

Service Definition G-Cloud 15

EventMAP
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01 About EventMAP

EventMAP is a specialist software and service solutions provider. The product of a collaborative research partnership between Queen's University, Belfast and the University of Nottingham, the company was created in 2002 to fill an identified gap in the marketplace: providing a suite of software tools based on leading-edge algorithms that have revolutionised timetabling, event scheduling, schedule modelling, space modelling, resource management and reporting for complex events.

Service Offering

EventMAP Ltd offers a variety of cloud-based software solutions through the G-Cloud framework. As part of the service offering, we provide software, professional services to support clients with their onboarding process and ongoing support during the contract.

Onboarding

This document sets out an indicative approach to onboarding new clients. After planning is completed a baselined version of the schedule will be created and agreed. Changes to the project will be managed through change requests and will include a review of the timescales which if impacted will result in a new schedule baseline.

Onboarding

We have a proven on-boarding process which comprises of 3 main activities to be delivered before go-live:

Data Gathering

Data gathering involves capturing specific information used by the applications being implemented. This may include course information and student information. We also capture information about the Administrators (who manage the application/s) and Users. This data can either be input directly into the system or entered imported using Data Import Templates.

Design, Configuration & Testing

A design based on the discussions held in workshop sessions will be created and will factor in the data gathered previously. The design will align to the required processes and will have the controls required to manage the solution and users. Once the system is configured, comprehensive testing will be undertaken.

System and Integration Testing (where interfaces have been developed) will be tested by the project team prior to User Acceptance Testing (UAT) being completed. Upon successfully completing UAT clients will sign off and accept the solution in preparation for Go- Live.

Training

Training (see Training Section) will be provided to the Administrators of the system and where required familiarisation sessions to end users and local support will be provided. This training can be delivered in-person or online by agreement between EventMAP and the client. Training will include access to a training environment so users can gain a further understanding in their own time. EventMAP will provide some FAQ style training/user guides as well as an online knowledge base.

Service Transition

EventMAP will work with the local support organisation and establish the help support process and ensure it is in place before the solution goes live. This will include identifying key information e.g. service owners, e-mail addresses and operational hours.

Go-Live

The go-live approach will need to be agreed, require sign-off from testing, the local support team engagement, and a Readiness Governance Gate meeting prior to go-live. Typically, the go-live activities can take up to 1 day depending on the size of the configuration in the system and volume of data.

Post Go-Live

To support the project post go-live intensive support will be provided where there will be dedicated onsite and offsite support before handing over the solution to the local support team. The duration of this support will be agreed with the project team.

Client Expectations & Requirements

To ensure the successful implementation and adoption of the solution the client will:

- ◆ Project Management – Appoint a client-side Project Manager to work with the EventMAP Project Manager and will be responsible for coordinating non-EventMAP resource activities.
- ◆ Change Management - Manage the change within the organisation.

- ◆ Communication Management - provide information to users via appropriate communication channels as and when required by the project.
- ◆ User Representatives – will be available to provide input into the project when necessary (as described in earlier section).
- ◆ Users - will attend training.
- ◆ Export and transformation of data from current system(s).
- ◆ Establish room booking service within own IT dept.
- ◆ Appoint a Service Manager (Owner) to function as a point of contact between the client organisation and EventMAP beyond the end of the contract.

02 Support, Maintenance & Training

EventMAP host their solutions in Microsoft Azure data centres within the UK (London) or EU which are ISO27001 security certification. Timetabler is a SaaS solution accessible through web browsers running on a variety of platforms (computer, tablet, smart phone).

EventMAP Support Package

EventMAP Support Team

EventMAP has a technical team of 50+ staff located across Northern Ireland, England, and Scotland all of whom provide technical support to our customers for all our products.

Guaranteed Response Times

Our support is open Monday – Friday 09.00-17.30 (excluding bank holidays). Depending on the nature of the incident, the following response times are provided and backed up by our SLA:

- ◆ Critical issues - response within 15 minutes of being raised. Target resolution 1 hour.
- ◆ Non-critical issues - within 24hrs of the issue being raised.

Onsite Technical Support

Optime is a cloud-based solution, so support will be provided remotely. However, should it be necessary for service engineers to attend the site this along with any associated costs will be agreed.

