

Service definition document

G-Cloud 15 - Lot 3

Cloud support services

- Additional training
- Integrations
- Configuration support
- Ongoing Hypercare



Cloud support services for existing customers

Optional cloud support packages

This document describes the optional cloud support packages available to Public Sector customers already using the Bubble PPM software platform.

Our cloud software solution is described in detail in a separate G15 Lot 2b listing*

*Search Bubble PPM Software.

Our Lot 2b service includes: System Planning, Setup & Deployment, Testing, Training, Project uploads and ongoing user Support as an inclusive element of the package.



Package 1

Additional user training package

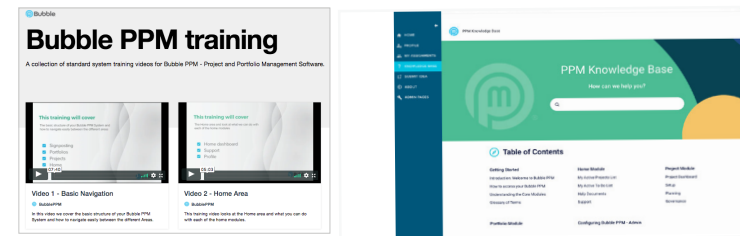
Package definition

For customers who have increased their user numbers, are training new-in-post staff, wish to up-skill existing users. The package includes all elements of Training for a group of new Bubble PPM Software* users or training to up-skill existing users via:

- Face to face** / virtual training for up to 80 users
- Provision of training materials
- Ongoing access to knowledge base / training videos / product support

Training delivery

We profile the training events for different user groups. Portfolio managers, project managers and administrator users need a full day, while project teams and occasional users require less detailed instruction. A sample of different types of training available can be seen below:



User level	Session size	Duration	Package entitles	Max. # Trained	Focus
Process Owners & Administrators	Small Groups (1-10)	1 day	2 sessions	20	Detailed Introduction to Admin. Functions.
Project Managers & Key Team Members	Small Group (1-10)	1 day	2 sessions	20	Detailed Introduction & Initial Project Load.
Project Teams	Medium Group (10 - 20)	3 hrs	2 x 2 sessions*	80	Change Management.

* Note: These groups require only 3 hrs. For logistical / practical reasons sessions are run consecutively over 1 day. One in morning / afternoon.

Example training themes

- Use of Portfolio / Project dashboards.
- Real-time portfolio analysis and reporting tools.
- Management of idea / demand type project portfolios.
- Different process management frameworks (e.g. Waterfall, hybrid project management processes).
- Configuration and use of Business Case, financial and risk management tools.
- How to use the project selection and prioritisation tools (e.g. Balanced scorecards).
- Project process governance and management.
- Use of the configurable metrics tools

* Available as a separate listing under G15 Lot 2b - Cloud Software. Search "Bubble PPM Project Portfolio Management Software"

** On-site training is provided at one location (of customer choice) and does not include travel and expenses of Bubble staff (added at cost)

Package 2

Integration **setup** package (one-time fee)

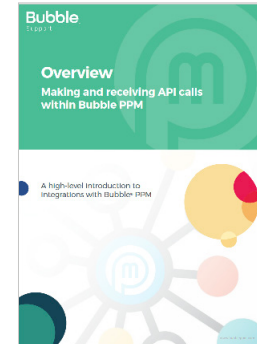
Package definition

There's often practical reasons why you'll want to keep certain types of data together or apart. Integrations between software is increasingly common and modern systems, like Bubble PPM, have been designed to integrate well with others.

This package includes all elements of **setup** for a single 3rd party application integration with the Bubble PPM Software* platform. Package includes:

- 1-1 dialogue with named Bubble integrations support engineer
- Integration requirements (mapping)
- Integration 'recipe' steps (build and test)

Requires package 3 also (see below)



Package 3

Integration **maintenance** package (annual fee for duration of contract)

Package definition

Systems and processes can change over time, this package ensures that the types of data you want to keep together (or apart) stay that way. Our integrations maintenance package includes all elements of **maintenance** for a single 3rd party application integration with the Bubble PPM Software* platform. Package includes:

