

e18

Innovation

a Digital Workforce Company



Outsmart

Service Description (v.1.6)

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About Digital Workforce Services Plc

Digital Workforce Services Plc (Nasdaq First North: DWF) is a leader in business automation and technology solutions. With the Digital Workforce Outsmart platform and services—including Enterprise AI agents—organizations transform knowledge work, reduce costs, accelerate digitization, grow revenue, and improve customer experience. More than 200 large customers use our services to drive the transformation of work through automation and Agentic AI. Digital Workforce has particularly strong experience in healthcare, automating care pathways across clinical and administrative workflows to reduce burden, enhance patient safety, and return time to patient care. Following the acquisition of e18 Innovation, the company has further strengthened its position in the UK healthcare pathway automation. We focus on repeatable, outcome-based use cases, and we operate with high integrity and close customer collaboration. Founded in 2015, Digital Workforce employs more than 200 automation professionals in the US, UK, Ireland, and Northern and Central Europe. Our vision: Transforming Work – Beyond Productivity. <https://digitalworkforce.com>

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1. Version control

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1. Introduction

The Outsmart service is a Business Process Automation (BPA) service delivered by Digital Workforce. This service includes the provision of the platform and requisite Business Automation technologies to operate Outsmart solutions in production as well as the agreed level of maintenance for these solutions to guarantee that the solutions are orchestrated as agreed and restored in the event of an incident.

1.1 Terminology

A definition of key terminology is shared below to add transparency and comprehensibility to this document.

- **Robotic Process Automation (RPA)** is a productivity tool that allows a user to configure one or more scripts (which some vendors refer to as “bots”) to activate specific keystrokes in an automated fashion.
- **Digital Worker** is all the technical resources that are utilized to run a RPA in production.
- **RPA Production machine** consists of the required tools for one Digital Workers to run solution in production. It consists of virtual machine, RPA tool, Target Systems and necessary licenses.
- **RPA Development machine** consists of the required tools for one developer to create an RPA solution with a chosen RPA technology including the virtual machine, RPA tools, Target Systems and necessary licenses.
- **Business Process Automation (BPA)** is defined as the automation of complex business processes and functions beyond conventional data manipulation and record-keeping activities, usually through the use of advanced technologies.
- **Case Management** is a key capability inside BPA tools designed to support a complex process that requires a combination of human tasks and electronic workflow, such as an incoming application, a submitted claim, a complaint, or a claim that is moving to litigation. These solutions support the workflow, management collaboration, storage of images and content, decisioning, and processing of electronic files or cases.
- **Process Orchestration** is a key capability inside BPA tools that connects your workflows, technology, and people in end-to-end automated processes. At its core, process orchestration means automating and monitoring your workflows to ensure all parts of your process are running smoothly.
- **Task Management** is a key capability inside BPA tools that allows you to manage tasks in a flexible inbox, where teams can collaborate, assign and prioritize tasks, and attach documents. Access all user tasks from a single location, irrespective of whether they were created manually or automatically as part of a case or process.
- **Content Management** is a key capability inside BPA tools that allows one to generate, edit, and review documents, photos, and media to support ongoing processes, and cases.
- **Form engine** is a key capability inside BPA tools that provide a user interface to data and services, typically through a browser-based interface. Forms enable users to interact with enterprise applications and the back-end systems linked to them.
- **BPA Solution** is created using a BPA technology to execute and orchestrate the entire business process and combining the underlying applications and human activities into a seamless workflow.
- **BPA Solution Management** is Digital Workforce’s maintenance service for maintaining BPA solutions.

- **RPA Solution** is created using RPA technology to automate typically one or several tasks that are part of a longer business process.
- **RPA Process Maintenance** is Digital Workforce's maintenance service for maintaining RPA processes.
- **Outsmart solution** is created using a combination of technologies to automate a business process or multiple processes. For example, this can be an automated solution orchestrated with BPA that initiates RPA and IDP solutions during its run and uses the outputs of these processes to connect with human decision makers to deliver business value, hence improving the efficiency of the entire business process.
- **Outsmart Solution Management** is Digital Workforce's maintenance service for maintaining Outsmart solutions.
- **Intelligent Document Processing (IDP)** is defined as using AI and OCR to read content and extract key values from an unstructured document such as a PDF invoice or a scanned image of a purchase order.
- **Service Plan** is one of the service variations from which the customer may choose. Service Plans are described in detail in the section [Service Plans](#)
- **Hyper Care** is the time between the initial *production deployment* of the solution and the *maintenance handover*. The purpose of the Hyper Care period is for the delivery organization to assess the functionality and performance of the Outsmart solution during the first weeks of the solution being in production.
- **Automated monitoring** is a technical solution that monitors Outsmart solutions in production and creates alerts about technical failures.
- **Target Systems** are the applications and tools with which the Outsmart solutions interact when executing a business process or a part of it. Target Systems are typically applications such as ERPs and CRMs. Those are sometimes called **target applications** or **3rd party applications**.
- **Service Level Agreement (SLA)** – Digital Workforce commitment to deliver the service within defined parameters.
- **Service Management** is a general term that encompasses all ITIL processes that we use for customer support.
- **Outsmart Platform** is the cloud infrastructure and related architecture on top of which the BPA, RPA and IDP technologies are running.
- **AI Agent** is an autonomous system that uses large language models to understand, reason, and take actions to accomplish complex tasks. AI Agents can process unstructured data, make decisions, and interact with other systems and automation technologies.
- **AI Agent Solution** represent an advanced automation capability within the Outsmart platform, enabling intelligent, autonomous decision-making and complex task execution. Unlike traditional rule-based automation, AI Agents leverage large language models to understand context, reason through problems, and adapt to varying scenarios, making them particularly effective for processes requiring judgment, interpretation, or handling of unstructured data.
- **AI Agent Management** is Digital Workforce's maintenance service for maintaining AI Agents.
- **AI Agent Evaluations** are standardized tests used to measure and monitor the performance quality of an AI Agent against defined benchmarks usually established during UAT.

