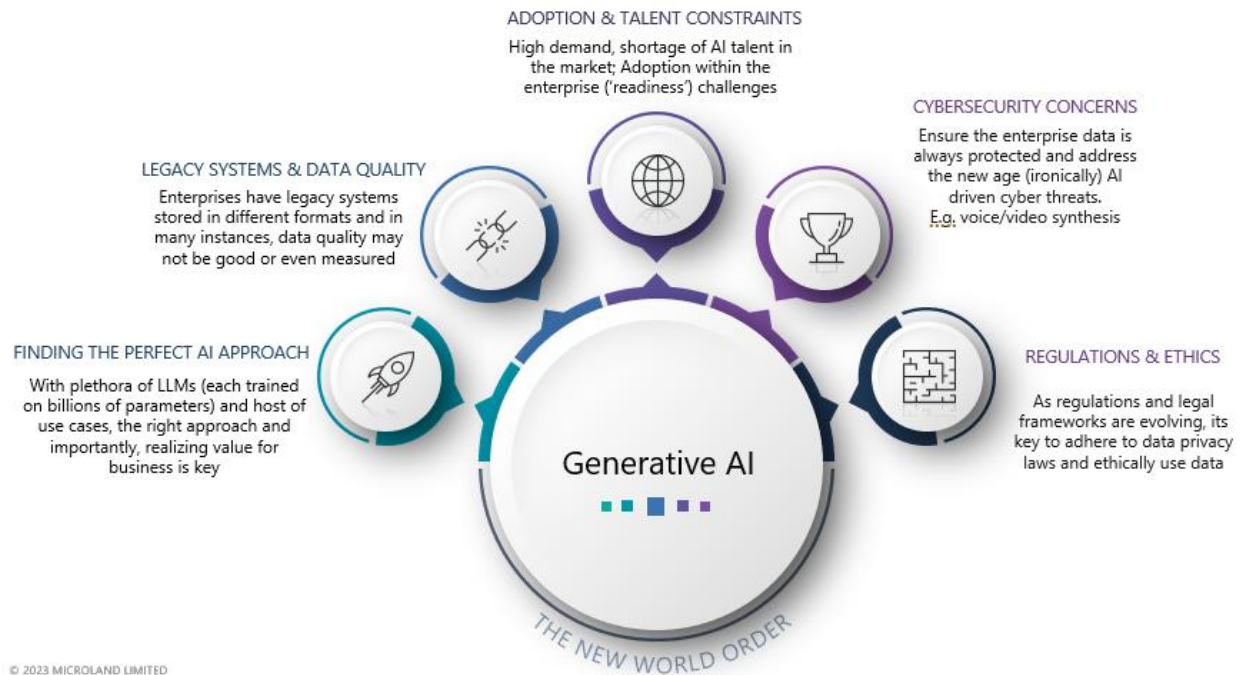
GenAI works by using deep neural networks that learn from large amounts of data and generate new data or content that mimics the original data distribution. For example, generative AI can search for information among large data sets quickly, applying business logic or automation as well. It can also generate natural language text from a given prompt or context.

GenAI Benefits and Challenges

GenAI has many benefits for the government sector, and Microland has been actively leveraging this service to enhance public services, improving citizen engagement, significantly transform workforce productivity in organizations working with large sets of data and supporting policy making and analysis. GenAI can help create personalized and interactive content for citizens, such as chatbots, virtual assistants, or educational resources. It can also help augment existing data sources and generate synthetic data for training or testing purposes, while preserving privacy and security.

However, generative AI also poses several challenges and risks for public enterprises, such as data quality, security, privacy, ethics, regulations, and adoption. Enterprises need to have a clear strategy and roadmap to leverage generative AI in a responsible and scalable manner and realize the value and benefits for their business.

The key challenges are summarized in the image below:



While these challenges exist (as in case of any new technology), it's important to identify the potential risks and bring in mitigating interventions for them. GenAI when implemented in the right manner has enormous potential and benefits for the citizens and can fundamentally change the way digital services are leveraged in a public enterprise.

Key Considerations in your AI Journey

For an enterprise's AI journey, we suggest considering the following factors, which are key:

a) Select the right Use Cases:

To make the most of the opportunities, you need to focus on a set of high value use cases that address your firm's specific challenges. The initial set of use cases should ideally be also lower hanging fruits, if possible, to gain acceptance within the organization and externally.

b) Data Quality and Integrity

Having a high-quality dataset loaded on a robust data platform from your existing enterprise data sources and systems. Data can be structured or unstructured, but the data source should be accurate as much as possible, especially in the initial set of use cases.

c) Choosing a Scalable Platform with multiple LLM Models:

One of the key challenges of generative AI is to handle the increasing complexity and size of the LLM models, which require massive computational resources and data storage. Therefore, it is essential to choose a platform that can scale up or down according to the demand and availability of the resources. A scalable platform can also enable faster experimentation and iteration, as well as lower operational costs and risks.

d) Cybersecurity, Compliance & Ethics:

Another important aspect of generative AI is to ensure that it is done in a responsible and ethical manner, while complying with the relevant regulations and standards. Your data should be under your control, never go public (even for training) and ensure compliance to evolving regulatory standards.

1.1.1 Microland's AI Jumpstart Platform

To address these challenges and help public sector organizations leverage the power of Generative AI, Microland has developed a comprehensive and scalable platform called AI Jumpstart. This platform provides a solution for developing, deploying, and managing generative AI applications across use cases, quickly and at a lower cost.



AI Jumpstart is built on a robust and flexible architecture leveraging Azure AI services that can handle large-scale data and model processing, while ensuring security, privacy, and compliance. The platform offers the following features and benefits:

- **Base AI capabilities:** AI Jumpstart provides pre-built modules and libraries for common generative AI tasks, such as text generation, content search, speech to text, and others. These modules can be easily customized and integrated with your existing systems and workflows, saving you time and resources. There is also a self-service portal for documents upload and management. Its Chat Module has User Feedback functionality as well.

- **Process Automation:** The process automation layer offers capabilities to design business workflows easily and integrate it with Generative AI capabilities. Some of the pre-built capabilities include Excel template validation, where a set of data points can be fed through an Excel template and the platform automatically validates each row against a specific compliance or business logic and provides a final response in the Excel template with a citation document.

- **Security and user management:** AI Jumpstart ensures that your data and models are secure and compliant with the relevant standards and regulations. The platform supports encryption, authentication, authorization, auditing, and logging, as well as role-based access control and user management. You can also monitor and track the performance and usage of your generative AI applications. Other critical security, compliance, and ethical considerations for GenAI are addressed by our AI Jumpstart platform which include:

- **Data security and sovereignty:** Our platform ensures that your data is always protected and encrypted and is never used even for model training. You have full control and ownership over your data and can choose where and how it is stored and processed.

- **Data quality and diversity:** We ensure that your data is accurate and representative of your domain and target audience and avoid any biases or errors that could affect the performance or outcomes of the generative AI models.

- **Content verification and attribution:** Our platform ensures that the content generated by the generative AI models is authentic and reliable and can be verified and attributed to the source. We also provide mechanisms to flag and filter any inappropriate or harmful content that could damage your reputation or violate any laws or norms.

- **Social responsibility and ethics:** We ensure that our GenAI models are aligned with your values and goals and respect the rights and dignity of the users and beneficiaries. We also consider the social and environmental impact of these models and strive to use them for good and beneficial purposes.

By following these principles and best practices with our AI Jumpstart platform, we aim to provide GenAI services that are not only effective and efficient, but also trustworthy and ethical.

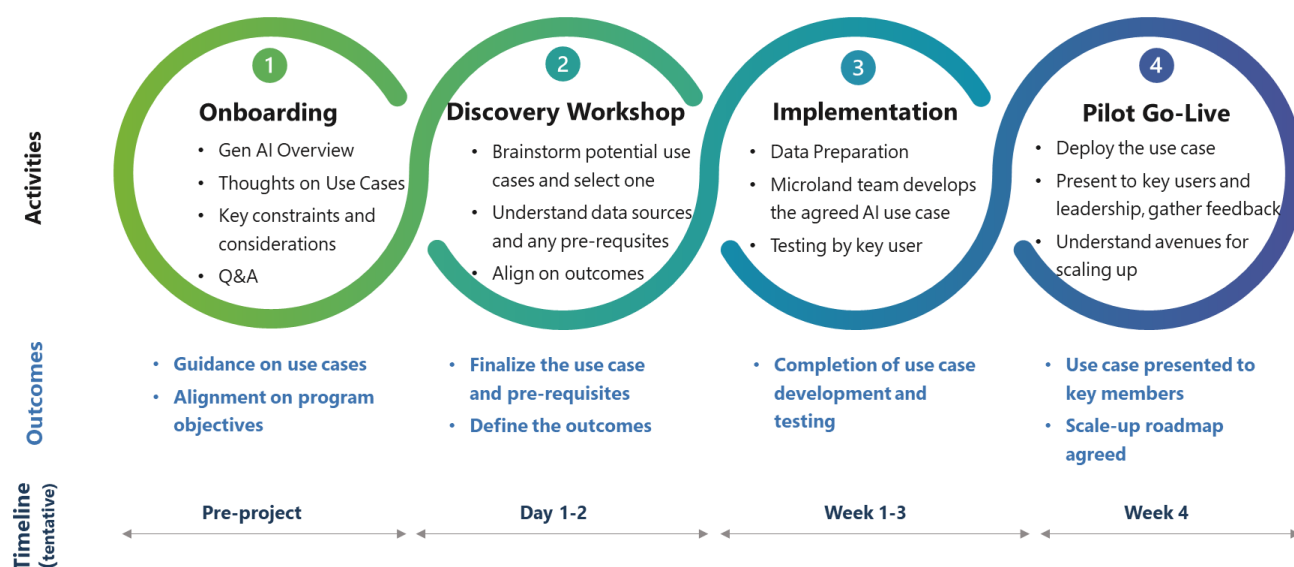
With AI Jumpstart, public sector enterprises can accelerate their AI journey and create innovative and impactful solutions for the relevant challenges and opportunities.

1.1.2 AI Jumpstart Platform for a Pilot

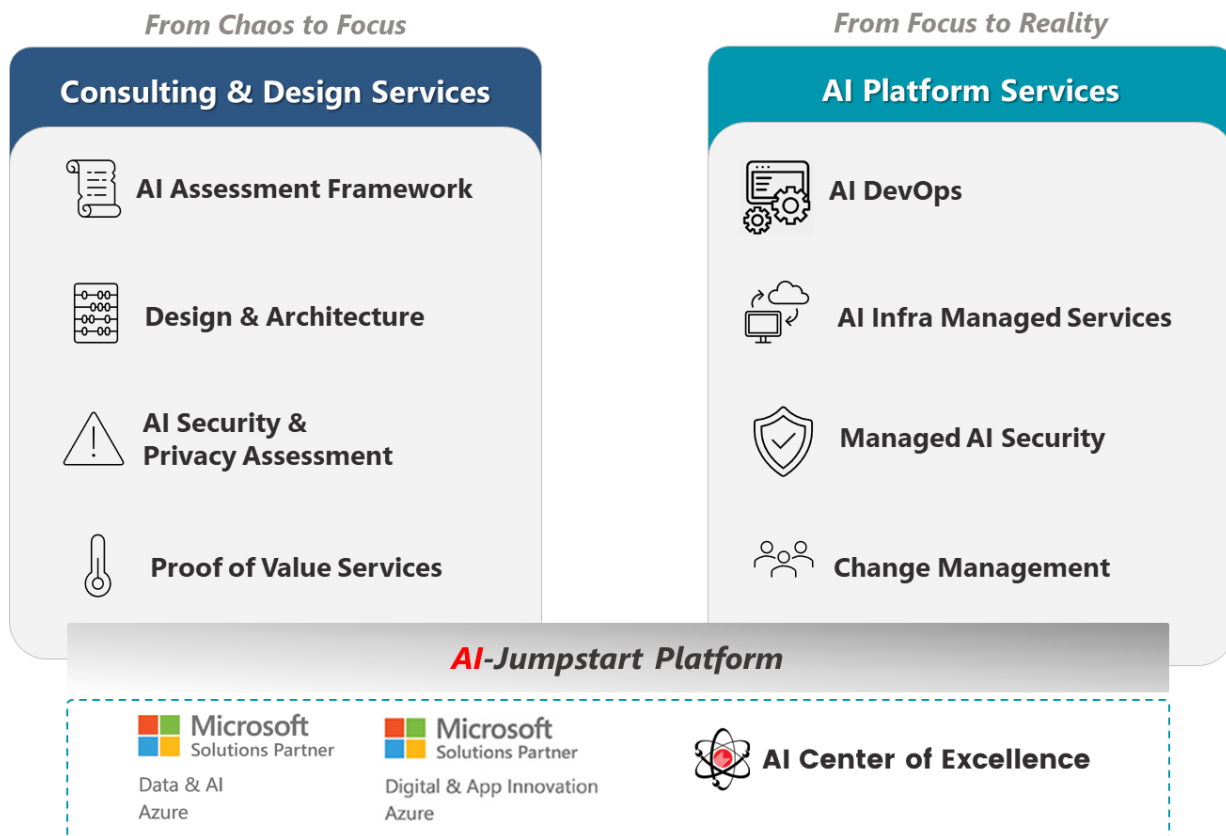
We understand **Change Management and AI Adoption** is equally important as the capabilities to deliver. AI still has a lot of adoption challenges, acceptance within business users and its key for public enterprises to understand how AI works within their environment.

