

The logo for Planet IT, featuring the word "PLANET" in white and "IT" in yellow, set against a background of a starry night sky and the horizon of the Earth.

PLANET IT

ONE TEAM
MAKING YOUR IT MORE EFFICIENT

Service Definition

Service Definitions: Microsoft Office 365

We at Planet IT have specific expertise in Microsoft Office 365. Our services are based on the agile and flexible delivery principles around the scope to be delivered and desired outcomes. We provide flexible implementation services for the Microsoft Office 365 suite in the following areas:

- Microsoft / Office 365 Suite
- SharePoint Online
- Exchange Online
- Skype for Business
- OneDrive for Business
- Power Platform
- Microsoft Endpoint Management (Intune)
- Microsoft Azure Active Directory

In addition to Microsoft Office 365 we are also experienced in the use of other leading cloud delivery platforms such as Microsoft Azure and Amazon Website Services.

Information assurance

As we offer a custom consultancy and development service, we are able to comply with clients required Impact Levels when developing solutions.

Back-up / Restore and Disaster recovery

Our robust backup and maintenance plan options can be supplied where required. Should a failure occur, the plan will set out the series of steps that must be taken to restore the service in accordance with the agreed SLAs.

Our approach to project management allows us to evaluate and identify suitable responses to risks, set tolerances for risks and ultimately select risk responses that will ensure project delivery is achieved. We have experience of creating many varied and tailored plans for our customers.

On-boarding/Off-boarding

These processes will be discussed and confirmed with our Accounts team during initial engagement. Typically, there would be no cost associated with entry to the service.

pricing

Please see our individual Pricing and SFIA rate card for details.

Service management details

For support projects or projects that contain a support element the following service management procedure will be followed.

Enquiries will be received via email or telephone. All communication and associated actions will be logged in Autotask, our business management software.

Enquiries that result in changes to the system will be communicated to the client prior to work commencing.

SERVICE LEVELS

The SLAs offered will be dependent on the type of service contract entered by the customer at the start of the support period.

Under our existing framework, 99% of calls have been resolved within the agreed SLA.

CHANGE CONTROL

Issues that result in changes to the system will be subject to formal change control and communicated to the client for agreement prior to work commencing. Changes to the system will be transferred to the live environment directly upon acceptance and all relevant documentation will be updated.

We will advise the client of completed changes to the live environment.

SYSTEM MONITORING

During a busy period, system performance and activity would be monitored to identify any potential problems before they occur. This typically includes:

- Monitoring event logs
- Checking that backups have completed successfully
- Monitoring storage space

We recognise that at critical times, additional system monitoring should take place. This will ensure that unexpected issues can be identified and resolved with minimum impact to users.

TRAINING

Our approach is to collaborate with clients, nurturing an environment that promotes knowledge transfer throughout the project.

Both formal and informal training and mentoring can be provided maximising the benefits of training time.

Examples of training include:

- Service Management Feature Training
- SharePoint Training

- Mentoring

Ordering and invoicing process

ORDERING

The ordering process generally constitutes that client accepting a written proposal for the work, which details the project deliverables, costs and timescales.

INVOICING

Planet IT payment terms are 30 calendar days from the date of invoice.

TERMINATION

BY CONSUMERS

- TIME AND MATERIALS PROJECTS

Termination terms will vary depending on the service offered and will be agreed at the time-of-service commencement. Our termination notice for consulting, development and deployment activities is 2 calendar weeks (Termination Period). Any actual days worked, up to the end of the termination period will become immediately payable by the client. Any finalisation of deliverables will need to be performed at that time.

- FIXED PRICE PROJECTS

For fixed price/fixed scope projects the client will be liable for the full cost of the fixed price projects if it is terminated early. Planet IT will be prepared to examine whether and/or how client's costs can be minimised if larger scale projects are terminated early.

- RESALE OF THIRD-PARTY SERVICES

Where Planet IT is reselling third-party services to the client as part of our service, clients will be required to comply with the standard terms of service offered by the third-party supplier(s). These will be clearly communicated prior to service commencement. Should early termination by the consumer attract contract penalties from any third party, Planet IT will pass these penalties to the consumers. Any such penalties will be payable in accordance with any terms expressed by the third-party.

BY THE SUPPLIER

The G-Cloud termination terms are agreed within the framework agreement. In general, all services purchased under this framework can continue to be supplied to consumers should the framework be withdrawn by the supplier.

CONSUMER RESPONSIBILITIES

The proposal from Planet IT to the client will make clear the contribution required from the client.

Generally, this will include providing business knowledge during workshops, reviewing outputs and involvement in user acceptance testing.

PLANET IT



01235 433 900

85F Park Drive, Milton Park
Abingdon, OX14 4RY

www.Planet-IT.net



enquiries@planet-it.net

Terms and Conditions

Confidentiality

All information within this document is given in the strictest confidence and is considered as Confidential Information and genuine commercially sensitive information. With regards to this all parties shall treat information detailed in the strictest confidence and shall not, without the prior consent of the other party, disclose any information with regards to this proposal to any other organisations, whosoever they may be. In the event the customer is compelled by law or by any applicable regulatory agency (including a request to disclose information in accordance with the Freedom of Information Act 2000) to disclose any Confidential Information the customer shall immediately consult with Planet IT Limited prior to any such pending disclosure so that the parties may discuss whether the Confidential Information is exempt from disclosure or so that a protective order or other appropriate remedy may be obtained. If such an order or other remedy is not available, the customer shall disclose only that minimum portion of Confidential Information that it is legally compelled to disclose, consistent with the advice of its counsel.

Disclaimer

Planet IT Limited makes no representations or warranties with respect to the contents or use of this document, and specifically disclaims any express or implied warranties of merchantability or fitness for any purpose.

Intellectual Property

Nothing in this document is intended to grant any rights under any patent, copyright or other intellectual property right of Planet IT Limited.