2. Service Overview

2.1 Service Components

Outsmart is a service offering that provides tools to create Outsmart solutions and to run and operate them in production. Outsmart delivers a resilient and scalable model for solving business challenges in a holistic and automated manner supported by best of breed Business Process Automation technologies. The service consists of two main components: the Outsmart platform and Enablement Service. The utilization of these components depends on the agreed *service plan*.

Outsmart platform

The Outsmart platform is a managed cloud environment that includes the necessary components and tools to create holistic business automation solutions and operate them in production.

Development environment

The development environment of Outsmart consists of access to supported tools (RPA, IDP, BPA, AI Agents) to create Outsmart solutions in a customer-specific environment. The number of development seats is specified in the contract. Typically, the number of seats is equal to the size of the development team.

Production environment

The created Outsmart solutions are deployed into customer-specific production environments. Within a production environment the customer can freely execute Outsmart solutions utilizing the required Outsmart platform resources that have been set up in this environment. The quantity of resources needed to fulfil the execution of Outsmart solutions is reviewed jointly with the customer as a part of capacity management. For an infrastructure diagram, please see: [Outsmart SD Annex 1 - Platform configuration](#)

Solution Management Services

The solution management services are managed services to maintain and run the BPA, RPA, IDP solutions or any combination of these that are deployed to production. The BPA Solution Management and RPA Process Maintenance can be purchased as additional services in other service plans.

These services only apply for ensuring the availability of the components developed with the Outsmart platform tools and maintained as part of Outsmart platform. The services do not include the monitoring, runtime maintenance, incident management, service requests or any other service components towards 3rd party owned and/or maintained components of the solution such as customers' underlying business applications, their API interfaces, or public APIs.

BPA Solution Management

BPA Solution Management is an SLA-based service to ensure the business continuity of a BPA solution deployed to the Outsmart platform. The service has two main elements: i) main user support and ii) solution runtime maintenance. This service does not apply to any attached automation solution (e.g. RPA, IDP, Chatbot, AI Agent).

RPA Process Maintenance

RPA Process Maintenance is an SLA-based service to ensure the business continuity of an RPA solution deployed to the Outsmart platform. This service consists of the runtime maintenance of a specified RPA solution.

Outsmart Solution Management

We offer an SLA-based service to ensure the business continuity of the entire automation solution deployed to the Outsmart platform. This service has two main elements: i) main user support and ii) solution runtime maintenance. This service covers all the attached automation technologies running as part of the same Outsmart solution (e.g. BPA, RPA, IDP, AI Agents).

2.2 Supported Outsmart Technologies

Technologies used for Outsmart Platform:

- MS Azure platform

RPA technologies currently supported by Outsmart are:

- Blue Prism
- UiPath
- Robocorp
- Microsoft Power Automate

IDP (Intelligent Document Processing) technologies currently supported by Outsmart are:

- MS Azure AI Document Intelligence

BPA (Business Process Automation) technologies currently supported by Outsmart are:

- Flowable
- UiPath Maestro
- SS&C Chorus

AI Agent technologies currently supported by Outsmart are:

- UiPath Agent Builder
- Flowable AI Studio
- Microsoft Copilot Studio
- Pro code agents (Microsoft Foundry, Langfuse)

3. Service Management

The purpose of Service Management is to secure the delivery of the service at the agreed level and to support the customer in gaining value from the service. Service Management is responsible for the following areas for all customers in relation to the Outsmart platform and additionally purchased RPA Process Maintenance and BPA Solution Management services:

- Incident management
- Problem management
- Change management
- Availability management
- Service level management
- Service reporting
- Release management
- Information security management
- Continual service improvement

Scope of the mentioned processes cover:

Management of planned & unplanned disturbances, as well as standard change management & request fulfilment assignments impacting all the services and solutions that are in scope of the agreement and are part of assets managed by Service Provider. Any events or changes impacting the Services, which are not part of scope managed by Service Provider, should be agreed separately and might be subjected to additional payment.

Digital Workforce utilizes industry best practices encompassed in ISO/IEC 20000-1:2018 certification. The Integrated Management System implemented in DWF reflects the requirements of the renown management standard.

Digital Workforce utilizes an ITSM tool for service management. This tool is also used as a service portal for customers purchasing the services.

