SERVICE DEFINITION

DATA EXPLOITATION - DESIGN, ENGINEERING AND DELIVERY

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SERVICE OVERVIEW

Xnet helps Government/Law Enforcement to accelerate the development of their data capability. Combining practitioners (analytic, data, technologist, operational) with cloud technologies, and providing the right environment for innovation through extensive experience of setting up and running an innovation facility/environment in an organisational and national context to enable development of innovative cyber investigation capabilities.

- Data Innovation at the heart of the service.
- Accelerate Innovation using research, experimentation for idea exploration/concept evaluation.
- Rapid prototyping, showcasing, and incremental development to release early benefit.
- User interaction from initial idea for user focus/quick-win identification.
- Agile ways of working to develop/mature ideas into capabilities.
- Tailored business change methodologies and engineering ensures effective business pull-through.
- Practitioners skilled in agile Treasury (HMT) Green Book compliant business cases.
- Design and management of data exploitation proof of concepts.
- Data tradecraft development balances legal, policy, technical and business needs.
- SC /DV security-cleared experts.
- Customer centric approach achieve good user experience and outcomes.
- Data centric development ensures information relevant to operational/business problem.
- People centric security approach which enables flexibility and agility.
- Innovation practitioners are independent of business offerings and technology vendors.
- Operational benefits from integration and analysis of data sources.
- Access to Defence and Security validation and training centre (air/land/sea).
- UKs largest deployment of 5G technologies for evaluation and testing.
- Collaboration with the Defence Innovation Centre (Battle Lab).

- Collaboration with South West Defence and Security Cluster.

INFORMATION ASSURANCE

X-Net staff are, characteristically, SC or DV security-cleared and have extensive experience of working within local and central Government, as well as the Law Enforcement and Security sectors. The locations where project data might be stored are certified against the ISO 27001 Standard for Information Security. Furthermore, X- Net is able to deliver this service, whilst ensuring the protection of data that can be classed as 'Official', 'Secret' or above as defined within the Government Security Classifications. X-Net is also covered by certification under the Cyber Essentials Plus scheme.

DATA RESTORATION/BACKUP/RESTORE AND DISASTER RECOVERY

X-net has five facilities across Dorset meshed over high-capacity dedicated fibre, including the Bournemouth and Dorset LAIX sites. Its primary centre is on The Dorset Innovation Park (DIP), Winfrith Newburgh, Dorset with the 4 other sites also in Dorset. Data never exits the UK. Systems and services are backed up both locally and remotely among the sites

ON-BOARDING AND OFF-BOARDING

After initial contact, an order will be raised, fully detailing the service that will be provided. Upon agreement to the order the service will be provisioned. Our target time for the whole process is 2 working days. The standard minimum contract length is one year. After that time if the customer wishes to terminate his service he will provide 1 month's notice, after which further time the service will be suspended. The customer will be liable for any outstanding charges incurred over the term of the contract. There is no termination charge. However, experience has shown the value of prudence in this regard; we allow a 1-week period following the date of service termination during which the customer may request us to reactivate it. Only after this time will X-net purge and destroy all customer data related to the service.

PRICING

The cost of this service may be found in the SFIA rate table.

SERVICE MANAGEMENT

By assigning to the customer a specific, named support engineer, we are able to ensure that they build a deep knowledge of the service, as well as understanding how important each component of the service is to the success of the customer's business. These forward-facing engineers work hard to ensure that they gain that knowledge. Without understanding this, the provider cannot effectively prevent customers from facing problems

Our engineers are intent on providing customers with what they need in an efficient manner. If the assigned engineer does not know the solution to a problem, they will ask a colleague who does. Our engineers do not pass the problem on to somebody else, and then assume that it has been resolved. The customer's nominated engineer remains involved throughout any restoration

processes, thus acquiring relevant knowledge. This allows the engineer to becoming ever-increasingly able to help during the initial call, should the issue be seen again.

Essential to our culture of a 'people-centric service', we insist that the engineer who started the support dialogue (by taking the call or picking up the email/SMS) maintains the position of sole contact with that customer. The dialogue will end when the customer is completely satisfied that the issue has been fully resolved.

SERVICE CONSTRAINTS

Details of the Service Constraints pertaining will vary dependent on circumstances and are negotiated on a contract by contract basis.

SERVICE LEVELS

Details of the Service Levels applicable will vary dependent on circumstances and are negotiated on a contract by contract basis.

FINANCIAL RECOMPENSE MODEL

X-net offers service credits to customers who have suffered a serious loss of service. This is always negotiated with the customer on a case-by-case basis.

TRAINING

No formal training is offered for this particular service. However, X-net engineers are perfectly happy to answer customer queries via e-mail, telephone, or SMS, and guide customers through complex and difficult processes.

ORDERING AND INVOICING PROCESS

X-net bills its services either on a one-off or re-occurring basis, as agreed with the customer. Invoices are produced against either an order or purchase order, and are delivered electronically on a set date each month. Our terms are 14 days.

TERMINATION PROCESS

Customers may terminate their service by giving 30 days’ notice after the initial contract term has elapsed. This initial term is always agreed with the customer before signing the order.

Service Definition

Innovation as a Service

D3IP is a brand of DII Ltd, a company registered in England & Wales | Company Registration Number: 3290605 |
Hello House, Somerford Road, Christchurch, BH23 3PY.
www.d3ip.io | linkedin.com/company/d3ip | info@dbl.d3ip.io

Service Overview

D3IP Is a Brand of DII.

D3IP Innovation as a service provides a hands on fully immersive platform based experience that enables users to to qualify the strategic context, validate the operational need and de risk mission outcomes in response to a particular business challenge or opportunity driven by market trends, technological advancements and regulatory changes.

The D3IP platform provides a full suite of collaboration tooling to facilitate interactive design and exploration of customer challenge areas.

The D3IP platform provides access to fully accredited experimentation facilities which can operate a multiple tiers of security

Participants and users of the platform include an extensive network of subject matter experts who are specifically picked to focus on new and emerging technologies that may impact challenge owners.

The approach provides a user centric design approach to challenges.

On-boarding and Off-boarding

After initial contact, an order will be raised, fully detailing the service that will be provided. Upon agreement to the order the service will be provisioned. Our target time for the whole process is 2 working days. The standard minimum contract length is one year. After that time if the customer wishes to terminate the service they will provide 1 month's notice, after which further time the service will be suspended. The customer will be liable for any outstanding charges incurred over the term of the contract. There is no termination charge.

However, experience has shown the value of prudence in this regard; we allow a 1-week period following the date of service termination during which the customer may request us to reactivate it. Only after this time will all customer data related to the service be purged and destroyed.

Pricing

Please see associated "DII – Innovation as a Service Pricing Document".

Service Constraints

Scheduled maintenance will be carried out in agreement with the customer, of which notification will be given 14 days in advance. However, in the case of emergency maintenance, the customer will be informed as soon as the issue/problem has been detected

Training

No formal training is offered for this particular service. However, engineers are perfectly happy to answer customer queries via e-mail, telephone, or SMS, and guide customers through complex and difficult processes.

Ordering and Invoicing Process

DII bills its services either on a one-off or recurring basis, as agreed with the customer. Invoices are produced against either an order or purchase order, and are delivered electronically on a set date each month. This date is the day preceding the commencement of the service (i.e. if the service commenced on the 20th of the month, the invoice will be sent on the 19th.) Our terms are 14 days.

Termination Process

Customers may terminate their service by giving 30 days' notice after the initial contract term has elapsed. This initial term is always agreed with the customer before signing the order.