This calls for a quick pilot based approach, where we get one AI use case as a pilot implemented for the firm. This gives a good level of understanding and experience, and importantly could be showcased to the larger set of stakeholders internally to gain acceptance, confidence and experience AI for the enterprise.

We usually do a 4-6 weeks pilot AI use case based on the approach below –



1.1.3 Microland's GenAI Services



Our AI services are divided into two broad areas: Consulting & Design and AI Platform Services.

Consulting & Design: We offer strategic and technical consulting to help public sector enterprises identify, prioritize, and design the best use cases for generative AI. Our experts have deep domain knowledge and experience in various fields such as citizen processes, education, healthcare, security, and governance, with expertise available locally in the UK.

AI Platform Services: Our AI DevOps services offer a comprehensive approach to managing, deploying, and optimizing AI models, ensuring they remain effective and secure. These services include automated pipelines for continuous training and retraining of AI models, allowing for ongoing improvements based on evolving data patterns and business needs. Additionally, AI DevOps encompasses the development of new functionalities, ensuring the AI platform evolves to meet user demands. The approach integrates robust support systems, providing rapid response to technical issues and ensuring platform stability. Security is a central focus, with continuous monitoring and implementation of best practices to safeguard data and AI assets against unauthorized access or threats. This ensures the AI solutions can scale, adapt, and remain resilient.

The scope of the AI Platform services include:

Service Element	Deliverables
Application Management	I. Enhancements i. Minor enhancements/ bug fixes ii. Customization of existing functionalities
	II. Model Training & New Feature Build i. Model Training - Ongoing training of the model with feedback from users and other parameters to improve accuracy of responses

	ii. New Feature Build based on capacity of team. Any major features to be evaluated and subsequently taken up as a Change Request. Based on requirement provided and overall capacity, the feature delivery timelines would be calculated
	III. Fine tune the system performance as and when required
	IV. Manage AI Tool users' groups - Add/Remove users to the appropriate Business units, teams and group(s) - Ensure the users can access with the right kind of permissions
Incident Management	Diagnosing and resolve all Incidents that can be resolved using remote management tools in line with agreed Service Levels
	Ensure the status of Incidents is updated in accordance with Incident Management Procedures
	To provide RCA within five working days for all Priority 1 incidents which are deemed necessary, provided they are not linked to a Problem Record wherein the RCA is provided via the Problem Record
Change Management	Adherence to Change Management Procedure
	Ensure all the changes are planned and implemented as per the Change Management Procedure If there is a new requirement or if additional development is needed, the same will be handled outside of BAU
Problem Management	Provide input to the customer on the causes of Problems, the effort that would be needed to correct such Problems and what could be done to prevent such re-occurrence
	Identify opportunities to improve services via effective Problem Management

1.1.4 Top GenAI use cases for the Public Sector

The examples of use cases below demonstrate how generative AI can contribute to making the public sector more efficient, responsive, and innovative, ultimately improving the quality of public services.

Automate Support for Citizens	AI-powered multi-lingual chatbots handle routine inquiries from citizens, providing quick responses to frequently asked questions about government services, policies, or procedures, Personalized support, automate workflows and recommendations to improve user experience
Content Creation and Marketing	Generate citizen marketing collaterals like brochures, blogs and campaigns quickly - Ensure content standardization, writing styles, corporate guidelines and best practices - Automate the creation of government documents, such as permits, licenses, and reports.
Policy Drafting and Analysis	- Can assist policymakers in drafting legislation or regulations by analyzing vast amounts of data and generating coherent drafts. This accelerates the policy-making process and improves accuracy. - For one of the London Councils, we built an AI tool to assess survey responses from thousands of citizens on development activities, with sentiment analysis
Education & Training	- ChatBot for helping answer queries/automate workflows for citizen support and policies - Providing consistent employee experience across departments.
Regulatory Compliance & Reporting	Automate generation of reports or compliance documents from large volumes of data. - Combine data from multiple data sources easily, quickly, reducing errors and improving productivity of teams.

1.2 Consulting Services (Project Management, Solution Design and Build)

1.2.1 Project Management Services

Service Element	Deliverables
Project Management	
Project Management	• Participate in Project Initiation Process • Create Project Initiation Document (PID), RAID Log, Plan, Finance Run Book • Develop Project Plan • Define Communication Strategy • Initiate meetings at various stages of the Project with all stakeholders • Coordinate with Customer/CUSTOMER internal resources and Customer/CUSTOMER third parties/vendors for execution of projects • Arrange checkpoint calls to track the deliverables of each of the work streams • Manage changes in project scope and schedule • Report progress and escalate issues to the Project Board • Perform risk management to minimize project risks • Create and maintain comprehensive project documentation • Create and maintain Lessons Log to capture the lessons learned during project delivery • Ensure projects are delivered within agreed timelines, budget, quality and customer satisfaction

1.2.2 Solution Design Services

Service Element	Deliverables
Technical Evaluation Documents (TEDs)	
Drafting Technical Evaluation Documents	• Drafting TEDs will be carried out based on the following process which will be followed by the resources engaged in this requirement ○ Resources will participate where needed and when invited to the Ideas Meeting it is decided if a TED is to be written or not. Alternatively, customer PMO and or customer Technical Architect can request a TED by providing the Business requirement ○ Based on the Business requirement, Provider will create a TED which can be classified under one of the given 3 categories ▪ Simple (8 business days) ▪ Medium (10 business days) ▪ Complex (15 business days) • 8, 10 or 15 days are not SLA/time to deliver but the total effort involved to deliver when Microland use multiple resources to do certain sections of TED. • Date of delivery will be agreed with CUSTOMER on a case-by-case basis.

- CUSTOMER to create a Service Request ticket on the ticketing tool Service Manager every time there is a requirement for a TED to be written. The ticket is to be assigned to the Microland Wintel team assignment group.
- Microland, to evaluate the requirement on the Service request, categorize it as Simple, Medium, Complex & specify a tentative date to deliver the TED.
- Customers review this & confirm the acceptance of categorization & tentative delivery date proposed by Microland.
- Based on CUSTOMER's acceptance Microland will then start the work & deliver TED as per the agreed timeline
- Once TED is delivered to CUSTOMER PMO Office and or CUSTOMER Technical Architect, Service Request will be updated & review/comments from CUSTOMER will be sought by Microland.
- Based on feedback post review of TED by CUSTOMER Technical Advisory Board (TAB), if there is any re-work needed, Microland will do the same & resubmit or if TED is signed off by CUSTOMER, same will be reflected in the Service Request & ticket will be closed.
- CUSTOMER PMO and or Technical Architect will then pass on the TED further internally at CUSTOMER for approvals to initiate implementation project.
- Only closed Service Request in a given month, will be considered for billing

1.3 Dynamics 365 Services

Being one of the most popular CRMs in the industry, Dynamics is being used by more and more SMEs. Microsoft Dynamics 365 is crucial to accelerating digital transformation of your business processes. The long list of benefits of Microsoft integration makes it the best choice for any company planning to adopt a platform for its operations.

Microland's MS Dynamics 365 services help customers take advantage of benefits of D365 platform. We understand the importance of right implementation, seamless integration of business processes, break the silos, make the best use of data, capture business opportunities and make decisions based on intelligence provided by data.

Microland has the right experience and capability to transform organizations the way their customers experience their services - leverage built-in intelligence that consistently delivers faster, more personalized service to customers

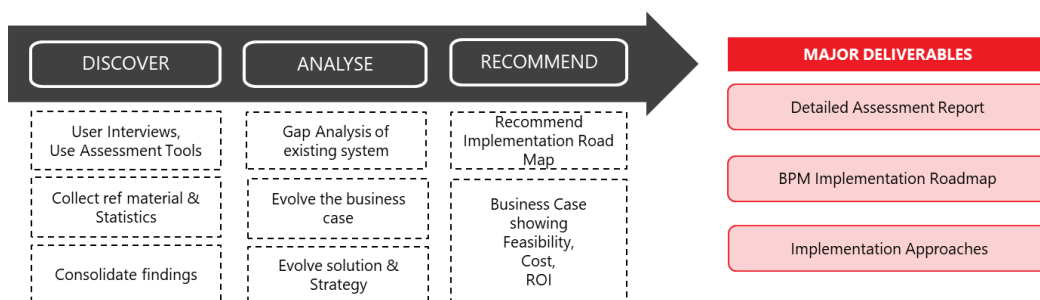
Consulting Services	Build Services	Managed Support Services
✓ Strategy and Vision Alignment ✓ Comprehensive Process Assessment & Modelling ✓ Platform Selection and Implementation Guidance ✓ Best Practices and Governance Implementation	✓ End to end life cycle management ✓ Tailor Microsoft Dynamics 365 to meet customer business processes ✓ OOB/No code and customizations, custom workflows as needed ✓ Integrations with LOB applications, social media and Azure ✓ Optimization for mobile devices	✓ On going support and maintenance ✓ Environment Management ✓ Upgrade Support ✓ Incident & Service Request Management ✓ Ongoing monitoring ✓ Enhancements and deployment support

Consulting Services

Large majority of organisations do not harness the true power of Microsoft Dynamics, nor do they make the best of ROI due to faulty implementation or inefficient systems built. We understand the complexities and the criticality of getting the implementation right the first. With our team of specialists – CRM functional and technical architects, SMEs, process consultants, developers and designers – we make simple customer specific solutions that are fit for purpose.

We provide consulting services on the following

- Tools and platforms
- Platform optimization
- Best practices



Build Services

We offer a wide range of Dynamics 365 development/rollout services that well-exploit the out of box platform features.

We build solutions on top of the robust capabilities included with Dynamics 365 to address complex business functionality, get full access to the features and capabilities of the core platforms, and integrate these into the Dynamics 365 user experience.

We also undertake upgrade and migration engagements. Our services ensure seamless transition and zero data loss.

Microland's **smartRollout Dynamics Services** help customers deploy and configure their Dynamics platforms with ease ensuring

- Controlled global implementation
- Seamless deployment

- Minimized risks
- Expedited business benefits realization

smartRollout

- Comprehensive Process Assessment & Modelling
- Well defined value driven process orchestration
- Front to end Scalable Deployment
- Transparent Execution Governance
- End User Training
- Offshore/Remote delivery models
- Accelerated execution timelines
- BAU Governance Policies, IT and Process Architecture

Managed Support Services

Service Element	Deliverables
D365 Support	
Availability Monitoring	Monitor Dynamics 365 service availability via the office 365 service health Tool provided by the Microsoft or Organizational Insights
	Monitor user adoption and use, storage and performance via organization insights tool.
	Take necessary corrective actions for all the valid alerts received through the monitoring tools.
Application Management	Manage Dynamics 365 CRM users' groups ○ Add/Remove users to the appropriate Business units, teams and group(s) ○ Ensure that all the users are able to access Dynamics 365 with the right kind of permissions
	Create/Delete organization level custom permissions (based on the requirement)
	Dynamics 365 Solution Customization ○ Minor enhancements/ bug fixes ○ Creation/Deletion of security roles ○ Customization of existing forms, entities, fields, views
	Dynamics 365 Solution Management ○ Managing features ○ Deployment of any third party/custom modules ○ Managing core solution components and integrations to legacy systems and/or external production systems
Performance Management	Analyse the Dynamics 365 instance performance and metrics using the analytics provided by organization insights to check the stability and scalability
	Fine tune the system performance as and when required
Platform Upgrade Management	Support in regular Dynamics 365 upgrades, pre and post verifications and testing
3rd Party Coordination	Coordinate with OEM vendor if in case Microland requires 4th level support to resolve problems
Incident Management	Diagnose and resolve all Incidents that can be resolved using remote management tools in line with agreed Service Levels

	Ensure the status of Incidents is updated in accordance with Incident Management Procedures
	To provide RCA within five working days for all Priority 1 incidents which are deemed necessary, provided they are not linked to a Problem Record wherein the RCA is provided via the Problem Record
Change Management	Adherence to Change Management Procedure
	Ensure all the changes are planned and implemented as per the Change Management Procedure
Problem Management	Provide input to the customer on the causes of Problems, the effort that would be needed to correct such Problems and what could be done to prevent such re-occurrence
	Identify opportunities to improve services via effective Problem Management

1.4 SharePoint Lifecycle Services

Microland's SharePoint Services is a holistic end to end service with robust governance and operational processes. Service has flexible support around the globe, with dedicated and skilled teams

This service covers infrastructure, platform and application/site support & management services freeing up customers to focus on innovation.