Detailed model of operations used by Outsmart & BPA Solution Management and RPA Process Maintenance can be found here: [Outsmart SD Annex 4 - Solution Management](#)

3.1 Service Levels

The Service Level Agreement is dependent on the priority of the solution under maintenance.

3.1.1 Incident Management

Incident is considered an unexpected event leading to a continuous degradation of service. The degradation may result in service unavailability, decreased performance or functional issues within the supported solution.

The customer should select a priority for each individual solution in production. The priority options are presented in the table below. Individual incidents under one solution are not prioritized separately but the same SLA is utilized for each incident pertaining to that solution.

	RPA Process Maintenance	BPA Solution Management	OT%
P1	<2h every day	<2h business hours	90%
P2	<12h weekdays	<12h weekdays	
P3	<24h weekdays	<24h weekdays	

The agreed incident management resolution times are calculated in hours. If incident resolution requires third-party or customer involvement, the resolution times above apply only to the time taken by Digital Workforce. Time spent by a third-party or by the customer does not count towards the SLA resolution time.

Incident management does not refer to single, isolated case processing errors. The latter are handled on a P3 priority basis or require a service request to be raised, depending on the solution design.

3.1.2 Business hours and weekdays

Business hours are Monday 9:00 to Friday 17:00 (UK time).

Weekdays are Monday to Friday.

The following holidays are excluded from business hours and weekdays schedules:

- January 1st
- Easter Monday (date varies)
- December 24, 25 & 26 – Christmas
- December 31 - New Year's Eve

3.1.3 Platform availability

Digital Workforce guarantees the underlying platform availability on the level of 99.8%, excluding all planned platform downtime. To learn more about the platform availability limitations, please see [Outsmart SD Annex 1 – Platform configuration](#)

3.1.4 Service Request Management

The customer can place Service Requests via email or via Digital Workforce's customer support portal. The support portal can also be utilized to follow up on the status of service requests.

When the customer creates a Service Request, Digital Workforce will respond to the customer within 48 hours (weekdays).

3.1.5 Planned platform downtime

Planned downtime is:

- Planned service maintenance notified to the customer in advance, including service breaks
- Solution or process downtime requested or approved by the customer

Service breaks will take place on the second Tuesday of each month outside service hours. The schedule for standard service breaks is as follows:

Environment	Timing option 1		Timing option 2		Timing option 3 - US	
Development	1 st Wednesday after 2 nd Tuesday	00:00 - 05:00 EET (EEST)	3 rd Saturday of the month	00:00 - 02:00 EET (EEST)	1 st Wednesday after 2 nd Tuesday	00:00 - 05:00 EST
Production	1 st Wednesday after 3 rd Tuesday	00:00 - 05:00 EET (EEST)	4 th Saturday of the month	00:00 - 02:00 EET (EEST)	1 st Wednesday after 3 rd Tuesday	00:00 - 05:00 EST

The customer will be informed in advance of planned service breaks outside the monthly service breaks schedule. Announcements are published in the DWF Newsletter, distributed to a customer-selected set of addresses.

Service breaks are mandatory for the platform maintenance and cannot be cancelled, only postponed under exceptional circumstances.

It is advisable that the customer sets up a dedicated, shared mailbox for communication purposes. This helps to avoid communication bottlenecks and prevents the communication from being sent to legacy email addresses.

Digital Workforce reserves the right to make critical updates without advance notice. Critical updates include high-profile vulnerability patching or updates that enable recovery from service unavailability.

3.2 Service Reporting

Digital Workforce offers a set of service reports available to Outsmart customers to prove the level of service delivery. Reports are presented on a monthly basis or quarterly basis (depending on the volume of events), either by a Customer operations manager or sent directly to the customer's representatives. The reports contain an analysis of opened incidents and service requests and the SLA report for the past month. Other detailed data may be added to the reporting to extend the context.

3.3 Feedback loop

Digital Workforce values customer feedback that helps us finding better methods for helping the customer in achieving desired business outcomes. Being aware that agreed SLAs and KPIs may not always reflect the actual business value of the cooperation, Digital Workforce uses Net Promoter Score (NPS) to gather feedback about the delivered service. NPS survey is distributed monthly. Its outcomes are analysed and used by Digital Workforce to improve the service delivery.

4. Service On-Boarding

The onboarding of Outsmart is a defined sequence of activities that depend on the agreed service plan and the existing solution portfolio. Onboarding Outsmart typically requires one or more of the following phases:

Platform Deployment

Deploying the platform with the agreed configuration. Setting up all backend systems required to provide support on the agreed level.

Solution Migration

Migrating the existing solutions, if applicable, from the existing environment to the Digital Workforce environment. Development of new processes and solutions. This phase also contains Quality Assurance process with necessary amendments.

Handovers (optional RPA Process Maintenance and BPA Solution Management)

Handovers to the maintenance unit are available to processes meeting the quality standards to ensure seamless service delivery.

5. Security Management and security reviews

Digital Workforce treats information security as a core element of its service design, implementation, and support.

