



SERVICE DEFINITION DOCUMENT

Service Name

On-going Support Management Services

Service Description

AJACO are on point to provide On-going Support Management Services to our Clients. Service lines supported include Portfolio and Programme Management, Project Management and Project Support, Contract and Financial Management. AJACO work in collaboration with all service providers and all levels of management to ensure projects are delivered.

Features

- Programme and Project Planning
- Programme and Project Reporting
- Programme and Project Delivery
- Portfolio Management
- Project Support
- Communications Management.

Service benefits

- Effective Programme and Project Management leading to successful delivery
- Effective Programme and Project Support leading to successful delivery
- Effective and Reliable Communications within Project Teams and end users
- Effective Change Management which manages reactions to cultural change
- Effective and Proactive Collaboration with Suppliers.

Scalability

It is paramount that the services we provide is of the highest quality and is not affected by the demand of other users. Regular internal quality reviews are carried out to ensure all risks and issues are identified and effectively communicated to the client. Resourcing is maintained within the scope of AJACO's agreement with the client. Any external project or programme risk will be maintained by supporting the client by determining whether any external factors should be addressed by a separate agreement as agreed with the Client. Prioritisation of such risk will be progressed once agreed with the client.

Service Hours

Consultation, advice and guidance: 09:00-18:00, Monday to Friday

Data feeds: 24 hours a day, seven days a week.

Level of Service

Our SLA when dealing with any queries and issues outside of these times is within a timely manner and within a Professional Working Day. Timely manner would depend on the severity of the issue raised. A Severity 1 issue would result in a response within 2 hours of the issue being raised. However, if the issue is raised outside of a Professional Working day a response will be returned by 9am the following business day. If we are unable to meet guaranteed levels of availability then we

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Registration no: 03357315

will compensate the client by providing an agreed amount of extended consultancy time at either a reduced or at no cost.

- All requests relating to this service will be handled according to our AJACO Request Fulfilment process.
- All incidents relating to this service will be handled according to our AJACO Incident Management process.
- All Processes and Procedures are reviewed at least annually.
- All requests, incidents and client enquiries are fully documented.

Support and Documentation

Documentation is available from AJACO by request. To discuss requirements or make initial enquiries contact services@ajaco.uk

Additional support for all AJACO services is available via the AJACO Helpdesk on 01344 630 900 or helpdesk@ajaco.uk.

Request Process

1. Make initial contact to discuss requirements, via services@ajaco.uk
2. Discussions could involve a meeting with an AJACO representative.
3. After an initial consultation, and in conjunction with an AJACO representative additional meetings will be scheduled to meet key stakeholders and discuss requirements in further detail.
4. Once high-level requirements have been agreed and confirmed, an estimation of proposed services will be provided.
5. Open lines of communication will be maintained between AJACO providers throughout the process.

Service Manager

Ajay Nehra

Supporting Services

- Application Development and Deployment Services
- Change and Transformation Services
- Cloud Hosting and Infrastructure Support Services
- Customer Relationship Management Services
- Production and Operations Services
- Security Testing Support Services
- Setup and Migration Services
- Testing and Test Support Services.

Costs

Contact AJACO for specific Rate Cards