Our service comes with its own benefits that helps maintain, monitor & support SharePoint environments enabling clients to maximize SharePoint ROI.

Service Highlights:

- *Proven Service Methodology*
- *Predictable management costs*
- *Customized delivery models*
- *Enterprise, Business and Size focused delivery*
- *Microsoft certified professionals*
- *Standardized pricing*

Reliable

- Well defined service model with optimized operations
- Tight governance
- Wider technical support

Flexible

- Industry & Organization specific Services
- Flexible coverage
- Service level Agreements

Measurable

- Weekly open vs closed ticket summary
- SLA based delivery

Objective	To provide SharePoint managed services with integrated robust ITIL focused support and management processes.
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Hosted-in	SharePoint servers and components hosted in private data centres, hybrid Infrastructures and public clouds SaaS like Azure, AWS and GCP
Supported Hardware and SoftWares	• Servers ▪ Microsoft Windows Server ▪ Windows (2008 R2, 2010 R2, 2012, 2016) ▪ Microsoft SQL 2014,2016 RTM ▪ IIS – All Versions • Software's Versions supported: ▪ MOSS 2007 ▪ SharePoint 2010 Server ▪ SharePoint 2013 Server ▪ SharePoint 2016 ▪ SharePoint Online
	• Other Applications ▪ Microsoft Active Directory (SharePoint profiles) – All versions according to SharePoint versions ▪ Microsoft Exchange (Incoming and Outgoing emails) - All versions according to SharePoint versions
Supported-from	All support and management are delivered remotely either from Microland's premises or Client's location.
Support level	Monitoring, support and service management of SharePoint platform and applications
Engagement	Use Microland Self-service management portal– to monitor and manage support activities with resolution notes.

Service Catalogue

Starter	Premium	Premium+
Stability & Functionality Maintenance	Farm Maintenance Monthly Enhancements Priority Support	Farm Maintenance Monthly Enhancements Priority Support Our Service Portal Monitoring
Core Services & SPO Admin activities (See Below)	Core Services & SPO Admin activities (See Below)	Core Services (See Below)

Preventive Maintenance	Preventive Maintenance	Preventive Maintenance
Annual documentations	Quarterly Farm Documentations	Monthly Farm Documentations
4 Content DB Plans Management	4 Content DB Plans Management	8 Content DB Plans Management
SharePoint/SQL tuning	SharePoint/SQL tuning	SharePoint/SQL tuning
Quarterly Patches & Updates	Quarterly Patches & Updates	Monthly Patches & Updates
----	Quarterly Search/Index reset	Monthly Search/Index reset
----	Search fine tuning	Search fine tuning
----	Reporting: Security, Usage & Capacity	Reporting: Security, Usage & Capacity
----	Monitoring (4) timer jobs	Monitor all timer jobs
----	Provision (2) Managed Paths	Provision all managed paths
	Change Control Mgmt.	Change Control Mgmt.
----	Farm Servers Additions as Needed (Commissioning/Decommissioning for replacing faulty servers or farm growth)	Farm Servers Additions as Needed (Commissioning/Decommissioning for replacing faulty servers or farm growth)
----	Power Platform Support	OOB Workflows
----	----	Power Platform Support
Productivity	Productivity	Productivity
Wednesday webinars	Wednesday webinars	Wednesday webinars
----	Four (4) hours monthly minor enhancements	Four (8) hours monthly minor enhancements
----	Two-page layouts	Custom workflow configurations and MS Flow configurations
----	1 master page	Four-page layouts

----	HTML Pages with CSOM/JSOM implementations	Two Master Pages
	----	HTML Pages with CSOM/JSOM implementations, Custom Add-ins and Custom Apps
----	----	User training
----	----	User adoption campaigns

Core Services:

- **Unlimited support** for all SharePoint version in configurations and troubleshooting of SharePoint OOB components.
- **Support Tickets Portal** transparency maintained by showing the status of the tickets submitted to our systems, which leads to healthy working relationship.
- **Phone call support** Get quick advice and direction or help us understand the scope of issues from the always on technical support teams
- **Remote Help** Demonstrate any issues in the environment where they occur.
- **Issue Escalation** Escalate your tickets to highest priority in our support queue or to Microsoft Gold Partner support if required.

Additional Services

Monitoring	▪ Deployed monitoring solution monitors the SharePoint application and infrastructure health related logs. Its near-real-time monitoring raises alerts (for example for a failed service jobs), which are forwarded to the Microland Service Desk. ▪ Microland will define and deploy a set of alert thresholds at implementation. These thresholds ▪ Can be varied by Microland (with agreement from the customer) to ensure that appropriate alerts are being generated Are reviewed as part of the Service Transition workshop.
Microland Service desk	▪ Provides 24x7x365 support and management of the service and supporting SharePoint infrastructure and application ▪ Complete service requests in response to authorized user requests ▪ Handles events, requests, queries and incidents raised by authorized users only, whether by phone, e-mail or self-service support portal ▪ Handles Change Requests (CR) in accordance with Microland's Change Management process. ▪ Resolves problems with, applies changes to and maintains the patch state of, the service platform in accordance with Microland's change management process ▪ Makes configuration changes on request (for example, changes to schedules).

Microland Self-service support portal	Microland provides customer-nominated administrators with access to a Self-service support portal through which they can: ▪ Request services ▪ Create new and update existing incidents for investigation ▪ Create new and update existing changes from a change catalogue The credentials assigned to users are for their sole use. Shared accounts are not available.
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Service Operations

Event management	Near real-time monitoring	Microland monitoring platform continuously monitors the service infrastructure to: ▪ Deliver near-real-time device monitoring ▪ Collect metrics for analysis ▪ Identify alert conditions and thresholds breaches ▪ Send triggered alarms to the ServiceDesk
	Alert notifications	Service Desk responds to triggered alarms, analyzing, investigating and taking appropriate remedial action.
	Event handling	Microland process all alerts (not just critical alerts), taking the appropriate action to resolve the issue (if required).
Incident Management	Service desk	Microland Service Desk provides an escalation path for the customer's administrators when assistance is required with software issues, firmware issues and hardware faults on CIs.
	Incident Response	▪ Microland Service Desk escalates alerts to its technical teams for resolution as appropriate ▪ Microland Service Desk inform the customer's nominated contact of any service impacting alerts and the resolution timeframe ▪ For incidents categorized as P1, Microland take whatever action is required to restore operation and-or to minimize any service down time. ▪ Microland co-ordinate any product vendor involvement necessary to achieve resolution of an issue.
Change Management	Controls	▪ All changes to the service are performed under the Microland Change Management process ▪ Microland perform changes to the platform only when authorized to do so by a CAB approved Change Request (CR)
	Tools	▪ Microland use orchestration appliances to perform changes where compatible and appropriate.
Problem Management	Pre-emptive maintenance	▪ Microland proactive problem management processes help avoid recurring issues. ▪ Microland applying patches, bug-fixes and upgrades to the platform infrastructure in line with best practice. ▪ Microland maintain problem records in the CMDB to aid identification and prompt resolution of issue.
	Trend analysis	Microland perform regular incident <i>trend analysis</i> to proactively identify any reoccurring service infrastructure problems and their root causes.

Capacity management	Microland monitor and respond to service threshold breaches and growth forecasts to maintain agreed performance levels and adequate capacity for growth.
Service Reporting	Microland provide quarterly service review reports through their Service Delivery team
Continual Service Improvement	Microland manage service improvement plans which track recommendations for changes to improve service provision.
Configuration & Knowledge Management	▪ Microland maintain a definitive record of the service infrastructure in a CMDB ▪ Microland maintain a knowledge database to allow support teams to efficiently resolve known issues and find supporting information.

Operational Activities

Deliverable	Frequency	Description and content summary
Incident Management – Job failures	Continuous	▪ Microland monitors the success state of activities (for example, replications and IIS resets) using the Microland Monitoring platform, which: ▪ Generates alerts for failed service jobs ▪ Forwards alerts to the Microland Service Desk ▪ Microland will ensure that any service which is failed due to known issues be resolved at the same time and for reoccurrence issues would be informed to the customer and schedule a joint troubleshoot session to resolve the issues.
Maintain platform infrastructure resources	Continuous	▪ Microland maintain the infrastructure to a standard that enables its availability to at least match the agreed service level ▪ Microland provide planning and implementation of upgrades and-or patches to software and firmware on the underlying platform infrastructure ▪ Microland will make configuration changes, service upgradations, patches to customer SharePoint platforms, when requested by the change control process
Planned maintenance & Updates	As required	▪ Microland endeavours to provide, by email, advanced notification of any planned maintenance activities, either by Microland or by its third-party providers, at least five working days in advance of the maintenance commencement ▪ Where maintenance is required on an emergency, to prevent a longer outage or a security incident, or due to third-party provider timescales, Microland may give less notice than five working days ▪ The customer must inform Microland whenever they intend to perform any maintenance to sites, networks or other devices that may affect the availability, communicability, performance or integrity of any system monitored or managed by Microland.

Change Management	Continuous	All changes to the customer's SharePoint platform or policy configuration are planned and implemented according to the Microland Change Management processes
SharePoint deployments	On request	- The customer may use the Self-service support portal to log changes or may request Microland do this. - Microland can perform activities on behalf of the customer on receipt, by the Microland Service Desk, of an authorized request through telephone, email or the Self-service support portal - Microland can deploy files to the target server and location or to a different location or client (if that client is also being available as backup)

SLAs

Service Level Category	Response				Resolution			
	P1	P2	P3	P4	P1	P2	P3	P4
Starter	90% within 2 hours		90% within 4 hours	90% within 6 hours	95% within 8 hours		90% within 16 hours	90% within 21 hours
Premium	90% within 15 mins	90% within 30 mins	90% within 2 hours	90% within 4 hours	95% within 4 hours		90% within 12 hours	90% within 18 hours
Premium +			90% within 90 mins	90% within 3 hours	95% within 2 hours	95% within 4 hours	90% within 10 hours	90% within 15 hours

Consulting Services

Advisory Services	SharePoint advisory services would have following scope: - Due diligence to identify whitespaces in the current environment with respect to Microsoft's product plans. - Conducting half yearly workshops at onsite with key stakeholders to discuss the future strategic technology - Quarterly build, review and amendment of the deliverables plan in alignment with business objectives. - Provide fourth tier support on critical product related issues. - Guiding Microland's SharePoint support and development team on demand. - Getting involved in SharePoint design and architectural related activities
Migration Services	Our Accelerated SharePoint Migration Services covers all possible approaches including traditional approaches such as database attach version to version upgrades and migrations using different tools, PS and APIs SharePoint Version upgrade – Lift & Shift

	Traditional migration with database upgrades, detach and attach method. Rebuild customization and deploy. - Windows PowerShell Cmdlets & SPO Migration API's PowerShell scripts to migrate from on-premises file share/sites to SPO (O365). Create SPO Package – Upload to Azure Blob container – Submit migration job. - Custom code or Third-party tools Analyse suitable migration tool and migrate content as per the data pre-defined data architecture.
Bespoke services	Microland PSO can be engaged to assist with a range of bespoke services including, but not limited to: - Migration of workloads, datasets and monitoring configurations from legacy systems to systems under Microland's service management - Out of scope support – Microland can provide support and professional services for out-of-scope services. - Service transfer and end-of-life – Any bespoke activities required by the customer outside of the <i>Service Transfer Plan</i> can be provided using Microland Professional Services.
Add-On Services	Microland provides a range of services as complementary to BaaS, including, but not limited to: - SharePoint Branding Services, Ensuring high quality design through - Wire-framing - Mock-up Development - Cross-browser and Device-responsive Branding - SharePoint custom themes development addressing branding objectives - Integration with Social Networking components. - Disaster Recovery (DRaaS) - Uses enterprise-class technology - Deliver a highly available platform for the customer's crucial information - Replicates the customer's mission-critical data to a secure Microland's datacenter and-or the customer's own secondary datacenter - Contractual SLAs ensure the customer's services are recovered according to a strict <i>recovery time objective (RTO)</i>.