The company operates under an ISO/IEC 27001:2022 certified Information Security Management System (ISMS), integrated with its broader management framework to ensure compliance and best practices. Security governance covers risk management, secure software development, GDPR compliance, and robust IT policies, supported by regular audits and penetration tests. All employees undergo mandatory security training, including onboarding, annual refreshers, and targeted sessions after incidents or failed simulations.

Information assets are classified and protected according to strict internal policies, while cloud services and supplier relationships follow defined security standards and contractual controls. Incident management procedures ensure rapid response, investigation, and communication in case of breaches, with authority to isolate systems when necessary. Through continuous risk assessments and improvement initiatives, Digital Workforce safeguards confidentiality, integrity, and availability of data across its operations.

6. Extended Services

Subscribers to Outsmart can purchase additional services from Digital Workforce to extend the scope and capability of their automation program and/or Outsmart solutions. The customers are delivered the required components and tools to utilize the additional services.

This chapter describes the solutions that can be acquired or purchased as additional services to support the services described in this service description.

6.1 Design Services

6.1.1 Business Process Study

In this 3–6-week consultation, we help you to take a deep dive into your pain points and critical business processes and scope the problem in detail. We then validate the potential for converged automation technologies and how we can affect your KPIs. As a result, you will receive a report and a description of a high-level solution outlining the potential for KPI improvements.

6.1.2 Process Redesign for Automation

We take pride in our unique approach to process redesign for automation. Instead of forcing automation into existing processes, we redesign the processes around human control points. This blend of human intervention and automation ensures a smooth and efficient operational workflow.

6.1.3 Advisory Services

Embarking on a process automation journey requires careful planning and expert guidance. At Digital Workforce, we're committed to helping you in navigating this journey successfully through our Advisory Services.

6.2 Automation Delivery Services

6.2.1 IA Talent Augmentation

IA Talent Augmentation is the easiest way to tap into the hundreds of experts dedicated to Business Automation within Digital Workforce. We live and breathe Business Process Automation. Our only focus and mission is to deliver the best automation in the world. We'll help you bridge your internal Business Automation gaps and – more importantly – create a culture that accelerates your digital transformation results.

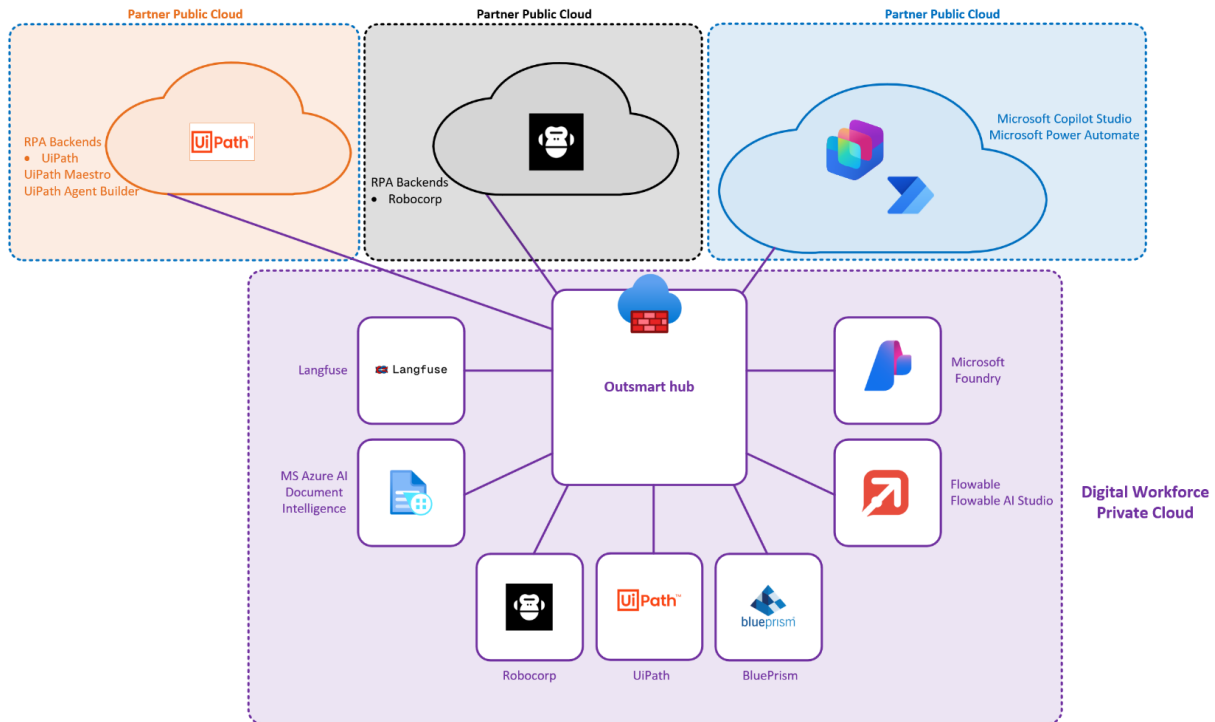
6.2.2 Implementation Projects

Streamline business operations with Digital Workforce's Business Process Automation Implementation Service. Experience seamless integration, transparency, and unmatched efficiency throughout your automation journey.

