

Power Platform Managed Service Pack for Healthcare

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Managed Service Definition

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1. Key Terms

Term	Description
Business Hours	09:00 – 17:30, Monday to Friday (excluding UK Bank Holidays).
Extended Hours	09:00 – 21:00, Monday to Friday (excluding UK Bank Holidays).
Working Day	7.5 Business Hours/11.5 Extended Hours.
24/7	24 Hours a Day, 7 Days a Week.
Supplier	DigPacks Ltd., the party providing services, as detailed throughout this document.
Client	The party receiving services from DigPacks Ltd., as detailed throughout this document.
Delivery Pace	Agreed number of hours allocated for delivery each month against the backlog.

2. Service Overview

The Power Platform Managed Service pack for Healthcare from DigPacks is designed to provide a flexible service, tailored to the specific needs of each Client, allowing for allocation of Supplier effort across activities deemed most valuable. This model allows Clients to align Supplier services with their evolving priorities and project demands on a month-to-month basis, whether by augmenting their existing internal teams, or serving as a standalone resource. It is important to note that the scope and execution of all services depends upon mutual agreement, and specific prerequisites may apply to certain requests.

Service Name	Service Description	Service Availability
Advisory & Consultancy Services		
Strategy & Vision	The Supplier will work to align the Client's Power Platform strategies with organisational goals, incorporating roadmap planning, KPI identification, executive briefings, and strategic insights.	Business Hours
Governance	The Supplier will assist in implementing governance policies, data loss prevention ¹ , role-based access controls, application lifecycle management, and audits within the Client's Power Platform environment(s).	Business Hours
Discovery	The Supplier will provide Business Analyst resource to support backlog generation, focussed on identifying and prioritising high impact use cases across the Client's organisation.	Business Hours
Standards	The Supplier will provide Solution Architecture resource to define a set of Client-specific standards and methodologies for Power Platform implementation, encompassing best practices, templating, and operational procedures.	Business Hours
Reporting	The Supplier will implement standardised reporting practices for the Client, defining metrics, automating data collection and report generation, ensuring compliance with both organisational and regulatory standards.	Business Hours
CoE Starter Kit Setup ²	The Supplier will install and configure the Centre of Excellence Starter Kit into the Client's Power Platform tenancy.	Business Hours
CoE Starter Kit Management ²	The Supplier will deploy updates to the Centre of Excellence Starter Kit, in line with Microsoft best practices, based on the Client's preferred cadence.	Business Hours

In addition to flexible service delivery, the Managed Service includes access to a comprehensive suite of managed service materials, designed to accelerate Power Platform initiatives and enhance outcomes. These materials provide immediate and ongoing benefits by streamlining processes, improving governance, and reducing development time. Key resources include:

Name	Description
Baseline Power Platform Standards & Best Practices	Ensures consistent, high-quality implementation and governance.
Identification & Discovery Tools	Streamlines opportunity identification for automation, app development, and reporting.
Power Platform Documentation Templates	Simplifies project delivery with ready-to-use templates for requirements, design, testing, and operations.
Centre of Excellence Framework	Standardises platform usage with structured team frameworks, security policies, and environment strategies.
Reusable App Libraries & Solution Templates	Accelerates development with pre-built solutions, ensuring consistency and reducing costs.

Delivery & Enablement Services		
Backlog Management	The Supplier provides Project Management Office (PMO) resource to actively manage the Client's implementation backlog.	Business Hours
Backlog Implementation	The Supplier will provide the Implementation resource to define, deliver, and deploy solutions against the Client's backlog, based on their informed priority, alongside agreed Delivery Pace.	Business Hours
Training	The Supplier will support Client resources through targeted training programmes, covering Power Platform development and administration.	Business Hours
Mentoring	The Supplier will provide ongoing support through knowledge-sharing sessions, troubleshooting strategies, and quality assurance reviews.	Business Hours
Hiring	The Supplier will support the Client in establishing roles and responsibilities for their Power Platform initiative and assist in candidate evaluation	Business Hours
Support & Maintenance Services		
Incident Management	The Supplier will investigate, respond to, and resolve incidents across all agreed supported solutions, addressing non-critical (P2 – P4) incidents during Business Hours, and providing Extended Hours support for critical incidents (P1) ⁴ .	Business/Extended Hours
Change Management	The Supplier will act as the Client's Change Advisory Board (CAB), managing requests through an agreed process, providing technical guidance, documenting changes for compliance, and delivering approved changes.	Business Hours
Inquiry Management	The Supplier will review and respond to Client inquiries, providing support in understanding and optimising the use of agreed supported Power Platform solutions.	Business Hours
General Services		
DigPortal Access	The Client will be granted access to the DigPortal for raising incidents, changes, and inquiries, alongside monitoring service consumption and accessing Power Platform supporting materials.	24/7 ³
Service Reviews	The Supplier will provide monthly service reviews with the Client to assess performance, discuss service improvements, and ensure alignment with business objectives.	Business Hours

¹Aligned with existing NHS England policies for Central Tenancy Clients.

²Not currently available to Central Tenancy Clients.

³Subject to downtime from third parties.

⁴Critical (P1)/non-critical (P2-P4) incident definition available below.