Service Demarcations

	- Provide all required admin access to the servers, service applications and third-party tools. - Provide information on the current architecture of SharePoint environment deployment - Ensure all changes on the infrastructure is carried out via change control process and Microland is notified
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Prerequisites	▪ Address the capacity concerns raised by Microland and make necessary arrangements to meet the same ▪ Ensure availability of Technical Architect who understands the complete Design of the environment ▪ Assign SPOC(s) (IT Infra/ Security/ Application) for coordination for resolving integration issues ▪ Timely resolution of any issues related to on-premises components with which SharePoint is integrated (Eg: AD, SQL DB, DNS, Load Balancer) ▪ Participate in technical escalation transactions with Microsoft for platform issues ▪ Configure tools for all relevant services to trigger alerts for issues if customer's monitoring tool is to be used ▪ Provide appropriate training free of charge to Microland for effective usage of customer provided tools if any ▪ Provide an escalation matrix and contact information of the escalation point at Customer ▪ Ensure required level of support contract is signed with Microsoft for SharePoint product related support ▪ Provide Microland with all required access to SharePoint and related components for service delivery ▪ Participate in governance meeting and service improvement initiatives
Assumptions	• SharePoint hosted environments are live in production, up and running • Microland L3 & L4 team will have access to Dev/Test environments • Functional test cases for the applications are available • Baseline performance reports are in place for reference • Documentation would be limited to the activities undertaken in line with scope • Support model for this engagement should follow UK business hours unless otherwise specified • SharePoint licenses and Microsoft Support contract is taken care by EY
Exclusions	The following areas are excluded from the scope of the current managed services proposed. ▪ Any third-party tool evaluation, implementation or recommendations ▪ Any issues related to the servers integrated with SharePoint ▪ Backup and restoration or migration of any data ▪ Hardware deployment, implementation, backup of any server or application ▪ Storage, network assessment ▪ Procurement of any tool/software licenses/certificate, racking, stacking, subscriptions, licensing etc. ▪ Any area that is not explicitly listed as "project scope" will be out of scope for this engagement.

Service Level Target Definitions

Dependencies for Meeting Service Level Targets

- The time elapsed for an incident/request/change, which is pending due to a cause uncontrollable by Microland will be excluded from the measurement/calculation of Service Level Target as mentioned above. This will include:
 - Pending due to end user
 - Pending due to other support groups
 - Pending due to Principal Software Provider (Microsoft)

Service Level Definitions:

Service Level Component	Definition
Resolution Time	Resolution time is the time taken by the engineer to resolve the incident. Resolution Time = Ticket resolved time – Ticket created time
Fulfilment Time	Fulfilment time is the time taken by the engineer to fulfil the request Fulfilment Time = Service Request resolved time – Service Request created time
Change Implementation Time	Implementation time is the lead time taken to execute a change request as per the implementation plan in the RFC

Priority Definitions:

Priority	Definition
Priority is an attribute of an incident / request used to identify the relative importance of the incident / request. Priority is based on impact and urgency of the incident, and is used to identify the required time for actions to be taken	
Priority 1	Priority 1 is assigned to an incident having the highest impact on the business. Following are few scenarios in which an incident is termed as Priority 1 Incident • Primary and secondary SharePoint services are down • Multiple users not able to access resources SharePoint modules • Multiple resources within same web application are inaccessible.
Priority 2	Priority 2 is assigned to an incident having the medium impact on the business. Following are few scenarios in which an incident is termed as Priority 2 Incident ▪ Degradation of services (slow response, intermittent login issues etc....) ▪ Partial service being unavailable that can lead to a failure
Priority 3	Priority 3 is assigned to an incident having the lowest impact on the business. Following are few scenarios in which an incident is termed as Priority-3 ▪ Single user issue (unable to access Sites, Application and Content)
Priority 4	Priority 4 is assigned to an all Service Requests Following are few scenarios in which an request is termed as Priority-4 ▪ New Site Creation – Simple (Medium & Complex are handled as Changes) ▪ New User Creation / Deletion ▪ User Permission Changes

Note: During the life cycle of the incident, priority of the incident may be upgraded or downgraded based on the impact of the incident on the business at that particular time.
All the Priority 1 Tickets will be closed only post peer review for the quality effectiveness of the incident.

Change Priority – 1	Planned / Unplanned changes carried out during a Priority 1 incident
Change Priority – 2	Changes planned and carried out with a lead time of 7 days for implementation
Change Priority – 3	Planned changes with no impact to service and is carried out during agreed hours (peak or non-peak) as decided by the client
Change Priority – 4	Planned changes with no impact to service and is carried out during agreed non-peak hours as decided by the client

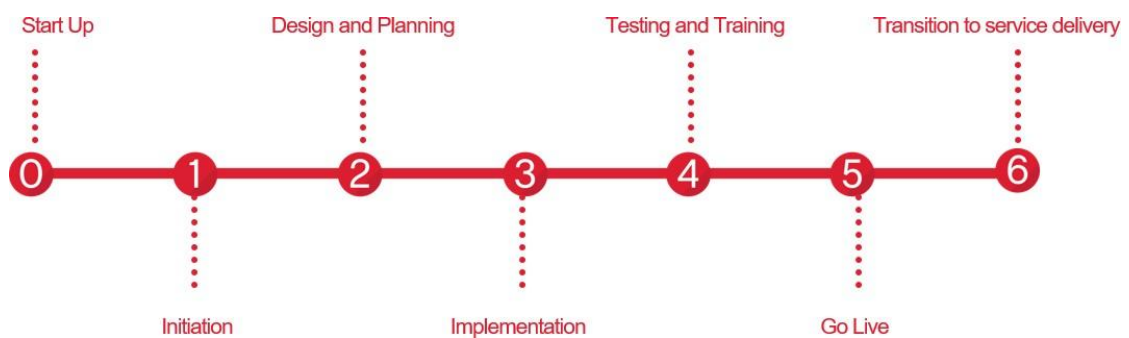
Our Processes

We are an ISO/IEC 20000-1:2011 and follow ISO standards including ITIL framework for IT Service Management. This includes all facets of ITSM including Service Strategy, Service Design, Service Transition and Service Operations.

Microland has a standard methodology for transitioning the customer's services into live operation.

Microland follow a Stage 0-6 model for all Service Transitions (Figure 2 below).

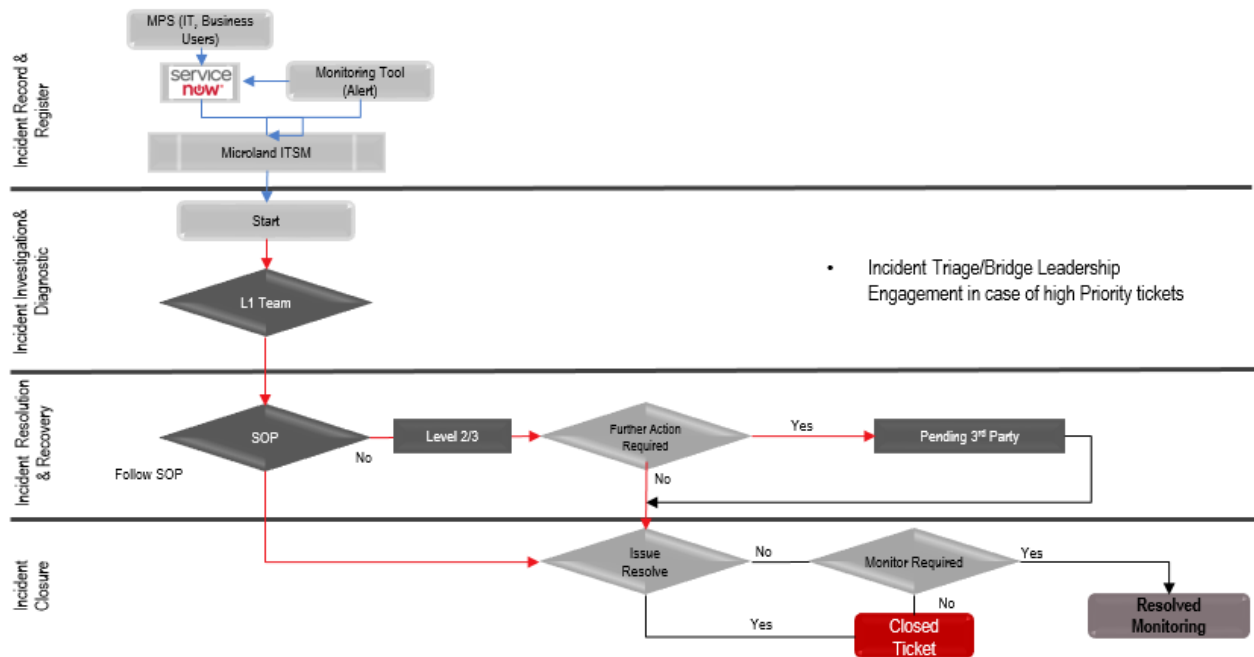
Figure 2: Stage 0-6 transition model



Due-diligence and Meetings	Service transition workshop The Customer is required to attend a Service Transition workshop and any further workshops required to complete the detailed service and technical design and make available appropriate service and technical personnel with suitable skill sets at these meetings. ▪ Service owners and-or technical owners for any applications or systems that utilize the platform to be managed by Microland ▪ Technical owners for any supporting service needed to allow Microland to access and monitor the in-scope CIs (for example, network engineers, for creating VPNs and firewall rules) ▪ Project manager, if the customer has chosen to use one. Project Closedown The Customer is required to attend a Project Closedown meeting to formally close projects for transitioning new services into operation.
Planning	As part of service transition, Microland's specialized transition team along with SharePoint technical architects get involved in the above meeting and gather information for better planning that includes ▪ Identify gaps and implement the farm alignment best practices. ▪ Prepare project, future road map and governance plans. ▪ Resource planning, hierarchy decisions and lean team structures.
Training sessions	▪ Using the Microland Self-service management portal A Microland engineer will provide a single remote web-based training session to the customer's administrator(s) covering the access and use of Microland's Self-service management portal for SharePoint, which will include: ▪ How to create tickets for all activities ▪ How to assign priorities ▪ Using the Microland's Self-service support portal Microland provide, on request, a single remote web-based training session to the customer's administrator(s) covering the access and use of Microland's Self-service support portal.

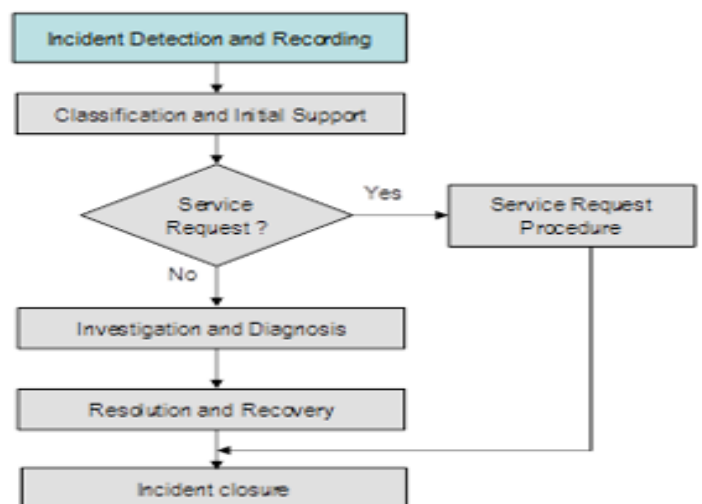
Incident Management

This section outlines our high-level incident management workflow.

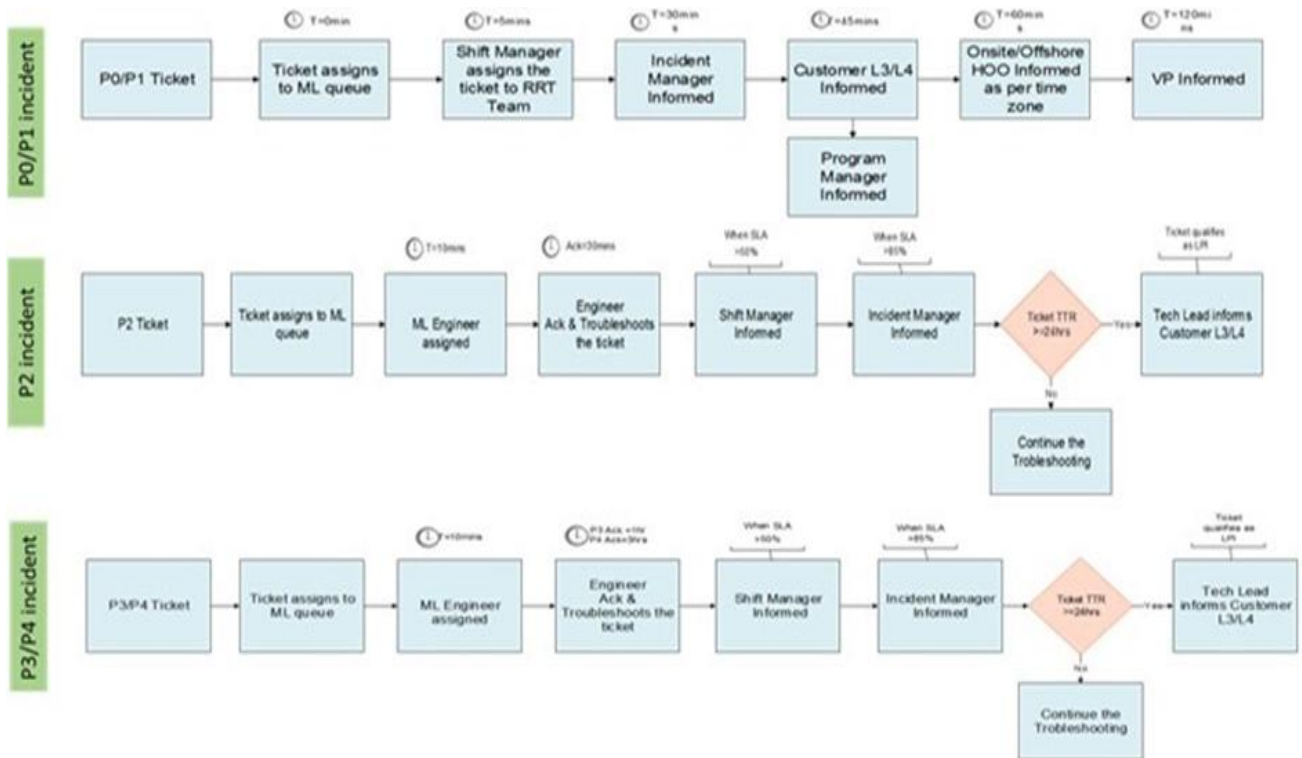


Incident Management objectives

- Prevent service level breaches through timely resolution of incidents
- Assist Problem Management in identifying trends in incidents
- Ensure all incidents are correctly detected and recorded
- Service is restored by the quickest means available. This may be a temporary fix, e.g. swap the device
- Make use of Known-Error database and other vendor data sources to determine resolution



In the diagram below, we have provided a view of the end to end Incident initiation, logging, triage and closure for different priority-based incidents



Change Management

Service Integration led Change Management is a crucial aspect of SharePoint Management Services. Microland's Change Management team shall coordinate changes across all services and control changes to the SharePoint infrastructure, with minimum disruption, through a formal, centralized process of approval, scheduling and control to ensure continued alignment to business requirements.