7. Annex 1: Platform configuration

7.1 Infrastructure diagram

The below diagram depicts a generic Outsmart deployment. Each implementation may differ from the presented mapping.



7.2 Standard software

List of software installed by Digital Workforce by default on Production and Development machines. In case of hybrid environments (Production and Development machines present in customer-controlled environment), the below items must be installed and updated either by Digital Workforce platform support team or the customer IT team.

- Robotic Process Automation tool (i.e. Blue Prism, UiPath studio, Robocorp)
- Blue Prism Hub (only for Blue Prism API)
- Business Process Automation tool (i.e. Flowable or Maestro)
- AI Agent tool (i.e. Pro code agents (Microsoft Foundry, Langfuse), UiPath Agent Builder, Flowable AI Studio)
- Azure AI Services
- Monitoring toolset, including VNC
- Orchestration tools (C Two - former RPA Supervisor)
- Microsoft Edge

Any software not covered by the above list must be installed and supported by the customer IT team. Digital Workforce provides all necessary means to allow it (accounts, permissions, connectivity).

7.3 Virtual Machine specification

Standard setup for all Virtual Machines utilize under Outsmart Platform is shown below. Depending on the solution requirements, this setup may be changed to ensure optimal running conditions for customer processes and solutions.

Azure B2ms VM:

2x vCPU
8 GB RAM
1920 IOPS
Standard SSD 128GB
Windows Server 2022

7.4 Platform availability

Digital Workforce is committed to maintain platform availability on the level of 99.8% excluding planned downtime. This SLA refers specifically to the uptime of the virtual platform components that remain within the scope and full control of the Digital Workforce platform support team. Out of scope for this SLA are availability of the 3rd party services, application availability, solution availability, infrastructure components that remain within the customer's or joint responsibility.

8. Annex 2: Service details

8.1 Hybrid and full cloud responsibility split

Component	Responsible Organization	
	Full Cloud	Hybrid
Infrastructure model		
Outsmart infrastructure / IT maintenance and support (backend)		
<i>Outsmart backend and databases – installation and update</i>	DWF	DWF
<i>Outsmart backend and databases – capacity management</i>	DWF	DWF
<i>Outsmart backend and databases – monitoring</i>	DWF	DWF
<i>Outsmart backend and databases – licensing</i>	DWF	DWF
<i>Outsmart backend and databases – security</i>	DWF	DWF
<i>Outsmart backend and databases – management</i>	DWF	DWF
<i>Outsmart backend and databases – backup</i>	DWF	DWF
Virtual Machines (frontend)		
<i>Provisioning and management of the domain / Azure Subscription (incl. IAM)</i>	DWF	Customer
<i>Provisioning of the frontend VMs</i>	DWF	Customer
<i>Outsmart software maintenance and management – installation</i>	DWF	DWF
<i>Outsmart software maintenance and management – maintenance</i>	DWF	DWF
<i>Outsmart software maintenance and management – updates</i>	DWF	DWF
<i>Outsmart software – second-level application support</i>	DWF	DWF
<i>Outsmart software – second-level technical support</i>	DWF	DWF
<i>Outsmart software – monitoring</i>	DWF	DWF
<i>Outsmart software – access management</i>	DWF	DWF / Customer
<i>Virtual machines – endpoint protection</i>	DWF / Customer	Customer
<i>Virtual machines – target system and network drives (installation, update)</i>	DWF / Customer	Customer
<i>Virtual machines – operating system (custom image, installation, update)</i>	DWF	Customer
<i>Virtual machines – access management (Active Directory)</i>	DWF / Customer	Customer
<i>Virtual machines – VPN</i>	DWF / Customer	Customer
<i>Virtual machines – hypervisor / OS monitoring</i>	DWF	Customer
<i>Virtual Machines – network configuration (proxy, internet access)</i>	DWF / Customer	Customer
<i>Network between digital workers and on-premises</i>	DWF / Customer	Customer
<i>Active Directory (Groups and OU, Group Policies, DNS, CA)</i>	DWF / Customer	Customer
<i>Creation of Digital Workers' accounts</i>	DWF / Customer	Customer
Additional software maintenance and support (target systems)		
<i>Business-specific software support (target applications) – installation</i>	Customer	Customer
<i>Business-specific software support (target applications) – patching</i>	Customer	Customer
<i>Business-specific software support (target applications) – network</i>	Customer	Customer
<i>Business-specific software support (target applications) – access management</i>	Customer	Customer

8.2 Quality acceptance and handover requirements

The purpose of Quality Acceptance and Handover is to act as a gate between delivery teams and the production environment. Quality Acceptance is always included in the automation handover process.

It aims at mitigating e.g. the following risks in production:

- Database cleanliness
- Managing releases

When an automation is handed over to Outsmart & BPA Solution Management or RPA Process Maintenance, the responsibility is transferred to the service operations. At this point it is also recommended to update the access rights for the process to reflect the switch of responsibilities.

