

TICKETING SYSTEM

Service Definition Document

Interested Parties

Interested Party	Name	Position
Dolphin IT Solutions	Andy Taylor	Director

Modification history

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1.0	Initial drafting	Joshua White	26-01-2026

Referenced Documents

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1 Introduction

This document aims to set out the key features and benefits of our ticketing system designed through WEBCON BPS, a low code development platform

1.1 About Dolphin IT Solutions

Dolphin IT Solutions is a specialist managed security services provider with deep technical expertise in the Microsoft ecosystem. We deliver a wide range of enterprise-grade solutions, including:

- Microsoft 365 and Google Workspace licences
- Hosting in Microsoft Azure, Google Cloud Platform and Amazon Web Services
- Hardware – computers / laptops / mobiles
- End user IT Support for M365, Google Workspace, and third-party applications
- Security products and solutions, accreditations
- Low code business process management solutions through our partner company WEBCON
- Bespoke software development and AI-driven solutions

Our in-house development team also delivers bespoke software solutions, including AI-driven applications, tailored to the specific needs of our clients. Our developers hold Microsoft certifications to prove our expertise and commitment to delivering high quality output. We are Cyber Essentials Plus certified and hold ISO 9001 accreditation for quality management, and ISO 27001 accreditation for data security.

1.2 Our Team

Dolphin IT Solutions is a small enterprise with an organisational structure that allows us to deliver projects end-to-end without relying on a single individual. Our team structure is as follows:

- **Project team** – engineers covering bespoke development, cloud hosting (Azure), AI, security and low-code solutions such as Microsoft Power Platform and WEBCON BPS.
- **Support team** – end user IT support, operational support including customer onboarding assistance, incident triage, and first line troubleshooting where needed.
- **Management** – project oversight and escalation handling.

We avoid having a single point of failure by ensuring each key responsibility has at least two people able to pick up work, maintaining continuity during leave or peak workload. We have a knowledge base for support issues, and our coding standards require high-quality coding documentation, so knowledge is not held by one person. All code changes are reviewed by another colleague to maintain knowledge of the system and changes to it across the team.



2 What the Service Is

Our ticketing system is a cloud-hosted Software as a Service (SaaS) ticketing and case management solution for UK public sector organisations. It provides a secure, browser-based platform for logging, managing, escalating, and resolving service requests and issues across operational areas such as IT, HR, facilities, maintenance, and business operations.

The service is built on WEBCON BPS, a low-code business process solution platform and is delivered as a fully managed service by Dolphin IT Solutions, including configuration, onboarding, support, and ongoing service management.

2.1 How It Works

Users submit tickets through a web-based interface or via integrated systems. Tickets follow configurable workflows that define routing, prioritisation, escalation, approvals, and resolution steps. Service teams interact with tickets through role-based access, ensuring users only see and act on information appropriate to their role.

All ticket activity is recorded, including updates, comments, attachments, and status changes. Automated notifications inform users of key events such as assignment, updates, and resolution.

Administrators can configure dashboards, and reports to align with organisational processes, and can also request changes to the system workflows and forms.



3 Hosting Options

The service is hosted on Microsoft Azure and can be deployed using:

- Public cloud - data is stored and processed within the United Kingdom
- Community cloud - data is stored and processed within the European Economic Area (Ireland data centre)

Each customer is provisioned with dedicated resources to ensure workload isolation and prevent impact from other tenants.

3.1 Availability and Resilience

The service is designed for high availability using Azure-managed infrastructure with built-in redundancy. Core components are distributed across Azure datacentres to reduce single points of failure. Availability is provided on a best-efforts basis and is monitored continuously using platform and application-level monitoring.

Stateless application components are used where possible, allowing failed components to be restarted or replaced quickly. Data is stored using Azure-managed services that include redundancy and automated failover.

Therefore, the platform's resilience is designed to support business continuity through documented operational procedures and the ability to restore service using Azure-managed infrastructure.

3.2 Disaster Recovery

Data is backed up using Azure-managed backup and resilience mechanisms. Backups are designed to support service restoration in the event of infrastructure failure or data corruption.

Disaster recovery capabilities are provided through Azure's underlying platform redundancy and failover features. Disaster recovery procedures are designed to focus on restoring service availability and data integrity as quickly as practicable.

3.3 Outage and Maintenance Management

Automated health checks run at regular intervals and alert engineers if issues are detected.

Planned maintenance may occasionally require brief service downtime and is scheduled outside standard working hours where possible. Customers are notified in advance of planned maintenance and of any service-impacting incidents.

There is currently no public service status dashboard. Customers may opt in to email notifications for service-impacting incidents and updates. Platform-level availability information is available via the Microsoft Azure public status page.

3.4 Security

The service operates under ISO 27001-aligned security governance and documented information security policies.

Security controls include:

- Encryption of data in transit (TLS 1.2)
- Encryption and protection of data at rest
- Role-based access control and least-privilege access
- Multi-Factor Authentication (MFA)
- Identity federation with Microsoft Entra ID, on-premises Active Directory, and other OIDC providers
- Annual independent penetration testing
- Comprehensive audit logging of user and administrator actions
- Audit information is available to customers in real time, with retention periods configurable by the customer.

3.5 Accessibility

The service user interface is designed to meet WCAG 2.2 AA accessibility standards.



4 Service Constraints

Please see below a brief list of hosting constraints for this service:

1. Occasional planned maintenance outside normal working hours
2. Customisation is limited to supported configuration and workflow capabilities of the platform
3. Bespoke development or significant process changes will require additional agreement

5 Customisation and Configuration

The service supports configuration and customisation including:

- Workflow configuration
- Form and field configuration
- Role-based access controls
- Reports and dashboards
- Application theming

Customisation and workflow changes are delivered through the service support process, whilst theming and reporting can be delivered by application administrators.

Light training can be provided to support customers in managing day-to-day configuration following go live.

6 Onboarding Support

Customers are supported through a structured onboarding and go-live process, which includes:

- Initial service setup and configuration
- User and administrator training
- Access to user guides and documentation
- Go-live support

Training is typically delivered remotely but can be provided on-site if required for an additional cost.

7 Offboarding and Access to Data on Exit

At the end of the contract, or upon customer request, access to the service is withdrawn and the service is shut down in a controlled manner.

Customers can request a full export of their data at no additional cost. Data is provided as a database file containing all customer data held within the service at the point of contract termination. This export may require technical expertise to interpret or import into another system.

Assistance with data transformation or migration is not included but may be provided as a chargeable service if agreed separately.

8 User Access and Technical Requirements

- Access via modern web browsers (Edge, Chrome, Firefox, Safari, Opera)
- No local software installation required
- Designed for use on mobile devices via mobile web and native Android and iOS applications
- A REST-based API is available for integration with external systems. API access follows the same role-based access controls as the user interface.



9 Support and After-Sales Support

- Support is provided via email, phone and online ticketing
- Standard support hours: 7am–7pm UK time, Monday to Friday
- Initial response times range from 30 minutes (urgent) to 4 hours (low priority)
- Included as standard:
 - Platform support
 - Go-live support
 - User training and onboarding
 - Ongoing technical support
 - Light touch process changes (such as workflow updates and configuration changes)
- Enhanced support options are available by agreement and may include:
 - Extended support hours
 - Prioritised response times
 - On-site support
- Bespoke development and major system changes fall under consultancy services
- A dedicated Technical Account Manager is assigned to each customer