Change Recording and Filtering

The Change request is created by Microland Engineer or by your Service Desk. Once the Change is registered, the requirements are analysed and classified as one of the following:

- Major Change
- Minor Change
- Emergency Fixes – Corrective Actions for Impacting Incidents

Classification is done in consultation with the Change Manager and other relevant parties who can assist in the analysis. Also at this stage the Change is prioritised - This prioritisation is based on the urgency with which the Change needs to be implemented.

From this point onwards flow is controlled using a Process Interface Map. Based on the requirements of the change, assets impacted and the exact time frame of the change execution, Microland will schedule the activities and inform the Business of upcoming outages. Once this is finalised, the request is moved to the next phase.

Change Impact Analysis, Planning & Testing

This process consists of assessing user requirements, identifying the various options/workarounds of achieving the expected business goals, analysing the capacity of the asset to deliver what is required and making the necessary configuration change scripts for execution. The Change is planned and the implementation script is completed in this phase.

During this process, the Microland team will liaise with the business and application teams for all the information and tasks that need to be performed to achieve the expected end result, assess the impact the change may have on the environment as well as user base, review all failure modes and develop the change scripts. The change request contains -

- Nature of change, the business need and expected outcome
- Implementation Plan – What needs to be done, when and how
- Test Plan – What needs to be tested, who will perform tests and when
- Back Out Plan – Steps that need to be carried out in the event of an error, roll-back timelines

Once this process is complete, the change request moves to the next phase.

Approval and scheduling

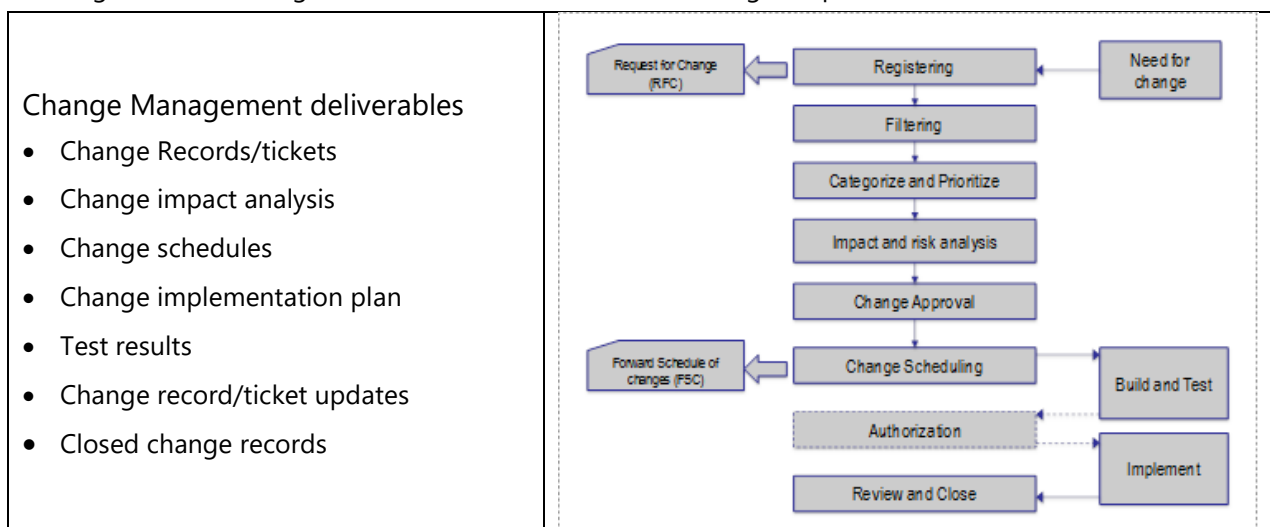
In the pre-implementation review, the team will analyse the scripts for the accuracy. This helps in understanding the impact of the change and ensures the smooth execution of the same. The CAB will approve the change after review and will move the request for implementation.

Change Implementation

All approved changes will be assigned to Microland Engineers, and the implementation of the change will be executed as per plan.

Change Review and Closure

Post the implementation, we will notify you of the successful implementation of the change request. During this phase, we will monitor the environment as well as maintain close contact with the Business users and application teams to establish that the change has met the necessary goals and has not resulted in any impact or outages to the existing services. Post confirmation, the Change Request moves to closure.



Release Management

To ensure priority issues follow a standardised release process, we recommend that two types of releases are aligned with the ticket priority:

Hotfix releases: hotfix releases come in the form of an isolated fix to a specific incident, problem or change and executed against an isolated branch of code to ensure stability. The change is then deployed as a minor release to the client for sign-off on an agreed acceptance environment and then released to production following sign off.

Scheduled maintenance releases: come in the form of P2, P3 and P4 issues and are grouped according to priority defined by the Client and released according to a monthly cycle. We will group as many issues as possible into one release to avoid multiple end-user updates. The release version and notes will be communicated to the Client on a scheduled basis through the monthly review cycle and aligned with the Client's release process. The release cycle timelines will be agreed between the Service Delivery Manager and the appropriate client appointed representative.

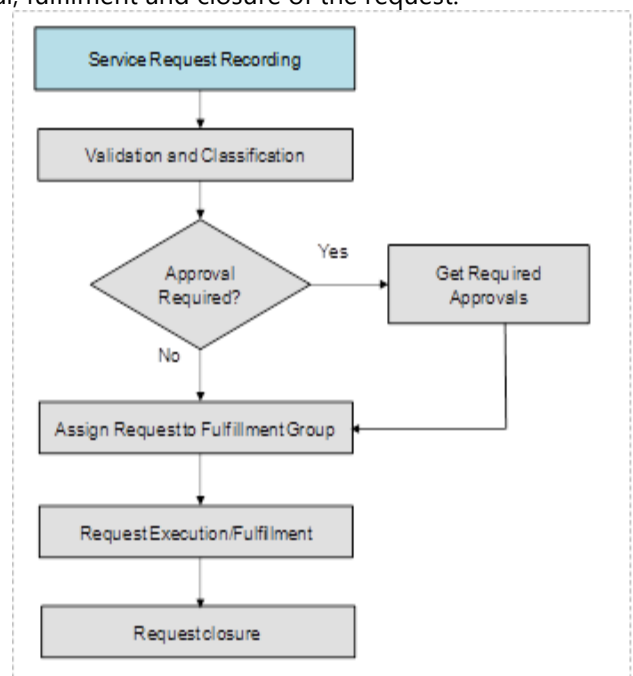
Service Request Management

All requests for catalogue based services, build of SharePoint Infrastructure, changes requests shall be worked by Microland via Service Request Management process.

In this process Microland shall be responsible for the management of requests that are not generated as an incident. It shall involve use of a pre-defined qualification process to enable quick fulfilment of requests. It also involves preparation of a catalogue of requests, approval, fulfilment and closure of the request.

Service Request Management objectives

- Requests are managed and fulfilled at the earliest and in the best possible manner
- Allow for pre-approval of costs and request models so that requests that are predictable and repetitive are fulfilled sooner.
- Provides information to users and customers about the availability of services and the procedure for obtaining them.
- Helps incident management focus on incidents and not be burdened by handling requests



Proactive Management including resource usage (historical and forecast/predicted)

Microland will proactively monitor and manage resources. The process includes planning and forecast for future projects and analysis of historical data to bring in efficiencies. This shall be achieved by the usage of next generation management tools.

Knowledge Management

Knowledge articles will be written and published by the support team and will serve two principal functions:

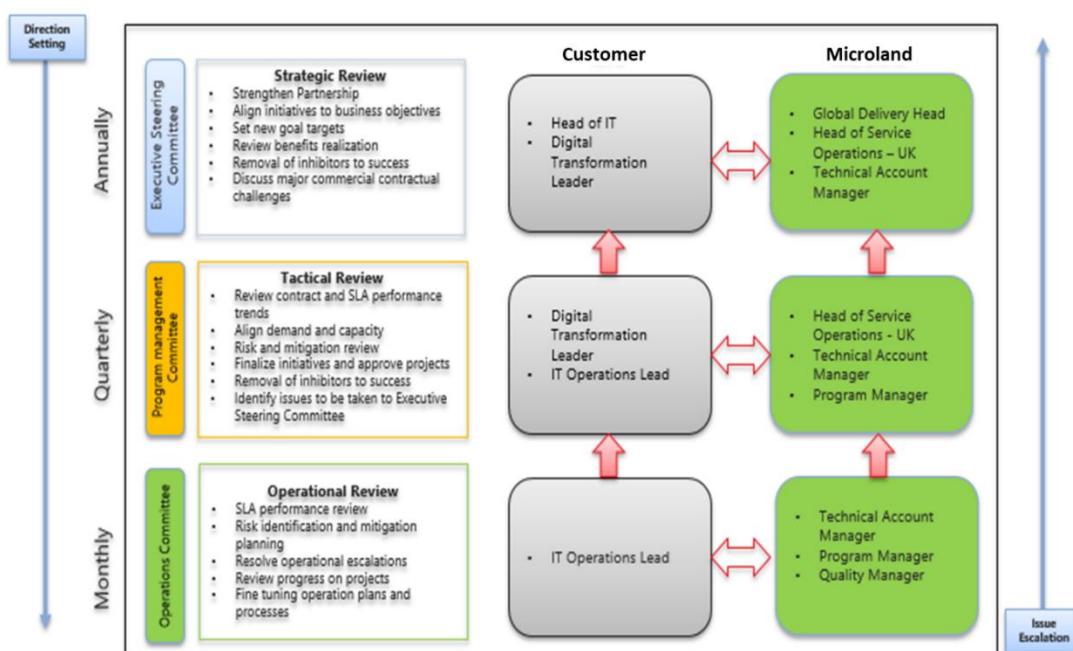
- Driving incident resolution upstream to L1 support for appropriate incident types where resolution does not require a code fix to be delivered or a complex configuration change to be made.
- Provide your IT teams and business users with articles that address known issues and provide answers to FAQs

Technical Account Management

The content of the knowledge articles will be derived from ticket analysis based on the frequency and type of issues that are raised as well as gathering qualitative feedback from status update and service review meetings.

Governance of knowledge articles to assess their usefulness and relevance will be conducted both by internal review across all levels of support for internal articles and at service reviews for known issues and FAQs.

Microland will provide a Technical Account Manager and a Service Assurance Manager as part of the Service Governance framework. Microland strongly believes that the long term success of any partnership relies on building a governance model that emphasizes on transparency, regular reviews at an operational, tactical, strategic level and continuous evaluation of ways to enhance the value the partnership brings to the table for every business opportunity.



The Governance structure, roles and responsibilities will be firmed up during the engagement scope definition phase.