Disaster Recovery

Leveraging Azure's SQL Database 'Point in Time' restore allows us to, on request, roll back the database to any given time within the past 35 days (any point in time to the minute). Our standard approach is to apply a restored backup to a Test environment and run sanity checks before applying to the Live (Production environment). This approach can also be used to analyse and extract data which may have been deleted in error.

We recommend that a full 'disaster recovery' process is evaluated once a year to ensure the process continues to meet the needs of the client. Generally, a suitable time to complete this test is when planning to implement a new version of the software.

Issue Escalation

Post project Go-Live issues can be raised through:

- ◆ Online Support Centre
- ◆ Email
- ◆ Telephone
- ◆ Direct with EventMAP Account Manager

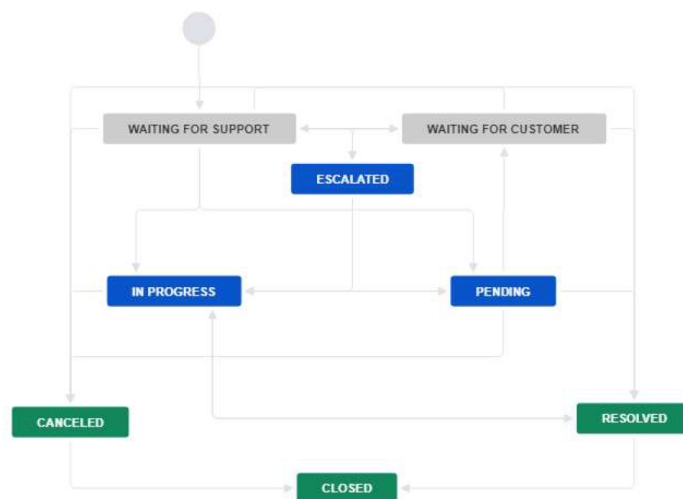
Clients' first line IT support and Service Management Team will complete some basic checks before issues are raised with EventMAP support including network availability, browser compatibility, user account status. They will also determine whether the issue is configuration or training related.

The Service Management Team will act as conduit between the client and EventMAP and be responsible for raising tickets using one of the issue escalation routes detailed. Support requests will be responded to within SLA response times, typically within 24 hours, or as otherwise stated in agreed SLAs.

Reported issues will remain accessible until resolved and can be updated with additional information or 'priority' change (if agreed). Once the issue has been resolved, and if applicable, a release containing the fix has been deployed, the issue will be marked as resolved and closed. Appointed individuals will have access all tickets raised.

System performance is tracked along with the number of tickets raised.

Both Scheduled and Emergency Fix outages will be authorised by a representative from the clients Service Management Team. A scheduled outage generally takes place out of working hours. Where Emergency Fixes require an immediate response (depending on severity) these may be applied during working hours with the agreement of client.



During the project implementation EventMAP will work with client technical support teams and establish the support process, putting it in place before the solution goes live.

If issues need escalating these should be raised with the EventMAP Client Executive up to go-live or the EventMAP Account Manager post go-live.

Maintenance

As a SaaS solution maintenance to all environments will be undertaken by EventMAP's technical staff. This responsibility includes:

- ◆ Maintenance of servers and databases.
- ◆ Software Upgrades.
- ◆ Patch releases.
- ◆ Disaster Recovery.
- ◆ Creation of New Environments.

Where maintenance requires downtime or affects use of the system, clients will be informed and agreed a minimum of one week prior. All maintenance is generally completed outside of operational hours.

Training

As part of the implementation training can be provided. Where clients seek formal training from the EventMAP team an agreed training programme will be designed and developed tailored to meet the needs of the client. This training programme will be delivered and supported by EventMAP teams.

In addition to the direct training delivered, an 'Online Knowledge Base' will be available providing access to FAQ's, release notes and all training material.

Training Program Length and Format

The Training programme will be structured around the different roles using the system.

Training can be comprised of staff familiarisation sessions, group training for Administrators including team organisers and the IT Service Team, and one to one sessions. The preference is for this training to be online through interactive conference calls, however it can also be delivered in-person.

Content

During the training the following content will be covered:

Getting Started

Understanding, Identifying, and reviewing the different End User system views and functionality.

Data Management

How to create, edit and delete data.

