

Perform Learn Develop Ltd (PLD) - Service Definition Document

1. Purpose

This document provides details of our mentoring software platform and its service arrangements. Included in this document is the incident reporting procedure, Service Level Targets (SLT) and escalation process.

2. Service Description

Perform Learn Develop Ltd (PLD) provide a mentoring software platform that supports an organisation's mentoring and coaching programmes. The software supports organisations in launching, managing, tracking, and growing their mentoring and coaching programs.

Functional

- Facilitates single or multiple mentoring programmes (examples of programmes include career mentoring, reverse mentoring, mentoring for diversity and inclusion etc).
- Recommends matches through a matching algorithm. Rich filtering enables users to refine recommendations.
- Allows administrators to match and assign mentees to mentors and vice versa.
- Mentoring connections may include one mentor and mentee or multiple mentors and mentees.
- Mentees can search for available mentors using the intelligent matching function and directly request mentoring.
- Mentees and mentors can set goals, interact, share content, and track progress.
- An integrated online training package delivered through video and PDFs supports both the mentor and the mentee through their mentoring relationship.
- Career diagnostic tools to support mentees in setting goals.
- Tools and templates allow mentors and mentees to collaborate on specific areas of skill transfer.
- System emails and alerts keep mentoring relationships on track with goal reminders and progress tracking.
- Mentors and mentees can schedule mentoring sessions through the software platform's meeting planner.
- Programme administrators can view real-time programme performance through standard and customised reports.
- Automated advice, tips, and instructions support users throughout the mentoring process.

Non – Functional

- Ability to configure the user journey to meet client's programme needs.
- Platforms can be branded with logos, imagery and colour schemes.
- Administrator reports are configured for client's programme needs.
- Enables anytime, anywhere mentoring program participation.
- The platform is designed to be used across all end user devices (PC, MAC, Tablet, Smart Phone etc).
- Access to consulting and technical resources to help you start and run a successful mentoring program.
- Users can complete their profiles in two easy steps.
- Online user support including frequently asked questions (FAQs).
- On-going training and support.

3. Scope of Service Support

Service Availability

The system is online 24 hours a day, 7 days a week, 52 weeks of the year with 99.9% availability, with the exclusion of planned and scheduled systems maintenance.

- Perform Learn Develop (PLD) will use reasonable endeavours to ensure that such maintenance is carried out during off peak hours to minimise user inconvenience.
- The Customer Service team will communicate 48 hours in advance any maintenance activity and estimated down time to the Service Contacts nominated by the Customer.
- The hosting infrastructure and application are monitored in real-time with alerts and detailed email reports sent to our Development Team who will assess the impact and notify the Customer Services Team.
- If the service disruption is expected to last for more than 15 minutes the Customer Service Team will notify Service Contacts nominated by the Customer.

Hours of Support

- The support help desk is available between 9:00 to 17:00 Monday to Friday (excluding Bank Holidays). Cover is provided outside of standard hours of support on a best endeavour basis.

- During the standard hours of support the Customer may report problems (Service Requests) either via phone or email. We will provide an initial response to any calls made or emails sent during the standard hours of support in a timely manner.
- PLD will provide an initial response and aim to resolve any calls made or emails sent during the standard hours of support within 2 hours (if made before 4pm) or by 10am the following working day if made after 4pm.
- If a support issue can not be resolved within 2 hours PLD will advise the Customer giving an estimated time of resolution.
- Outside standard hours users can search our knowledgebase or log issues and service requests online.

Service Management

PLD will schedule quarterly service reviews with a senior representative from the client or such other frequency as is mutually agreed with the client. These reviews will include a review of the service during the service period, resolution of any outstanding incidents and consideration of any service improvements.

4. Back up schedule

Daily back-ups 30 day retention

5. Business continuity & disaster recovery plan.

This depends on what the reason for “recovery” is but we can deliver a new instance of the application in minutes and the server design is such that the need for “recovery” in the case of hardware failure should be very remote.

The server solution has databases running on two nodes in a master/slave configuration, and nightly data dumps for 30 days. We feel this covers us well for any data loss due to hardware failure etc. We would also hope the system itself makes it difficult for users to make a mess of the data. However, if clients have specific requirements we are happy to discuss solutions and processes to recover from this.

6. Ordering and Invoicing

Orders can be placed by contacting the supplier at support@pldmentoring.com

Invoices are paid within 30 days

7. Onboarding and off-boarding processes

On termination of the contract all user data will be returned to the client on request. All system and service data relating to clients is stored in the database architecture and on the termination of contract a system process is used to permanently delete this data. This process also ensures that data is purged from any back ups over a period of days. No client or service data resides outside of this process.

8. Termination Terms

Without affecting its other rights under this Agreement, either party can terminate this Agreement forthwith by written notice to the other if any of the following applies to the other: it commits a material breach of this Agreement; it fails or ceases to perform its duties under this Agreement to the reasonable satisfaction of the other party; or it becomes insolvent or ceases or threatens to cease to trade; or it is in breach of the applicable laws, statutes, regulations and codes relating to anti-bribery and anti-corruption including but not limited to the Bribery Act 2010.