



# Service Definition Document

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## SERVICE OVERVIEW

Agile Professional Group provides Student Engagement Mobile App & Portal Platform services, specialising in student experience solutions, API development, SaaS integration, attendance monitoring and learner engagement analytics.

### Features

- SaaS architecture
- Mobile responsive user interface
- Attendance Management, data analytics and reporting
- Highly configurable and scalable
- Fully managed service, delivered securely via the cloud
- ISO27001 certified cloud infrastructure
- GDPR compliance and privacy by design across all services
- APIs available for process automation and data accessibility
- Student engagement dashboards
- UI design and prototyping

### Benefits

- Reduced management overhead
- Efficient information sharing across systems and teams
- Flexibility of system integrations
- Cloud based offering, reducing the need for on premise hardware
- Reduced on premise technical staff / system administration
- 24/7 access via mobile and desktop platforms

## SERVICE RESILIENCY AND RECOVERY

Resilience and service availability such as load balancing is part of our offering, separation of users and environments is implemented securely, and the UK data centre is ISO/IEC 27001 certified with disaster recovery plans in place.

Our Business Continuity Plan is a comprehensive statement of actions to be taken before, during and after a disaster. This plan is designed to reduce the risk to an acceptable level by ensuring the restoration of critical functions and services within a short time frame, and all essential production within a longer, but permissible, time frame. This plan identifies the critical functions and services for our cloud services and the resources required to support them. Guidelines and recommendations are provided for ensuring that needed personnel and resources are available for disaster preparation, assessment and response to permit the timely restoration of services.

## SECURITY GOVERNANCE APPROACH

Our solution is fully cloud based and hosted at our UK data centre, which is ISO/IEC 27001 certified.

All data in transit is encrypted using HTTPS/TLS, data at held securely and stored in compliance with DPA, data sanitisation methods are used when required, appropriate equipment disposal techniques are used when required, resilience and service availability such as load balancing is part of our offering, separation of users and environments is implemented securely.

## AVAILABILITY AND SUPPORT

### Support Overview

Agile Professional Group has extensive experience providing technical support and is committed to providing customers with world class customer services. Our team is highly skilled in diagnosing technical issues and has experience and knowledge working with large scale cloud and on-premise systems.

Our clients will be provided with dedicated support personnel that is fully trained on all aspects of our platform and solutions, with direct access to the R&D team for internal technical escalations so they can be resolved as quickly as possible.

Support for non-critical issues will be provided Monday to Friday (UK business days)

Support for critical issues will be provided during and beyond normal working hours, including weekends and holidays.

### Reporting Issues

Support is provided for services originally delivered by Agile Professional Group which are under warranty. Agile Professional Group will commit to a response in accordance with the severity definition below, issues can be logged by emailing [support@agileprofessional.co.uk](mailto:support@agileprofessional.co.uk). If a case has not been satisfactorily responded to then email [escalation@agileprofessional.co.uk](mailto:escalation@agileprofessional.co.uk).

### Severity Definitions

When an incident is reported that impacts any integration and user experience then Agile Professional Group will work with the organisation and any required third-party provider to rectify the issue. If the issue has been caused by a change to the configuration of the third-party system that has not been communicated to Agile Professional, then professional services will be charged to update the integration if required.

The following severity levels will determine the Agile Professional Group response to support cases:

| Severity | Description                                                                                                                                              | Initial Response | Resolution Target |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------------|
| Urgent   | Service loss - Service is unavailable to all users                                                                                                       | 1 hour           | 1 business day    |
| High     | Service loss - Service is available, but all users are experiencing degraded service performance, which is impacting the Customer's business operations. | 4 hours          | 2 business days   |
| Medium   | Any incident affecting on-going service which is not deemed Urgent or High Severity                                                                      | 1 business day   | 5 business days   |
| Low      | Any request which does not warrant a higher severity e.g. an intermittent fault affecting a single user where an acceptable workaround is available.     | 2 business days  | 7 business days   |

## Training

Agile Professional Group shall provide full user training during the implementation and on-boarding process.

We pride ourselves in delivering interactive and engaging user training sessions to ensure users are provided with a solid understanding of the solution delivered.

Our recorded training sessions are accompanied with standard operating procedures within the system for all tasks. From our past experience, we have received outstanding feedback for providing recorded sessions, which have helped counter future challenges with staff turnover or internal team changes and ongoing knowledge retention.

Administrator training can be conducted on client site.

## ABOUT AGILE PROFESSIONAL GROUP

### Background & Experience

Agile Professional Group is a UK based professional services company, specialising in SaaS software solutions. We help organisations across the world accelerate their Digital Transformation goals.

The company is owned and managed by senior software consultants who have each over 15 years' hands-on experience with software integrations, API design/development, quality assurance/control, professional services, implementations/support, SaaS/cloud solutions and project management.

We have experience delivering on-premise and cloud-based web and mobile solutions for large Public Sector Organisations and Global Higher Education institutions.

Since 2009, we have been building mobile and web applications for end users that have extremely high expectations from a user experience and ease-of-use perspective. With our 'mobile first' and innovative mindset, we are able to use this experience and apply our knowledge to build cutting edge web and mobile responsive applications which allow the end user to interact and complete their tasks seamlessly in the palm of their hand.

Most of our previous projects have involved designing and building lean, efficient, and scalable database solutions, with an intelligent middleware layer and world class front-end web and mobile interfaces. We are well versed in building content management systems, with fluent workflows, which make end-user tasks feel seamless and automated.

Our knowledge of business processes and workflows is based on a combination of studying best of breed, high usage applications and our hands-on experience from working closely with customers in various sectors - including telecommunications, finance, education, and local government organisations. These platforms allow us to offer clients the broad, deep skills necessary for a diverse range of services.

### Company Values

#### Agility

Using our expertise in software design and architecture, we can rapidly build prototypes and wireframes, which allow us to adapt according to our customer's needs. We use adaptive software development methodologies which are flexible enough to suit the needs of each individual project.

#### Customer Focus

We enjoy working with our customers, keeping everyone involved to ensure we work as a team during the project and provide world class customer support.

#### Quality

Continuous improvement is at the forefront of our approach. Our solutions are carefully designed with quality in mind, using a variety of techniques from detailed testing strategies to QA automation and continuous integration.

#### Transparency

We have a passion for openly sharing our knowledge and expertise, so we can grow together and help our customers achieve their goals, with confidence.



Website: [www.agileprofessional.co.uk](http://www.agileprofessional.co.uk)