User Access (Administrator Training Only)

- ◆ List Bullet Users.
- ◆ Roles.
- ◆ Role Permissions.
- ◆ Notifications.

Reporting

Understanding the reporting feature including:

- ◆ Reporting dashboard controls and options.
- ◆ Reviewing standard reports.
- ◆ Creating bespoke reports.
- ◆ Saving, downloading & exporting reports.

General System Functions (Administrator Training Only)

- ◆ List Bullet Configuring Mailings.
- ◆ Audit Logs.
- ◆ Ability to customise terminology across the system.
- ◆ Notifications.
- ◆ In System Announcements.
- ◆ Data Import and Export.

These sessions will also cover terminology, navigation around the system, some basic concepts of activities and processes.

Written Material

EventMAP training material can be provided in a variety of formats, including:

- ◆ End User Guide.
- ◆ Specific role-based guide.
- ◆ Training PowerPoint Slides.
- ◆ Online Knowledge Base.
- ◆ In-System Joyrides.

03 Data Protection

Hosting

EventMAP leverages Microsoft Azure for application infrastructure, including the hosting of application servers, cloud native resources, and databases. Microsoft operates 12 distinct data centres within the EEA, across 6 countries, all of which are at least 10km apart.

EventMAP utilises the following locations within the UK:

- ◆ UK South (London)
- ◆ UK West (Cardiff)

The full list of EEA Data Centres is:

- ◆ North Europe (Ireland)
- ◆ West Europe (Netherlands)
- ◆ France Central (Paris)
- ◆ France South (Marseille)
- ◆ UK South (London)
- ◆ UK West (Cardiff)
- ◆ Germany Central (Frankfurt)
- ◆ Germany Northeast (Magdeburg)
- ◆ Germany West Central (Frankfurt)
- ◆ Germany North (Berlin)
- ◆ Norway West (Stavanger)
- ◆ Norway East (Oslo)

There are an additional two non-EEA but European data centers in Switzerland (Zurich and Geneva) and more across the world.

EventMAP shall restrict the data to, and prevent the data transfer out of, the 12 listed EEA data centers.

Data Protection & Privacy (GDPR)

All data is used and stored in accordance with GDPR 2018 and is fully GDPR compliant. Our privacy policy can be found at <https://www.eventmapsolutions.com/privacy-policy/>.

04 Relationship Management

A Client Executive will be assigned to collaborate with the client during the project implementation phase. Post-go-live an account Manager will be assigned to ensure that the customer continues to realise the benefits of the system and achieve their strategic objectives. This will include:

- ◆ Highlighting emerging themes and concerns within the sector.
- ◆ Discussing best practices from across the sector and how these might be adopted.
- ◆ Provide early sight and input into system developments and allow clients to feedback.
- ◆ Highlight risks and issues both during the project and ongoing relationship, providing resolutions and mitigating actions, to either illuminate or minimise the impact of those risks.

For the Client Executive and Account Manager to achieve the duties and responsibilities effectively the following will be undertaken:

Regular Customer Care Meetings

During the project regularly update calls with client project manager(s) will be held where the following will be discussed:

- ◆ Review of the past week including progress and risks and issues.
- ◆ The plan for the forth coming week and any considerations.

Beyond the project it is recommended these weekly catch ups continue for an agreed period to ensure both parties are kept informed, and issues identified as early as possible prior to account management hand over.

Daily Sessions (Stand Up's)

During the project EventMAP's project team have a brief, daily catchup to determine the tasks for the day and review any issues that may have arisen. When appropriate it is highly recommended clients participate in these sessions.

Issue Tracking

EventMAP uses an industry standard solution for issue tracking called 'GitHub.' These issues are then reviewed regularly to ensure they progress as expected and sufficient information is provided to ensure they are resolved.

Project Team Engagement

Communication is fundamental to ensure the solution is delivered on time and as expected. To ensure this occurs open lines of communication are recommended, and encouraged, between all members of the project teams.

Reporting

Reports will be produced on a frequent basis. During the project highlight reports are produced on a weekly basis or as frequently as required. Post the project and once the system is operational monthly reports are provided which include details of number of issues and upcoming developments.

05 Further Information

If you would like further information about our proposal, please contact us through any of the following:

Email: info@eventmapsolutions.com

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Our office hours are 9am-5.30pm Monday to Friday (excluding national holidays).