3. Support Service Details

The Managed Service covers Incident Management, Change Management, and Inquiry Management, against agreed/supported Power Platform solutions. Incident Management focuses on triage, review, and resolution of issues affecting Power Platform solutions, where a resolution may involve a Request for Change (RFC) to rollback a preceding change, or initiation of a bug report to address specific defects. Change Management evaluates the effort and value of proposed modifications to Power Platform solutions, ensuring each change aligns with business goals and, upon approval, involves their scheduling and implementation. Inquiries are defined as clarifications needed by the Client regarding functionality or usage of Power Platform solutions, which may include seeking advice, troubleshooting non-incident requests, or understanding features and configurations.

The Service-Level Agreements (SLAs) associated with support can be seen below:

Request Priority	Impact/Definition	Response SLA	Resolution SLA
P1 – Incident Request	High: Vital Automation/App Outage	2-Hours	Best Endeavours
P2 – Incident Request	Medium: Automation/App Outage	4-Hours	Best Endeavours
P3 – Incident Request	Low: Automation/App Defect	12-Hours	Best Endeavours
P4 – Inquiries & Change	Minimal: Other	24-Hours	Best Endeavours

In the event of an SLA breach, the Client is entitled to compensation in the form of Service Credits. Each SLA breach entitles the Client to one Service Credit, equivalent to 1% of the monthly contract value (excluding VAT), with a maximum of five Service Credits awarded in any given month. These Service Credits will be automatically deducted from the next applicable billing period.

4. Example Quarterly Managed Service Breakdown

As described above, the Managed Services offers flexibility, with an example quarterly breakdown based on using all monthly 45-hours in a calendar quarter below:

Service Name	Description	Hours
Discovery	Time allocated towards opportunity identification and requirements gathering.	7.5
Backlog Management	Time allocated towards ongoing management of the backlog, including refinement, re-prioritisation, and reporting.	7.5
Backlog Development/Implementation	Time allocated towards delivery-related activities, based on the agreed Delivery Pace.	92.5
Training & Mentoring	Time allocated towards Power Platform training for internal resources, as well as ongoing mentoring.	7.5
Incident, Inquiry, & Change	Time allocated towards investigation and resolution of incidents and inquiries, alongside change review and implementation.	20

5. Managed Service Materials

Upon signing up for the Managed Service, Clients will gain immediate access to a suite of materials and resources, facilitated through DigPortal, designed to accelerate Power Platform initiatives. These materials include the following which will be evolved and added to over time:

Name	Description
Baseline Power Platform Standards & Best Practices	A foundational set of standards and best practices that help ensure consistent, high-quality implementation and governance across the Power Platform.
Identification & Discovery Tools	Tools designed to identify opportunities for automation, app development, and reporting, streamlining the discovery phase and aligning goals with outcomes.
Power Platform Documentation Templates	A suite of ready-to-use templates including; Requirements Definition, Solution Design, Test Plan, and Operational Handbook, which simplify project delivery and ensure clarity.
Centre of Excellence Framework	A structured framework that includes team structures, security and role-based access, environment strategies, and DLP policies to standardise platform usage and governance.
Reusable App Libraries & Solution Templates,	A curated library of pre-built application components and solution templates that can re-used to reduce development time, ensure consistency, and lower overall costs.

In addition, Clients will be provided access to a variety of ready-to-install DigPacks solutions, grouped into packages, as defined below. These are available as part of the managed service entitlement and can be installed individually or as a pack. Any additional configuration or support is provided from the managed services hours.

Workforce Pack	A comprehensive suite of applications designed to streamline workforce management, improve operational efficiency, and ensure compliance. Key features include centralised access to tools for managing staff details, working arrangements, and performance metrics.
Staff App	An intuitive platform integrating with ESR (Electronic Staff Record) for managing leave requests, personal details, and flexible working applications. Includes full audit trails for accountability and seamless synchronisation with ESR for up-to-date reporting.
Flexible Working	A dedicated app for proposing and managing changes in working patterns. Users can submit current and proposed arrangements, with

	approvals routed through line managers to HR and finance. Tracks request status for transparency.
Change of Circumstances	Facilitates updates to personal details such as address, name, and job roles. Streamlines approval workflows by integrating line manager and system approvals with audit tracking.
Supervision	A tool to support employee appraisals and supervision sessions, ensuring alignment with organisational standards. Features include customisable appraisal forms, tracking mechanisms, and compliance reporting
App Hub	A centralised gateway to access and manage various applications within the organisation's ecosystem, ensuring streamlined navigation and simplified user engagement
Compliance Pack	Applications aimed at enhancing regulatory compliance across operations, including GDPR alignment and data risk mitigation through tools like DPIA (Data Protection Impact Assessments).
Document Control & Management	A robust system for managing Standard Operating Procedures (SOPs), enabling document creation, approval workflows, and audit trails. It includes search functionality and natural language AI integration for advanced document handling.
Patient Safety	An incident management system offering performance snapshots, automatic documentation, and full audit trails. It enables users to filter and analyse incidents for improved resolution.
DPIA	Ensures GDPR compliance through standardised assessments of data processing activities. Includes risk identification, mitigation features, and comprehensive audit visibility.
Operations Pack	A set of applications designed to optimise operational workflows, including asset booking, resource management, and performance monitoring.
Asset Booker Pro	A versatile booking system for managing organisational resources such as desks, meeting rooms, and equipment. Integrated with Microsoft Teams, it supports flexible deployments and customisations for diverse needs.
E-Observations	Enhances clinical efficiency by digitising observation recording and monitoring processes, ensuring better patient outcomes and streamlined care workflows.

Pharmacy Tracker	A specialised tool for managing and tracking pharmacy operations, providing real-time insights and ensuring compliance with healthcare regulations.