Service Performance Reporting

Microland will submit Full Service & Quality check reports periodically, based on the status of the program. Typically, these reports will be provided on weekly, fortnightly and monthly basis in formats that will be as per Customer guidelines. These reports will include:

- Service delivery performance with respect to the Service Level Agreements (SLAs)
- Critical incidents that had an impact on availability of IT services or user satisfaction and plans to prevent / handle such incidents in future
- Highlights and issues / concerns
- Analysis of service performance reports and improvement actions
- Customer / user complaints or escalations and the corrective and preventive actions

Microland's Service Delivery Manager will schedule and conduct a monthly management review meeting. The participants from Customer organisation may include Project Manager, Tower Leads, Service management executives and any other key executives. The review includes performance against service levels, critical incidents and resolution and open problems, if any. The agenda for such meetings will include:

- Highlights of the past month's performance, on major issues reported any service delivery trends and service achievements.
- Explanation on outstanding matters from previous periods and, in particular, issues which have been or are about to be escalated
- Customer satisfaction and trends
- Review of the scheduled workload
- Suggestions for improvements in service delivery
- Issues with contract management, billing / invoicing and other financial matters

In addition to the monthly reviews, Microland will hold quarterly and annual reviews, around the structure of services delivered to the Customer, to ensure their relevance and alignment to the business goals.

Microland shall be providing various operational reports on Weekly, Monthly and Quarterly basis. The schedule is detailed as under:

Report Name	Frequency	Data Source	Owner
Weekly Service and Operations Dashboard	Weekly	Microland ITSM	Quality Manager
Cost Optimisation / management Report	Monthly	CMP Tool	PM / QM
Compliance Report	Monthly	CMP Tool	PM / QM
Monthly Service Review Dashboard	Monthly	Microland ITSM	PM / QM
Top 10 Incident Category	Monthly	Microland ITSM	PM / QM
SLA adherence Report	Monthly	Microland ITSM	PM / QM

Process Behaviour Analysis	Monthly	Microland ITSM	PM / QM
Reactive / Proactive Incident Report	Monthly	Microland ITSM	PM / QM
Problem Management Report	Quarterly	Microland ITSM	PM / Quality Lead

Tools pioneered on

Assessment	SharePoint Migration Assessment Tool				
Migration					

Managed Services Exclusions

1. Supply of licenses
2. The following team functionalities
 - a. Activities related to planned DR exercise that are not considered BAU.
 - b. Capacity upgrade or activities based on outcome of capacity review to cater to growing demand or new requirement from business, other than those tasks that are accepted through the business-as-usual change process.
 - c. Rollout of a customized/standard scripts related to OS or software across site/multiple servers/devices.
 - d. Any specific reporting requirements from user/business which are significantly different than standard reports delivered or any new reporting requirements from user/business or reporting requirements where Customer has not provided required toolset to deliver the report.
 - e. Any significant changes to infrastructure design as a result of business or security requirement.
 - f. Any desktop specific activities like AV monitoring for desktops, patching of desktops etc.
 - g. Manual Monitoring of Key services / applications, excluding services and applications currently monitored and any monitoring that has been agreed to provide during the introduction of new services.
 - h. Generation of Manual reports and collating data from various tools to meet specific business / Customer requirements, excluding reporting on current business and Customer requirements and any reporting agreed to provide during the introduction of new services.
3. Microland shall assist for the planning for technology revamp of the Customer estate, however all tasks performed shall be considered as project work and shall be charged separately.
4. Resolution of issues related to end user equipment like Desktops / handhelds, desktop application functionalities

Managed Services Assumptions

1. The employees of Microland shall in no event be considered employees or agents of Customer organisation, nor shall they be entitled to or eligible, by reason of the contractual relationship hereby created, to participate in any benefits or privileges given or extended by Customer to its employees.
2. All tools and software required for performing and enhancing the technical performance and functionality of the support teams shall be provided by Customer organisation
3. Microland assumes that all necessary enterprise-wide monitoring and management tools are available within the Customer organisation to manage the proposed infrastructure. Design, Implementation and documentation of new infrastructure to this environment shall be considered out of scope. However, if Customer does require Microland to perform such Project activities, Microland shall analyse the requirement and propose the necessary charges to the Customer.
4. Any dependency on the Customer for completion of the services or delay due to incorrect or incomplete asset information would also be considered as exclusions while measuring Microland SLA compliance. It is the responsibility of Microland to make Customer aware of any asset inaccuracies through active communications.
5. Microland agrees to discuss & deliberate the process and documentation required to support any device found in the infrastructure that is non-standard.
6. Any major upgrade (architecture related) is not part of the managed services scope. Such requirements would be considered as a separate project and would need to be mutually discussed between the two organisations on the plan.
7. Microland assumes that the Customer's centralized service management teams are responsible for communications of incidents on related infrastructure within the Customer organisation.
8. Microland will also coordinate with vendors/ Customer support teams providing local "hands & eyes" support needed for delivering this service where in onsite support is needed.
9. Customer shall provide necessary access to all relevant tools to Microland for carrying out the services.
10. No personal data of the Customer will be processed by Microland as part of this agreement.
11. A data security plan will be formulated for every SoW and mutually agreed before start of delivering the service.
12. All required infrastructure, hardware, software, licenses and certificates will be provided by Customer.
13. Customer will provide required access to the Microland engineers to support the solution.
14. Microland assumes Customer has valid contracts with the principal vendors and Microland can liaise with them in case Level 4 support is required.
15. Customer will identify and assess application compatibility.
16. 01st & 2nd line Support/Service Desk & Hardware break fix/hardware swap is out of scope from Microland service for Win10

Customer Obligations

1. Service Management/Ticketing tool will be provided by the Customer.
2. Customer's current hardware service/maintenance contract(s) support 24X7 response time and same or next business day resolution. In the event a problem is identified which requires Microland to engage the appropriate hardware service/software/maintenance vendor, any portion of the committed Microland SLA cycle time where Microland is dependent on the vendor to complete contracted services, would be excluded from the measurement of Microland SLA compliance. This shall apply only where the SLA has been missed by Microland and the Root Cause Analysis (RCA) can relate the miss directly to such vendor.
3. Microland assumes that Customer's Monitoring tools have required & full capability to carry out monitoring to enable Microland to deliver proactive service.
4. Microland assumes that all service management functions are to be managed by Customer's Service Management teams. Microland assumes that the centralized Customer service management teams

are directly involved and also need to be kept informed on all major incidents and changes on the environment.

5. Customer shall provide up to date IT Policies such as Security Policy, Backup Policy, and Assets Inventory Policy etc. to Microland.
6. Customer will provide Customer Email ID's to Microland resources supporting the infrastructure.
7. Customer shall provide necessary access to all relevant tools to Microland to carry out the services.
8. Customer shall provide secure connectivity channels for Microland to deliver the services.

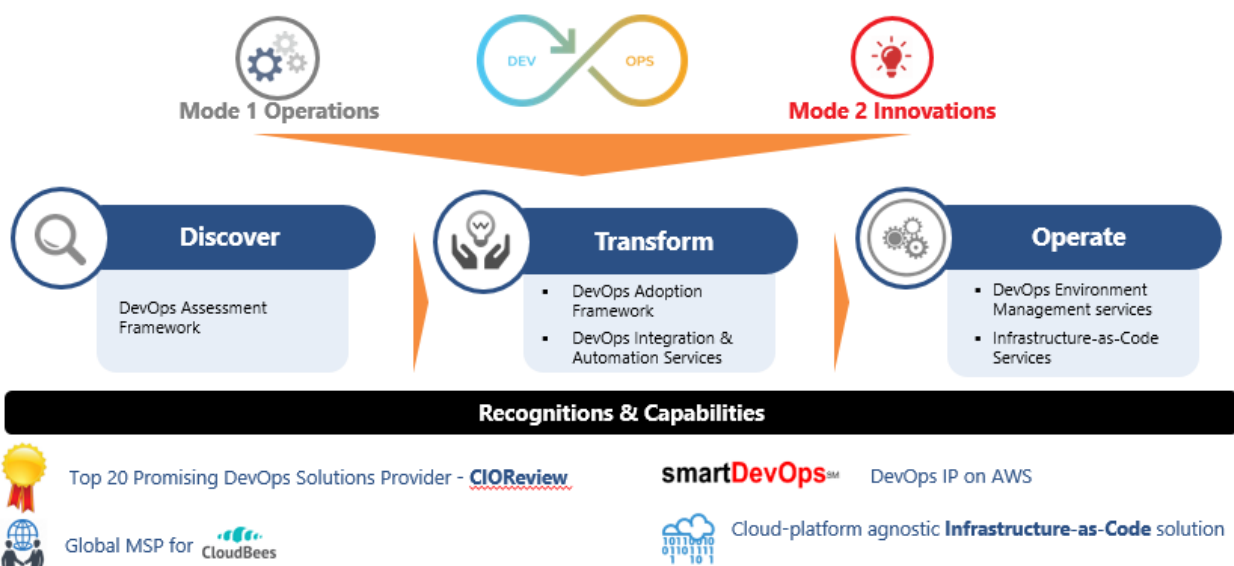
1.5 DevOps Services

Microland can support customers throughout their DevOps journey.

- **DevOps Assessment framework:** Powered by our proprietary solution accelerators, Microland's DevOps Assessment Framework provides a customized approach assessing customer applications, tools, teams and processes. Our framework provides maturity level scores and recommends the DevOps roadmap for existing IT environments.
- Microland's **DevOps Adoption Framework** helps define an adoption strategy for organizations wanting to move to the DevOps paradigm. The framework provides a structured approach guiding customers in their DevOps transition journey, defining process workflows, life-cycle models, solution architecture and organization structure based on best-in-class industry standards.
- Microland's **DevOps Integration & Automation Services** employ toolchain and multi-product integration mechanisms across heterogeneous environments/architectures enabling customers to improve process quality & reduce costs.
- Microland's **DevOps Environment-Managed Services** ensure businesses reap the maximum benefits from their DevOps investments through efficient management of DevOps environments. Our services range from creation & monitoring to end-to-end management of DevOps toolchains and processes. Delivered by certified DevOps experts, our services guarantee increased availability, end-to-end traceability and optimized performance of the DevOps environment.
- Our Infrastructure-as-Code services allow the creation of cloud infra on an on-demand basis, promoting faster go-to-markets.

We are one of the Global MSPs for CloudBees (Jenkins) and have our own DevOps orchestration IP, smartDevOps.

Comprehensive DevOps Services Portfolio – Empowering IT Innovations & Operations

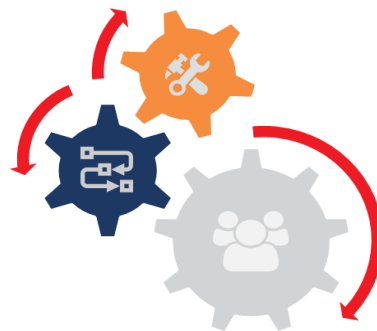
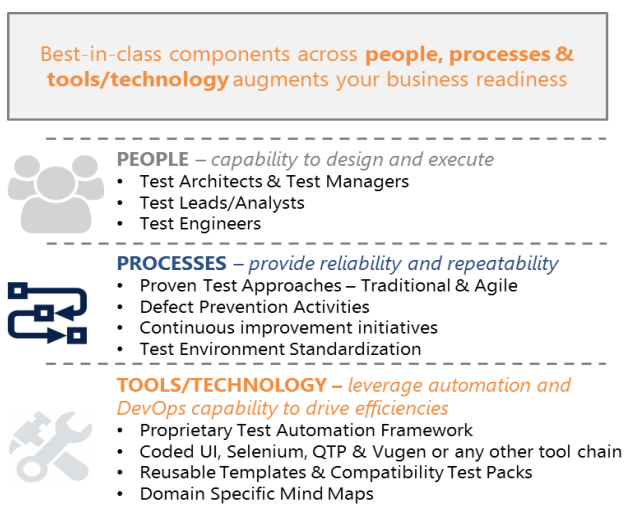


1.6 Testing As A Service

Application Testing as a Service (ATaaS) is the logical progression of traditional software testing. It's a flexible, scalable and risk averse model to ensure on-demand testing capability in the world of Agile & DevOps.

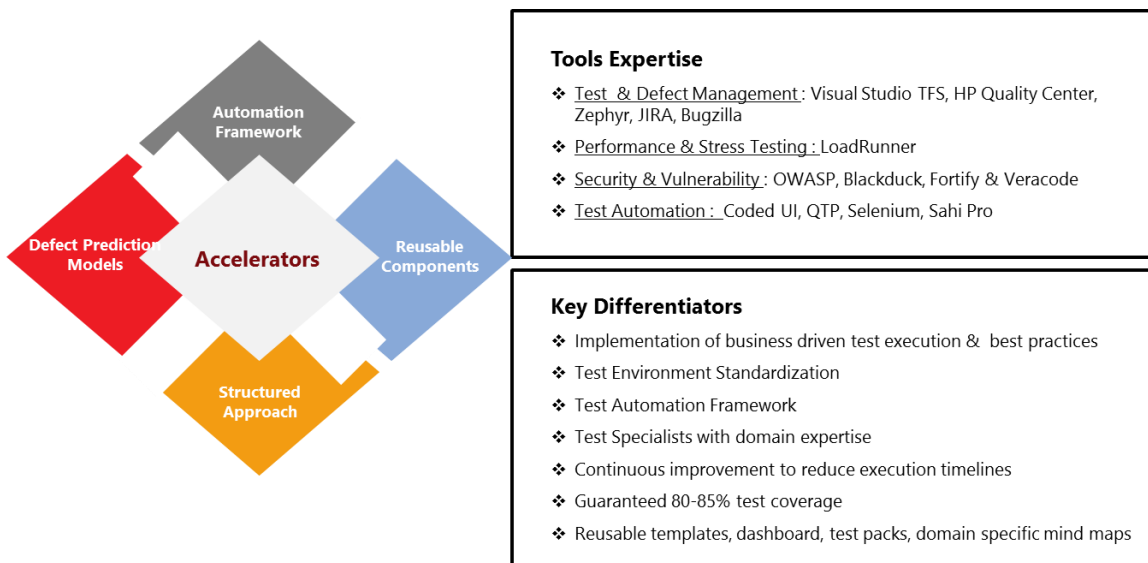
Microland's testing service offers cross service, end to end testing across domains. The service simplifies the entire application testing process for the customer by providing industry standard processes, demand flexibility and scalability at lower costs. Microland offers a focused set of services to help customers solve challenges with application quality & security, managing cost of quality and reduce the time to market.