8.2.1 Handover Requirements

Handover requirements define the level of quality required by the automation to be accepted into maintenance. The best practice of the technology vendor is a baseline of the solution build. The naming convention of the automation build is required to be in English in the given RPA tool. Handover requirements are:

Hyper-care period

A period of production runs after the deployment of the solution to production is required. The length of the hyper-care period for processes with varying runtime frequencies is described below in the *Runtime metrics*

Documentation

<i>Document</i>	<i>Language</i>	<i>Technology</i>	<i>Note</i>
Process Design Document (PDD)	<i>English or translated to English copy</i>	• RPA • BPA	<i>The definition of flow of the as-is process that is automated describing the scope, business logic and system interactions.</i>
Robotic Process Master Document (RPMD)	<i>English</i>	• RPA • BPA	<i>Technology-specific handbook of the solution, describing the design, exception handling, maintenance policies & requirements. The document template is delivered to the customer.</i>
Quality Review Document (QRD)	<i>English</i>	• RPA • BPA	<i>All solutions must complete Quality Assurance process successfully.</i>
Artifacts Document	<i>English</i>	• BPA	<i>BPA solutions must have the Artifacts Document fulfilled instead of RPMD.</i>
		•	

Runtime metrics

Standard runtime metrics depicted below apply only to the RPA processes. For BPA solutions, it needs to be defined individually.

<i>Runtime frequency</i>	<i>Minimum Hypercare length</i>
--------------------------	---------------------------------

More than once a day or 24/7	4 days (5% terminated runs are allowed)
Daily	6 successfully completed runs in a row
Few times a week	5 successfully completed runs in a row
Weekly	3 successfully completed runs in a row
Few times a month (biweekly etc)	2 successfully completed runs in a row
Monthly	1 successfully completed run
Few times a year	individually
Other (not regular)	individually

Quality Assurance

A functional Quality Assurance model is recommended to be implemented to ensure that the solutions are developed with a standardized build quality. Digital Workforce can deliver Quality Assurance during the whole development process for the customer as an additional service.

9. Annex 3: Service Onboarding details

9.1 Platform Deployment

The setup of the Outsmart platform lays the foundation for utilizing Outsmart services and all its Service Plans. Digital Workforce and the customer are required to participate in setting up the platform. The responsibilities might vary, depending on the required configuration. This is explained in [Outsmart SD Annex 2 - Service details](#)

The platform deployment requires filling Digital Workforce ICT Checklist and VPN form, in order to deploy the correct components, network solution and create connectivity between Digital Workforce and the customer.

The platform deployment consists of the following primary sub-phases:

Platform Setup

- Building the Outsmart platform backend (DWF)
- Configuring connectivity between Outsmart platform and the customer business infrastructure (DWF & Customer)
- Building the Outsmart platform frontend including:
 - Agreed amount of developer virtual machines
 - Required amount of production virtual machines
- Installation and configuration of supported Technologies and components such as
 - RPA Toolset
 - BPA Toolset
 - Intelligent Document Processing
 - DWF Monitoring setup
 - Orchestration tools
- Creation of user accesses
- Creation of local admin accesses
- Creation of Digital Workers' accounts (depending on the setup)
- License management
- Solution support team setup

After a successful deployment, a standard platform can be utilized by the customer for automations that do not require further configuration or installation of target applications.

Customization

- Activities required to utilize the platform in the customers IT ecosystem such as
 - Domain joining (optional)

- Creation of Digital Workers' accounts (depending on the setup)
- Installation of required components – needed for the business process to be run
- Installation of target applications such as Office, CRM, ERP, CBS
- Creation of AD accesses in the customer domain
- Creation of application-specific accesses

The activities under Customization of the platform are executed by the customer. Digital Workforce supports in these activities when possible.

9.2 Solution Migration

This phase is required if there is already an existing portfolio of solutions developed with same technologies that Outsmart offers in production and customer wants to migrate the portfolio or parts of the portfolio to the Outsmart platform. If no previous solutions exist or they are not transitioned to Outsmart, this phase is not required.

The migration of the Outsmart solutions is executed by the customer or can, under a separate agreement, be undertaken by Digital Workforce as a separate project.

Migration

- Migrating the existing solutions from the existing environment to the development section of Digital Workforce Outsmart platform.
- This includes all components necessary to run the solutions such as processes, objects, environment variables, etc.

Hyper care and testing

- After the solutions have been migrated to the development part of the new platform, testing is recommended because of environment differences, the technology, tool version and the way customer systems perform.
- Hyper care and testing require sufficient cases to test the different workflows that the Outsmart solutions should be able to handle.
- If there are changes needed to the existing solutions, it is required that these are implemented before deployment to production.

Deployment

- Deploying the tested solutions to the production environment after their functionality has been confirmed during the Test phase.
- Scheduling the Outsmart solutions using the supplied orchestration tools.
- Assessing whether the required functionality and performance of the solutions are met in production.

9.3 Handover to Maintenance

Handover to maintenance is applied when introducing solutions to the Outsmart Solution management (or with purchased RPA Process Maintenance and/or BPA Solution Management).

The purpose of the handover to maintenance is to ensure that the solution has been thoroughly tested and perform as required in production, that the necessary documentation is created, and the required understanding of the solutions is transferred to the Digital Workforce maintenance team.