- 1-1 dialogue with named Bubble integrations support engineer
- Support when integration requirements change
- Integrations 'recipe' steps (modify and test)

Requires package 2 also (see above)

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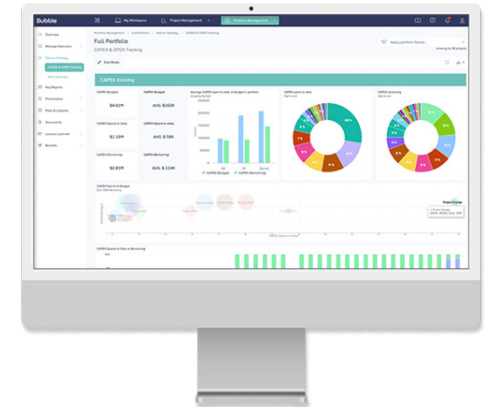
Package 4

Addition of new project process templates package

Package definition

This package is a standalone optional cloud support package designed for those who wish to significantly modify, or add specific new functionality to an existing instance of the Bubble PPM Software* platform. Package includes:

- Creation of (or amendment to) one project process automation model / template (or similar area of unconfigured system functionality)
- 1-1 dialogue with named Bubble configuration expert
- Hypercare through user acceptance testing (UAT)
- Training and support documentation



Configuration delivery

All elements of implementing one *new* project process model to an existing Bubble PPM Software* instance. All elements of implementing a significant change to *existing* project process model. Includes creation of/changes to: Associated Timelines, Workflows and milestones, Dashboards & Reports, Scorecards, Project characterization attributes, Metrics (including Financial | Non-financial KPIs | Process metrics), Notification triggers, Risk & Issue trackers and other logs / forms (e.g. Lessons learned / Decisions etc).

Configuration themes

Creation of new functionality (or managed re-configuration of current system functionality) within an existing instance of the Bubble PPM Software* platform. Examples include, but are not limited to, the configuration themes outlined below.

- New or significantly updated process models for automating the creation of:
 - Idea type projects
 - IT type projects
 - Capital Projects
 - Research / New Product or Service development type projects
 - Change management type projects
 - Etc, etc

* Available as a separate listing under G15 Lot 2b - Cloud Software. Search "Bubble PPM Project Portfolio Management Software"

Package 5

Ongoing Hypercare package

Package definition

This package is a standalone optional cloud support package designed for customers managing complex programs or with continuously evolving needs. It provides a high degree of collaboration and specialist support over and above the service provided to users via standard Bubble support. It is available to organisations with an existing instance of the Bubble PPM Software* platform in place. Beyond the unit of purchased support (e.g. 3 months), the service can be ‘switched’ on or off at any time. Package includes:

- Direct liaison with Bubble system experts
- Specialist help to meet evolving business challenges
- Ongoing rollout of advanced configuration changes
- Regular Hypercare calls and managed follow-up of agreed activities

Package delivery

Continuation of the same levels of hypercare provided during configuration, or other optional cloud support packages, beyond the included validation and testing period. Applies only to existing Bubble PPM Software* instances and used where customers have a need for ongoing and on-demand expert configuration / refinement provided by Bubble.

Hypercare themes

Creation of new functionality (or managed ongoing re-configuration of current system functionality) within an existing instance of the Bubble PPM Software* platform. Examples include, but are not limited to, the hypercare themes outlined below.

- Managed creation, or ongoing refinement, of system:
 - Logs (e.g. decision / risk tracking log)
 - Reports
 - Dashboards
 - Scorecards
 - Forms
 - Performance or periodic metrics



* Available as a separate listing under G15 Lot 2b - Cloud Software. Search “Bubble PPM Project Portfolio Management Software”

Bubble[®]

Software

Bubble helps organisations to select the right projects, execute them reliably, and derive greater value from their projects and portfolios.

Bubble[®] is a leading provider of Project and Portfolio Management software. Founded in 1999, the company serves clients globally via Cambridge (HQ), London, Amsterdam and Melbourne.

Its cloud-based solutions help customers improve the planning, governance, and delivery of IT, Capital, New Product/Service Development, Engineering, Change Management and other initiatives.



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Customers love using Bubble[®] PPM because it truly makes their jobs easier!

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Ask for a system demo!