Our service enables setting up of key components of industrialized testing services – ensuring predictive software delivery and managed costs. This holistic process driven model combines people, processes & frameworks, tools/technology and business alignment.



Through this service, the customer is assured of

- Proven approach & best practices
- Multi-tool & automation experts
- Domain specific test specialist
- Microland's propriety Test Automation Framework
- Reusable application type specific dashboards
- Sensible Reporting & Metrics
- Reusable Asset Library - mind maps, test suits, compatibility packs etc
- Rapid assessment framework for Security & Vulnerability



Testing Services

Basic Testing	This service covers the basic software testing, verification and validation services related to Application Functional Stability i.e fit for purpose. The scope of Basic Services is Functional and Regression Testing System and Integration Testing Mobility, Cloud & API Testing Post Modernization/Migration Testing
Specialized Testing	This service focuses on specialized testing services related to Software Structural Stability i.e the non-functional requirements like performance, security, compatibility etc. The scope of Specialized Services is Performance Testing Compatibility & Compliance Testing User Experience Testing - Usability & Accessibility Security, Vulnerability & Penetration Testing
Consulting Services	The Consulting service is aimed at providing subject matter expertise and advisory services relate to Software Assurance, namely in terms of Quality Assurance Assessment Across Lifecycle

	Tools Consulting Tools Implementation & Modernization Process Transformation Independent Security & Vulnerability Assessment DevOps Support
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1.7 Application Advisory Services

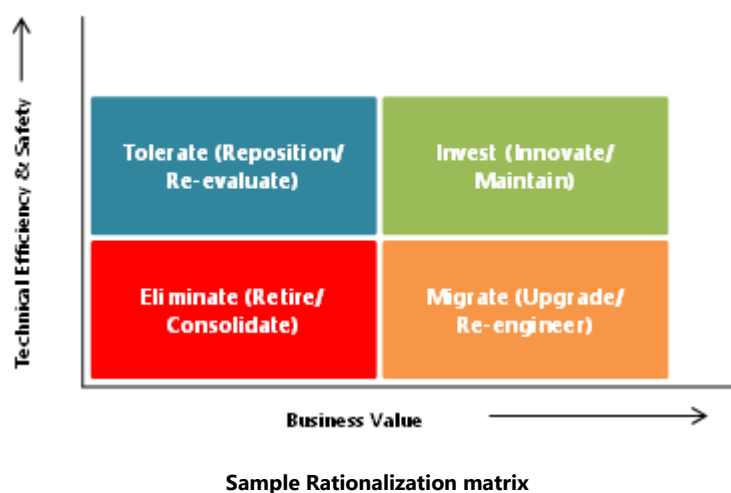
Microland's Application Advisory Services provide a comprehensive analysis of the application environment enabling the transition to an optimized, efficient application environment.

Key services provided

- Application Portfolio Rationalization
- Application Process Maturity Assessment
- Delivery Offshorable Scope Analysis

Application Portfolio Rationalization

Comprehensive assessment of the application portfolio across business focus & acceptability, operational costs, technical maturity & operational risks to identify redundancies in application functionalities and suggest an effective rationalization approach.

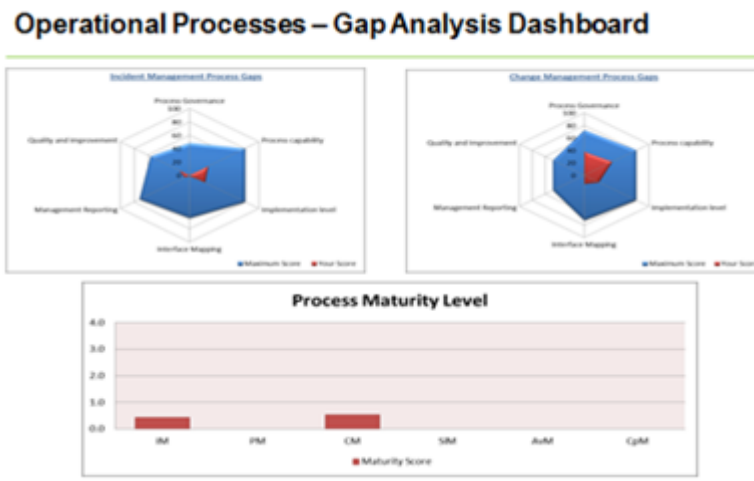


Application Process Maturity Assessment

Microland's Application Process Maturity (APM) Assessment identifies inefficiencies in existing application delivery processes – defining effective process improvement plans suited to business needs

Comprehensive process maturity assessment, assessing

- Delivery maturity
- Benchmarking of Application Operations Costs
- Whitespace analysis of documentation processes



Delivery Offshorability Scope Analysis

Detailed analysis of the complexity & criticality of the application portfolio, delivery processes, risks associated, delivery costs to determine the scope for offshorability and define a right-fit off-shore transition roadmap.

Key benefits:

- Lowered TCO
- Enhanced agility, future-readiness of the application environment
- Investment prioritization aligned with future business need
- Delivery predictability & reliability
- Informed risk & governance decision making

Services are platform agnostic with support across all major application technologies.

1.8 Application Operations-as-a-Service

Microland's Application-Operations-as-a-Service (AOaaS) provides end-to-end application management in an as-a-service model.

Key principles of AOaaS:

- Modelled as per the Bimodal IT definition of operations

- Clear segregation of 'Operator' & 'Innovator' cultures – 'Operator' mindset for application operations
- Services oriented to ITIL standards

Services include a set of baseline services

- Application production support,
- Application maintenance
- Application Development & enhancement activities
- Automation-led continual service improvement initiatives

AOaaS also constitutes a list of a-la-carte services (developments, installations, assessments, etc.) which clients can choose based on business requirements.

Benefits:

- Predictable & optimized costs
- Minimized operations risks
- Increased application availability & agile service restorations enabled through a right-fit operator culture

Major types of applications covered:

- Web Applications
- Bespoke Business Applications
- Transaction Applications
- COTS Applications

Services are platform agnostic with support across all major application technologies.

Service Level	Scope/Deliverables
Integrated Service Desk (L1 Layer)	Providing customer service and centralized single point of contact for all incidents
	Call logging, tracking and routing for application-specific IT related issues
	Identification of appropriate resolver function based on problem type
	Ticket response and issue management including escalations
	Action in response to perceived or real production problems
	Proactive analysis and incident tracking processes
	Knowledge management of queries and resolutions
	Issue resolution based on KeDB
	Responding to Client queries; Communications to the user and IT groups

	Track and seed closure for logged issues; Coordinate among multiple parties for the closure of the logged issue
	Maintaining IT and business contact list
	Integrated SLA reporting
Allied Monitoring Desk (L2/A Layer)	Day-to-day application production management including regular tasks, checklists (start, intra and end of the day), housekeeping etc.
	Overnight batch monitoring from daytime, "follow the sun", the location where required
	Proactive application monitoring
	Detailed performance and capacity monitoring where preexisting for application
	Maintenance of BCP procedures
	QA/UAT environment support and maintenance
	Ensuring BCP software version levels are kept up to date with live system changes
Common Services Team (L2/B Layer)	End to end Incident management including investigation and resolution; handover to L3 for any code changes
	Manage restoration of service
	Advise workarounds for known issues
	Deep problem management – reactive based on Incidents; proactive based on the analysis; predictive based on tools and algorithms
	Where root cause solution will not be available quickly, determine tactical actions to reduce the likelihood of the recurrence of an issue, its impact and ensure procedures are documented for how to deal with the problem including advice for end users
	Release Management including coordination with other teams for synchronized releases and with a release team if not part of the vendors' org
	Runbook, checklist and support documentation maintenance including a knowledge base of known problems and workarounds/solutions
	Address more complex ad-hoc end-user queries and report requests that can be handled by L1
	Provide support to non-application related problems such as data issues, data files, black-outs, restorations etc
	Root cause analysis including code investigation
Fix-on-Fail Services (L3 Layer)	Refer complex issues to Level 3 support team
	Bug Fixes
	Functional analysis
	Scripts and Batch schedule maintenance
	Regression Testing to include UAT where there is no separate UAT team in place
	Fix-on-fail due to hardware, OS upgrades
	Preventive maintenance from Problem management actions
	Triage to 3 rd parties
	Minor enhancements (limited contractually)

BC/DR testing
Participation in Audits
Participation in Compliance checks
Covering systems during one-off situations (such as annual peak volume, one-time transaction increases)
Reporting (one-off or regular) in conjunction with ITOA team
Minor Database upgrades (capped)
Minor Software and Hardware upgrades (capped)
Quarterly release support for external vendors (capped)

1.9 Big Data Services

Our comprehensive Big Data Services enable customers to reap the maximum benefits from Data investments, guiding customers at every phase of their Big Data life cycle. We provide:

- Assessment of current IT environments to suggest Big Data adoption strategy

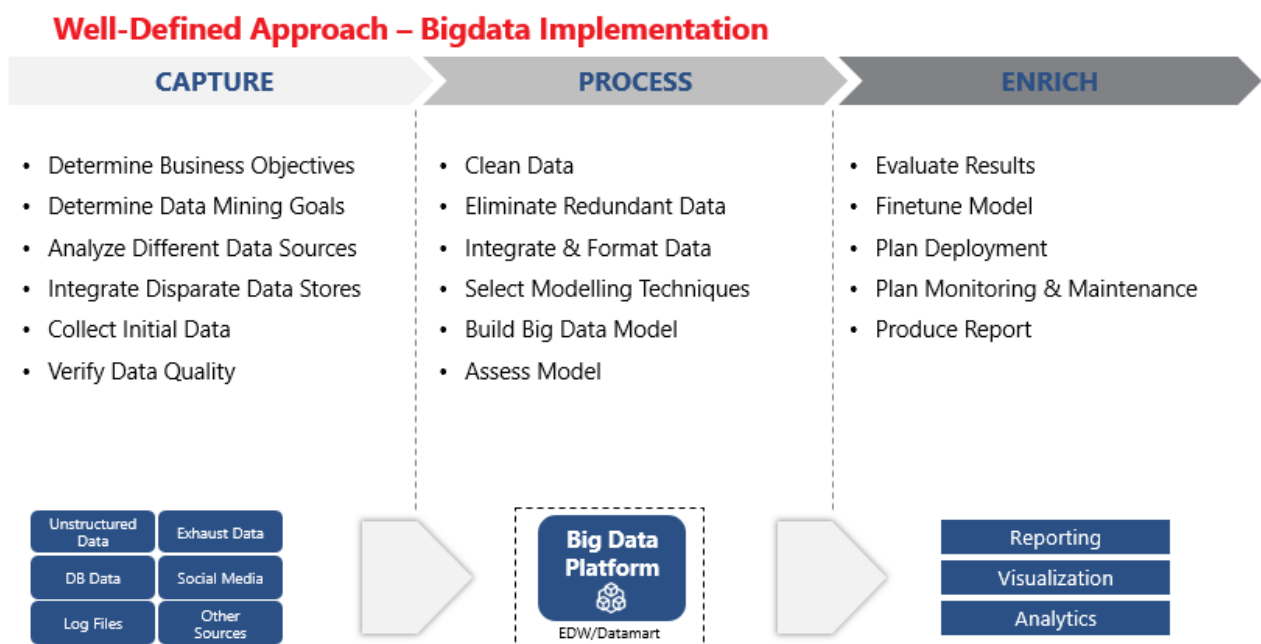
- Assessment of IT environments to determine current Big Data maturity
- Review of hardware & technology/tools stack to suggest best-fit Big Data platform, tools & technologies
- Determination of possible Big Data adoption roadmap
- Suggestions on finetuning applications for optimal exploitation of Big Data

- Implementation of Big Data technologies in the current IT ecosystem

Microland has a well-defined approach to implement Big Data technologies in client environments, involving

- Capture as-is state and business needs
- Build the right-fit Big Data model
- Evaluate the results
- Set up an on-going monitoring and operations model

Following diagram illustrates the same:



- Management of the Big Data platforms on an ongoing basis

On-going support and maintenance of all major Big Data platforms (Hadoop, Cloudera, Hortonworks) across on-premises as well as cloud environments.