Quality Acceptance

- Analysis of the existing solutions.
 - Production performance.
 - Alignment with industry best practices.
- Analysis of existing documentation.
- Change requirements and recommendations.
 - Required changes.
 - Recommended changes.

Change Implementation & Documentation

- Implementation of required changes to the existing solutions.

Handovers

- Handing over the existing solutions to maintenance.
- Setting up the now an Outsmart solutions in monitoring.

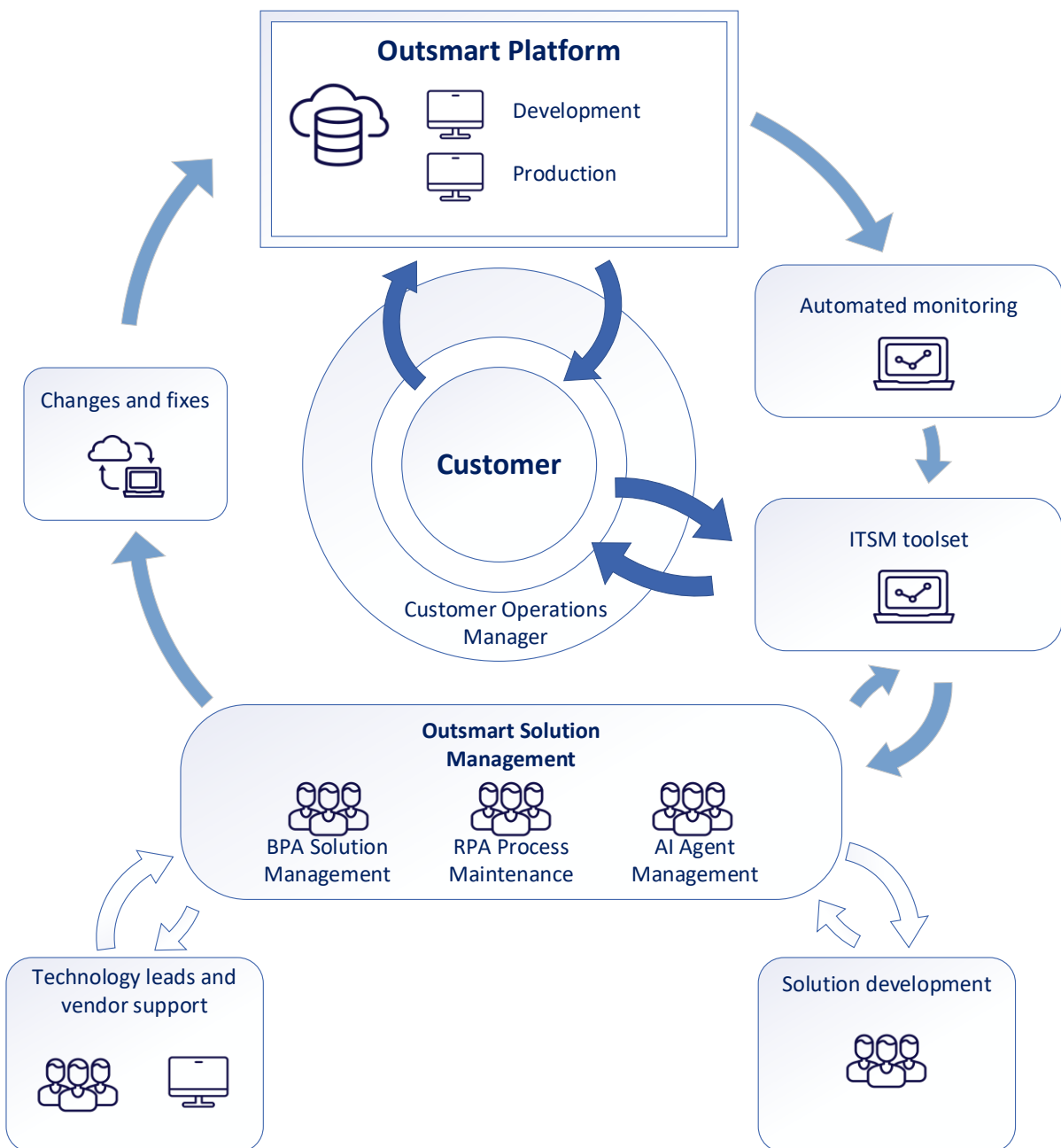
After a solution has been handed over to the maintenance unit, the agreed SLAs take effect.

10. Annex 4: Solution Management

10.1 Solution management operations

10.1.1 This section describes the standard approach to monitoring and maintenance by Outsmart Solution Management. Automated monitoring

Automated monitoring is the foundation of the incident management and the ticketing for the service. The tool monitors solutions and processes, creating tickets automatically when required.



10.1.2 Automatically reported incidents.

When a solution handed over to the RPA Process Maintenance or BPA Solution Management terminates during runtime or is not able to start due to e.g. connectivity, scheduling or platform issues, automated monitoring creates a ticket of the incident, including several data points of the incident, such as

- Problem diagnosis
- Which virtual machine is affected
- A timestamp of the incident
- The priority of the solution/process

Automated monitoring generates tickets of the situations described above 24/7.

