



Service Definition Document

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Service Definition Document

Introduction

The purpose of this document is to officially record and document the process of setting up Information within your organisation.

This document lists the level of service you can expect from us throughout the process.

Where applicable we included our existing policy documents to the Service Definition as links. You can access each document by clicking on the file under each section.

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Service Description

There may be many reasons why you would need to contact your parents quickly - school closure due to the weather, heating breakdowns or even local events. Parent Alert is designed to make a difficult task as easy as possible.

Within a few minutes we can inform all your parents who have registered either by SMS or email.

Mobile phones are now an important part of our daily lives and are generally one thing we always carry with us.

A text message sent to a parent is highly likely to be read within a few minutes. What is more the cost can be cheaper than making a phone call!

From a simple admin control panel, you can select the recipients via classes, groups (or the entire school), enter your message and send it out.

The whole process takes less than 10 minutes.

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Service Key Features

- Fast, easy and instant
- Full training provided
- Highly cost effective, our system has been designed to save you money in your first year of operation
- Our resource pack includes letters to parents, posters and even online registration for parents
- Save on paper, printing and staff costs. One member of staff can send out your newsletter in less than 5 minutes
- Encrypted data - all sensitive data is encrypted using industry standards
- Can be operated from anywhere with an Internet connection
- Ultra-secure - personal details are encrypted to protect against misuse using all best practices and the latest industry standards
- Built by a team with over 16 years' experience in the IT and communication sector
- Helps with truancy - you can send the parents a text message or email informing them of their child's absence
- Save paper - send your newsletters, mailings and information to parents electronically via email
- Parent Polls - you can setup polls and questionnaires for parents to answer
- Delivery indications - we can let you know which parents have received your messages
- Closure alerts - our system can inform parents in a matter of minutes to a school closure
- Student timetable information - for Universities we can help keep students in the right place and at the right time

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Backup Policies, Data Restore, Business Continuity and Disaster Recovery Plans

Our backup policy and Business Continuity Plan & Disaster Recovery are very detailed and have been attached below as separate policy documents.

All data including backups remains within the UK at all times. We do not use servers or backup storage outside of the UK.



Backup Policy.pdf



Business Continuity
Plan & Disaster Recc

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Onboarding and Offboarding of Data

We have a well-defined onboarding and offboarding plan which is attached to this document.

With Infreemation it is possible to import existing data into the system and to export data at the end of the contract period.



Onboarding and
offboarding Plan.pc

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Implementation Plan

The Implementation of Infreemation is set out based on the customers requirements and include time frames for setup, customisation, workshops, UAT testing and training.

Attached to this document is a template implementation plan which is completed for each customer and based on their requirements.



Implementation
and Project Plan.pdf

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Pricing overview, Volume Discounts and Data Extraction Costs

Pricing for Infreemation is based on a site license. Under a site license you are not limited to the number of users who can access the system both from your office or via home-based working.

The system supports unlimited user accounts, unlimited cases and functions in a completely unrestricted manor.

Changes to the system are included in the quoted prices and we carry out additional development for clients at no additional cost (see the pricing document for exclusions).

Requirements for additional customer reports can be submitted to our help desk. These reports will be generated at no additional cost.

Onboarding and offboarding is included in the price advertised.

Discounted rates are available for 2, 3 or 4 years subscription to the service.



Pricing.pdf

Service Constraints, Maintenance Windows and Customisation Options

Service Constraints

There are currently no service constraints.

Maintenance Windows

For maintenance windows Digital Interactive Ltd adheres to the following:

“Planned Maintenance” means any pre-planned maintenance of any infrastructure relating to the Services. Digital Interactive Ltd provides the customer with at least 72 hours advance notice of any such planned maintenance, the details of which will be discussed and agreed in advance.

“Emergency Maintenance” means any emergency maintenance of any of the infrastructure relating to the Services. Whenever possible, Digital Interactive provides the customer with at least six hours advance notice, of any such planned maintenance, the details of which will be discussed and agreed in advance.

Customisation Options

We have designed Infreemation to be very flexible. There are numerous customisable options available to the customer which include but are not limited to workflow, emails, process, online forms, users and user types.

Customisation is completed before the system is live by our support desk. The customer can also make further changes to the system via the administration section of the system.

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Service Levels, Performance, Compensation and Support Hours

Our standard SLA document is attached below which can be customised if required to each customers requirement.

Category	Criteria	Acknowledgment	Fix Target
1	Unplanned interruption rendering the Services unavailable; no work-around	30 Minutes	2 Hours
2	Unplanned interruption rendering the Services unavailable; work-around available	30 Minutes	4 Hours
3	Services are unavailable for a single User or small percentage of USER affected	30 Minutes	8 Hours
4	Intermittent problem	30 Minutes	12 Hours
5	Other	30 Minutes	24 Hours
1	Unplanned interruption rendering the Services unavailable; no work-around	30 Minutes	2 Hours



SLA.pdf

Ordering and Invoicing Process

Ordering Infreemation is a simple process. We recommend following the guidance on <https://www.gov.uk/guidance/talking-to-suppliers-before-you-buy-digital-marketplace-services>

To aid with procurement we can work to your requirements. This often means generating an invoice so that a purchase order can be raised.

Once a purchase order number has been generated, we can start setup of the system. This involves a workshop meeting to gather more detailed requirements.

Invoices are submitted once the system is live.

Termination of Contract

The supply of Services may be terminated at the end of the contract (if not renewed or extension agreed) or by either party by notice in writing to the other with a minimum of 30 days' notice.

Without limiting its other rights or remedies, each party may terminate the Contract with immediate effect by giving written notice to the other party if:

The other party commits a material breach of its obligations under this Contract and (if such breach is remediable) fails to remedy that breach within 30 days after receipt of notice in writing to do so;

The other party has a receiver, administrative receiver or similar officer appointed over it or any of its undertaking or assets or passes a resolution for winding up (otherwise than for the purpose of a bona fide scheme of solvent amalgamation or reconstruction where the resulting entity shall assume all of its liabilities) or a court of competent jurisdiction makes an order to that effect or if the other party becomes subject to an administration order or enters into any voluntary arrangement with its creditors or ceases or threatens to cease to carry on its business or if any substantially similar event takes place under the laws of any jurisdiction.

The termination (howsoever arising) shall be without prejudice to the rights and remedies of the parties accrued before such termination and nothing shall prejudice the right of either party to recover any amount of outstanding at the termination howsoever caused.

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After Sales Support

After sales support is available for all customers and each customer will have a named contact manager who you can contract directly with questions.

Technical questions or general support should be sent to our 24/7 help desk. Our standard SLA will cover response times.

Technical Requirements

Access to Infreemation is via a modern Internet enabled device with a web browser.

Minimum system requirements:

- Desktop computer device with Internet access
- Modern internet browser (released or updated within 4 years)