



DASHBOARD
T E C H N O L O G Y

Dashboard Technology Service Definition Document
G Cloud 15

Our Service

Dashboard Technology's Casual Worker Management & Compliance System is a cloud based platform which provides organisations with an end-to-end solution to organise and manage casual workers. All aspects from on-boarding, worker management, timetabling, booking management, compliance, working hour restrictions including Student Route Visas, timesheets, reporting and payroll.

Backup And Restore

Dashboard Technology uses various services provided by AWS to ensure we provide you with a high user experience. One of the key services is the backup and recovery features allowing us to make sure we always have an up to date, secure and failsafe copy of your data and site to minimise down time and outages.

AWS solutions are designed to deliver secure, scalable, and durable storage to achieve efficiency and scalability within our backup and recovery environments, without the need for on-premises infrastructure.

Taking advantage of cloud facilities, we can store the data backups across multiple facilities in multiple regions and availability zones covering a variety of disaster recovery protocols. All facilities are secured to a high grade from a physical to a digital level. Data centres are secured with gated and patrolled areas, key card access and an intense vetting process. All data is stored in encrypted drives at rest and held with VPC to control digital access.

Data is transferred at high speeds with effortless data replication boasting a durability of 99.99999999%.

Scope

The service and policy have been designed and implemented with disaster recovery/business continuity (i.e. the ability to recover recent live data in the event of a partial or total loss of data) a key deliverable and is not therefore designed as a method of archiving material for extended periods of time.

Only data held and entered into the Dashboard system is included, this includes any data manually entered, imported or synced via integration e.g. employee data, locations and bookings and as a result any 'output data' created due to system processes e.g. timesheets and reports.

The processes below outline our minimum back up procedure but we are happy to amend processes to accommodate any client requests to increase durability and peace of mind.

We can in some circumstances at the customer's cost also create full data back ups outside of AWS in addition to the current process.

Backup Policy

Full backups of all data are performed weekly. Full backups are retained for 3 months before being overwritten.

Incremental backups of all data are performed daily. Incremental backups are retained for 1 month before being overwritten.

Where possible backups are run overnight and are completed before 8am on working days.

Backups are stored in secure locations. A limited number of authorised personnel have access to the backup application and media copies.

Backup of data held within Database Systems have data backup routines which ensure database integrity is retained.

Backup

The IT Backup systems have been designed to ensure that routine backup operations require no manual intervention.

The IT department monitor backup operations and the status for backup jobs is checked on a weekly basis.

Restore

Data is available for restore within a few minutes of a backup job completing on the daily schedule.

Data will be available during the retention policy of each backup job – which is currently defined as 3 months.

Recent data is available from this system on completion of the daily backup jobs, which means that there is potential data loss during a working day on some systems.

Onboarding, Implementation & Offboarding

Onboarding & Implementation

Dashboard Technology provides clients with a comprehensive implementation and training plan. Through our long history of successful implementation across a variety of customers we know that each customer's requirements are unique and therefore an implementation plan is agreed with each customer to ensure we are able to meet their needs. We start by meeting the client and working out the size and scope of their needs and tailor an onboarding process that is bespoke for them. Each customer will be given a direct point of contact at Dashboard Technology who will work with them through the whole onboarding process. This point of contact will arrange on site training days, provide comprehensive user guides and provide access to our helpdesk, who customers can contact directly via phone, email, online ticketing and our online portal where customers can find self help guides.

Offboarding

There are a number of ways data from the system can be extracted. Customers can extract their own data using the comprehensive reporting package which allows output in various formats including CSV. Dashboard Technology can extract the data on behalf of the customer in the format the customer desires at additional cost.

Pricing

Please refer to our Pricing Document for information relating to our pricing model.

Maintenance Windows

System maintenance is be scheduled to take place during 'quiet times' which include overnight and weekends. We carry out regular updates to ensure customers' needs are being met.

Level Of Customisation

Our software is highly customisable by the administration users with the necessary roles/authorisation. Customisation includes logo on homepage, wording sent out in system emails and worker profile requirements. Customers have complete control over system controlled settings (e.g. compliance settings and limits) and user roles.

Service Level Agreement

Please refer to our Terms and Conditions to find our Service Level Agreement.

Invoicing Process

Dashboard Technology Limited invoices Customers for the number of Users registered on the Software as per our Pricing Document.

Terminating A Contract

Please refer to our Terms and Conditions.

After Sales Support

We have one support level for all customers included in the price of their subscription. Our support includes email and telephone support, customer helpdesk portal and a dedicated account manager to ensure customers have continuity. Our customer helpdesk portal allows users to read our comprehensive user guides, create support tickets and keep up to date with progress.

We have a comprehensive Service Level Agreement (SLA) ranging from low requests such as feature requests or help using the system through to urgent requests which require rapid resolution. This SLA can be found in our Terms And Conditions document.

Any Technical Requirements

The only Technical Requirements needed to run and use our software is access to a browser.