2 Tools

The following tools shall be used by Microland to deliver the managed services:

- **Availability Monitoring:** Customer provided Availability Monitoring Toolset or Microland toolset
- **Service Management:** Customer provided Service Management Toolset or Microland toolset

3 Service Coverage Window

The Service coverage for this service is as follows:

UK Business Hours Monday to Friday (not including UK Bank Holidays) for all priorities and 24x7 call out support for high severities (Priority 1 and Priority 2). Hence the overall support timing for the various severities are as follows:

- **Priority 1** – 24x7x365
- **Priority 2** – 24x7x365
- **Priority 3/4** – UK Business hours 08:30 am to 5 pm only

4 Service Location

Microland will deliver the services from the Microland Delivery Centres located in Bangalore, India and United Kingdom or from the Customer Premises.

5 Business Continuity Plan (BCP)

In the event of a disaster or incidents requiring Microland to invoke service continuity measures, Microland will ensure service continuity in the form of resource availability, network connectivity, ability to deliver services through intra-city disaster recovery delivery sites.

6 Service Governance

Microland and the Customer will jointly ensure that a strict service management discipline is adhered to at all times. This will be managed via a tightly defined set of service management policies and procedures that must be adhered to by both parties involved in the delivery of services.

Service Governance requirements are as follows:

S. No.	Deliverables	Customer	Microland
1	All Service Management Policies will be adhered to at all times	A	R
2	Weekly Service Reports to be produced as part of current weekly reporting structure	C	R

3	Weekly Service Reviews to be held	A	R
4	Monthly Performance Dashboard to be produced. This will contain information relative to SLA's and OLA's	C	R
5	Monthly Performance Review to be performed	A	R
6	Continual Service Improvement to be demonstrated	C	R

7 Service Performance Reporting

Microland will submit Full Service & Quality check reports periodically, based on the status of the program. Typically, these reports will be provided on weekly, fortnightly and monthly basis in formats that will be as per Customer guidelines. These reports will include:

- Service delivery performance with respect to the Service Level Agreements (SLAs)
- Critical incidents that had an impact on the availability of IT services or user satisfaction and plans to prevent/handle such incidents in future
- Highlights and issues / concerns
- Analysis of service performance reports and improvement actions
- Customer/user complaints or escalations and the corrective and preventive actions

Microland's Service Delivery Manager will schedule and conduct a monthly management review meeting. The participants from Customer organisation may include Project Manager, Tower Leads, Service management executives and any other key executives. The review includes performance against service levels, critical incidents and resolution and open problems, if any. The agenda for such meetings will include:

- Highlights of the past month's performance, on major issues reported any service delivery trends and service achievements.
- Explanation on outstanding matters from previous periods and, in particular, issues which have been or are about to be escalated
- Customer satisfaction and trends
- Review of the scheduled workload
- Suggestions for improvements in service delivery
- Issues with contract management, billing / invoicing and other financial matters

In addition to the monthly reviews, Microland will hold quarterly and annual reviews, around the structure of services delivered to the Customer, to ensure their relevance and alignment to the business goals.

8 Service Level Agreements

Microland will adhere to the below Service Level Agreements & KPI's for all in-scope services:

	Type	Service Levels	Target (Percentage or Minutes)	Measure	Formula	Measurement Window
Response Time	SLA	Priority 1 Response Time - Each Priority 1 (Critical) calls responded to within 15 minutes	95%	For each Priority 1 (Critical) Incident, from the time the Ticket is logged in the Ticket Management System and queued to Partner, to the time that the assigned resolving team electronically accepts the Incident.	Number of Priority 1 Incidents responded to within 15 minutes in the Measurement Period ----- ----- X 100 Number of Priority 1	24 x 7

					Incidents logged within the Measurement Period	
	SLA	Priority 2 Response Time - Percentage of Priority 2 (High) calls responded to within 30 minutes	95%	For each Priority 2 (High) Incident, from the time the Ticket is logged in the Ticket Management System and queued to Partner, to the time that the assigned resolving team electronically accepts the Incident.	Number of Priority 2 Incidents responded to within 30 minutes in the Measurement Period ----- ----- X 100 Number of Priority 2 Incidents logged within the Measurement Period	24 x 7
Resolution Time	SLA	Priority 1 (Critical) Incident Resolution - Each Incident Resolved within 4 hours (240 minutes)	95%	For each Priority 1 (Critical) Incident, from the time the Ticket is logged in the Ticket Management System and queued to Partner, to the time that the Incident is Resolved	Number of Priority 1 Incidents Resolved within 240 mins in the Measurement Period ----- ----- X 100 Number of Priority 1 Incidents logged within the Measurement Period	24x7
	SLA	Priority 2 (High) Incident Resolution - Each Incident Resolved within 8 hours (480 minutes)	95%	For each Priority 2 (High) Incident, from the time the Ticket is logged in the Ticket Management System and queued to Partner, to the time that the Incident is Resolved. Subject to a minimum of 20 tickets per Customer per month	Number of Priority 2 Incidents Resolved within 480 mins in the Measurement Period ----- ----- X 100 Number of Priority 2 Incidents logged within the Measurement Period	24x7
	SLA	Priority 3 (Medium) Incident Resolution - Percentage of Incidents Resolved within 4 Business Days	90%	For each Priority 3 (Medium) Incident, from the time the Ticket is logged in the Ticket Management System and queued to Partner, to the time that the Incident is Resolved. Subject to a minimum of 20 tickets per Customer per month	Number of Priority 3 Incidents Resolved within 3 business days in the Measurement Period ----- ----- X 100 Number of Priority 3 Incidents logged within the Measurement Period	Core hours
	SLA	Priority 4 (Low) Incident Resolution - Percentage of Incidents Resolved within 10 Business Days	90%	For each Priority 4 (Low) Incident, from the time the Ticket is logged in the Ticket Management System and queued to Partner, to the time that the Incident is Resolved. Subject to a minimum of 20 tickets per Customer per month	Number of Priority 4 Incidents Resolved to within 5 business days in the Measurement Period ----- ----- X 100 Number of Priority 4 Incidents logged within Measurement Period	Core UK hours

8.1 Service Level Calculations

1. All SLA measurements will be implemented with the aid of data captured during actual transactions by the Service management system and using analytical capabilities built into the Service management system.
2. SLA's will be measured against defined performance targets during each calendar month operational cycle.
3. At the end of each calendar month operational cycle, the activity counters for compliance and non-compliance shall be reset to zero, and the measurement process of SLA adherence shall begin again.
4. All delays related to non-Microland teams shall be excluded when reporting Microland Operational SLA compliance.
5. Any design-specific issues, hardware issues or product specific issues (like End-of-Life Products) are excluded from SLA measurement.
6. All incident breaches that cannot be pended due to various dependencies, viz. 3rd Party, non-Microland teams, user feedback etc., are excluded from Microland SLA calculations.

8.2 Exclusions from SLA

1. The time lapsed for an incident, which is pending due to end-user delay in responding to a ticket, will be excluded from the measurement/calculation of SLA Target of Microland as mentioned above.
2. The time lapsed on any other incidents escalated to third party vendors or other support groups will be excluded from the measurement/calculation of SLA Target of Microland as mentioned above.
3. The SLA will begin to toll when the third party resolves the open issue, either by addressing the problem or remanding it back to Microland with a solution.
4. The support for all EOS/EOL products will be delivered only on reasonable endeavour basis and will be excluded from the measurement/calculation of SLA Target of Microland.
5. Delay due to Force Majeure event or any acts or omission beyond the control of Microland.

9 Exclusions & Assumptions for Managed Service

9.1 Service Exclusions

1. Provisioning and Supply of all hardware, software, and licenses
2. Vendor (Hardware and Software) Contract Management
3. The following team functionalities are deemed to be out of the scope of this Statement of Work:
 - a. Activities related to planned DR exercise that are not considered BAU.
 - b. Major product version upgrades (Version upgrade is defined as an upgrade from a current version of the product to next available/suggested version which requires a focused project-based approach to ensure risks are properly analyzed & risk mitigation/minimization activities are carried out while doing an upgrade);
 - c. Infrastructure/Product upgrade/hotfix implementation as a prerequisite for a project requirement or requirement from user/business for additional features within the existing product.
 - d. Capacity upgrade or activities based on the outcome of the capacity review to cater to growing demand or new requirement from business, other than those tasks that are accepted through the business-as-usual change process.
 - e. Any specific reporting requirements from user/business which are significantly different than standard reports delivered or any new reporting requirements from user/business or reporting requirements where Customer has not provided required toolset to deliver the report.
 - f. Any significant changes to infrastructure design as a result of business or security requirements.
 - g. Any desktop specific activities like AV monitoring for desktops, patching of desktops etc.

- h. Manual Monitoring of Key services/applications, excluding services and applications currently monitored and any monitoring that has been agreed to provide during the introduction of new services.
 - i. Generation of Manual reports and collating data from various tools to meet specific business / Customer requirements, excluding reporting on current business and Customer requirements and any reporting agreed to provide during the introduction of new services.
4. Microland shall assist in the planning for technology revamp of the Customer estate, however all tasks performed shall be considered as project work and shall be charged separately.
 5. Resolution of issues related to end-user equipment like Desktops/handhelds, desktop application functionalities are considered out of scope.
 6. It is assumed that all tools and software required for performing and enhancing the technical performance and functionality of the support teams shall be provided by the Customer organisation
 7. Microland assumes that all necessary enterprise-wide monitoring and management tools are available within the Customer organisation to manage the proposed infrastructure. Design, Implementation and documentation of new infrastructure to this environment shall be considered out of scope. However, in the event that Customer does require Microland to perform such Project activities, Microland shall analyse the requirement and propose the necessary charges to the Customer.

9.2 Service Assumptions

1. The employees of Microland shall in no event be considered employees or agents of the Customer organisation, nor shall they be entitled to or eligible, by reason of the contractual relationship hereby created, to participate in any benefits or privileges given or extended by Customer to its employees.
2. Any dependency on the Customer for completion of the services or delay due to incorrect or incomplete asset information would also be considered as exclusions while measuring Microland SLA compliance. It is the responsibility of Microland to make Customer aware of any asset inaccuracies through active communications.
3. Microland agrees to discuss & deliberate the process and documentation required to support any device found in the infrastructure that is non-standard.
4. Any major upgrade (architecture-related) is not part of the managed services scope. Such requirements would be considered as a separate project and would need to be mutually discussed between the two organisations on the plan.
5. Microland assumes that the Customer's centralized service management teams are responsible for communications of incidents on related infrastructure within the Customer organisation.
6. Microland will also coordinate with vendors/ Customer support teams providing local "hands & eyes" support needed for delivering this service wherein onsite support is needed.
7. Customer shall provide necessary access to all relevant tools to Microland for carrying out the services.
8. No personal data of the Customer will be processed by Microland as part of this agreement.
9. A data security plan will be formulated for every SoW and mutually agreed before the start of delivering the service.
10. All required infrastructure, hardware, software, licenses and certificates will be provided by Customer.
11. Customer will provide required access to the Microland engineers to support the solution.
12. Microland assumes Customer has valid contracts with the principal vendors and Microland can liaise with them in case Level 4 support is required.
13. Customer will identify and assess application compatibility.
14. 01st & 2nd line Support/Service Desk & Hardware break-fix/hardware swap is out of scope for Microland service for Win10

9.3 Customer Obligations

1. Service Management/Ticketing tool will be provided by the Customer.
2. Customer's current hardware service/maintenance contract(s) support 24X7 response time and same or next business day resolution. In the event a problem is identified which requires Microland to engage the appropriate hardware service/software/maintenance vendor, any portion of the committed Microland SLA cycle time where Microland is dependent on the vendor to complete contracted services, would be excluded from the measurement of Microland SLA compliance. This shall apply only where the SLA has been missed by Microland and the Root Cause Analysis (RCA) can relate the miss directly to such vendor.
3. Microland assumes that Customer's Monitoring tools have required & full capability to carry out monitoring to enable Microland to deliver proactive service.
4. Microland assumes that all service management functions are to be managed by Customer's Service Management teams. Microland assumes that the centralized Customer service management teams are directly involved and need to be kept informed of all major incidents and changes on the environment.
5. Customer shall provide up to date IT Policies such as Security Policy, Backup Policy, and Assets Inventory Policy etc. to Microland.
6. Customer will provide Customer Email ID's to Microland resources supporting the infrastructure.
7. Customer shall provide necessary access to all relevant tools to Microland to carry out the services.
8. Customer shall provide secure connectivity channels for Microland to deliver the services.