



G-Cloud 15 – Revo SM Group Ltd

Virima Licensing, Implementation & Support – Service Definition Document

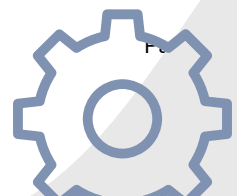




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1 Core Details

Service Name: Virima Asset Discovery Service Mapping and CMDB Licensing Implementation Support

Supplier: Revo SM Group Ltd

Framework: G Cloud 15

Service Type: Cloud Cloud Support Lot 3

2 Service Overview

Revo provides licensing, implementation, configuration, and platform support of the Virima platform to help public sector organisations keep on top of their assets and map them effectively into the services they provide.

Virima themselves provides the hosting, backups, infrastructure, maintenance, security, and roadmap items

3 Service Scope

- 🌀 Licensing, procurement and subscription management
- 🌀 Implementation and configuration of Virima modules
- 🌀 Integrations with available service management platforms
- 🌀 User training and onboarding
- 🌀 Functional and administrative support
- 🌀 Platform hosting backups security uptime provided by Virima

4 What the Service Delivers

- 🌀 Configured Virima environment
- 🌀 Automated asset discovery
- 🌀 Service mapping visuals
- 🌀 Governed reconciled CMDB
- 🌀 ITOM and AMS enablement
- 🌀 Virima SaaS platform maintained by vendor

5 Service Features

- 🌀 Licensing administration
- 🌀 Discovery setup
- 🌀 Service mapping setup
- 🌀 CMDB governance
- 🌀 Integrations
- 🌀 Dashboards
- 🌀 Revo support services
- 🌀 Virima SaaS maintenance

6 Service Benefits

- 🌀 Accurate asset records
- 🌀 Improved change analysis
- 🌀 Reduced audit effort
- 🌀 Lower licensing risk

- ✓ Faster value realisation
- ✓ Stable secure SaaS platform

7 How the Service Is Delivered

- ✓ Remote delivery standard
- ✓ Phased onboarding
- ✓ Revo provides implementation and support as well as project management capabilities
- ✓ Virima hosts platform via AWS

8 Service Outputs

- ✓ Discovery config docs
- ✓ Service mapping outputs
- ✓ CMDB designs
- ✓ Integration configs
- ✓ Training materials
- ✓ Support handover

9 Skills and Experience

- ✓ ITSM and IT Asset Management expertise
- ✓ Virima configuration skills
- ✓ Public sector experience
- ✓ Integration technical skills

10 Security and Data Protection

- ✓ Revo SM Group Ltd operates in accordance with UK GDPR requirements
- ✓ Personal data is not processed unless required for the agreed engagement
- ✓ Any data access requirements are agreed in advance with the buyer
- ✓ Buyer data is handled securely and only for the duration of the engagement
- ✓ Revo SM Group Ltd are Cyber Essentials + Certified, certificate can be provided on request
- ✓ Data can be hosted in the EU if required

11 Dependencies and Buyer Responsibilities

- ✓ Buyer provides system access
- ✓ Stakeholder availability
- ✓ Network readiness
- ✓ Virima platform availability dependency

12 Exit and Transition Management

- ✓ Revo will assist with knowledge transfer and handover documentation
- ✓ The customer is responsible for exporting their data from the platform itself and creating any handover documentation / transition to another tool.
- ✓ Virima is responsible for data export capabilities

13 Ordering and Onboarding

- Ordered via G Cloud call off
- SOW defines the scope of the project
- Licensing and implementation costs provided by Revo
- Platform access provided by Virima

14 Pricing

Pricing for this service is defined in the associated G-Cloud 15 pricing document for Revo SM Group Ltd



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