A generated ticket acts as the first response to the incident. This incident is handled within the process-specific SLA. See the section [Incident Management](#) for more details.

The resolution of an incident is a workaround or fix for the root cause of the incident. Typically, a re-run of the solution is enough to restore its functionality. If a re-run is not enough, an agent in the maintenance team starts troubleshooting the solution itself. As a result of this, a change is implemented to the solution. In most situations Standard Changes are enough to restore the functionality. If it is not enough and a Normal Change is required, the change is confirmed with the customer.

10.1.3 Manually reported event.

Automated monitoring follows process functionality on a session level but does not cover the transactional level or the output of the solution. Validating the output of the solution is the responsibility of the human users who have ownership of the automated solution on the customer side.

If there is an issue in the performance of the solution that can be seen in the output and transactions of the solution, a human user can raise a Support Request or Incident through the support portal.

Alternatively, this can be done by sending an e-mail to DWF Helpdesk. Addresses and templates of tickets are described in the next sections.

10.1.4 ITSM toolset

The customer can create a ticket through the Support Portal <https://dwf.freshservice.com/support/home> or by sending an e-mail to helpdesk@digitalworkforce.com. Tickets are divided into incidents (INC) and support requests (SR). Support requests may prove to be change requests (CR). It is highly recommended for the Customer to provide the list of users who should have access to the ticketing system in the customer onboarding phase. Having such access gives the possibility to register events and monitor ticket statuses. If Customer does not wish to, or is unable to, use the support portal, inquiries have to be submitted via email. In an email, the type of the ticket cannot be specified; all email inquiries are reported as Service Requests by default.

Reporting an incident

Reporting an incident is done via the Support Portal.

When the customer reports an incident, the report should contain the following information to ensure effective incident handling:

- subject
- Solution name or index of the process in question
- priority of the solution

Please note that priority should always match the one agreed on contractual level.

Description body / content

It is important to deliver enough information of the situation for the team to be able to work efficiently.

The recommended content for the ticket is:

Type: Termination, crash, mismanaged cases, etc.

Time: Occurrence date/time

Other related information, such as:

- Textual explanation
- Item keys
- Screenshots
- Other relevant attachments

10.2 RPA standard changes (Robocorp / Blue Prism / UiPath)

Change Type	Type	Description
Solution Related	Conditional Expression	Addition, modification or removal conditional expression for do while, while loops, if action or other actions.
	Delay	Addition, modification or removal of pre-wait, post-wait or delay action.
	Exception	Addition, modification or removal of exception handling.
	Logging	Addition, modification or removal of Log Message activity.
	Pop-up	Addition, modification or removal of pop-up window.
	Selector Identification	Addition, modification or removal of selector for element identification.
	Syntax Correction	E.g. order of stages, wrong input/output, reference correction to calculation or decision, etc.
	Variable	Variable has wrong data type or initial value that needs to be changed.
Maintenance Related	Asset, Config file	Addition, modification or removal of Asset in UiPath Orchestrator or in Config file.
	Active package	Change of active process package - updated to latest or roll-back to previous one.
	Calendar	Addition, modification or removal of a calendar used with scheduled robotic process.
	Credentials	Addition, modification or removal of any Credentials used by a robotic process or a digital worker account.
	Digital Worker	Addition, modification or removal of a digital worker Account used by a robotic process.
	Trigger	Addition, modification or removal of trigger, changing type of trigger (queue or time), modification of CRON expression.
	VM	Addition, modification or removal of a Virtual Machine used by robotic process.
	Combo	A combination of other standard changes, e.g. addition of 2 delays + decision change + conditional expression change.

Change requests that require <4hrs of development + implementation are fulfilled within RPA Process Maintenance standard service.

Change requests exceeding that threshold may require involvement of Development team and create a necessity to move process back to Hypercare. The latter are managed as normal changes.

e18

Innovation

a Digital Workforce Company



Run Management

Service Description

2.2.5

e18 Consulting Ltd (part of Digital Workforce Services Group) hereby confirms that, in the event of any conflict between this Service Description and the **CCS Framework Agreement** or any **Call-Off Contract** entered into under that framework, the latter shall prevail in respect of the relevant nominated contract.

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1. Version History

Version	Date	Updates	Author
2.0	08.05.2020	Updating the whole content of 2.0 compared to 1.8. to define the service better	Elias Levo / Service Owner
2.1	11.5.2020	Minor tweaks based on comments: - Removal of references to UTC+1 - Adding Service Delivery Model without time zones	Elias Levo / Service Owner
2.1.1	15.02.2021	Change Management update Holidays added	Dawid Mikulski / Service Owner
2.1.2	07.04.2021	Standard change/Normal Change breakdown update Definitions update – normal change Hyper-care metrics updated Weekdays Support hours update	Dawid Mikulski / Service Owner
2.2	20.04.2021	Updates of following sections -3.3.1 - Delivery documents -3.5.1 - Ticketing	Dawid Mikulski
2.2.1		Update of following sections -3.5.1.3 – Creating change request	Piotr Boberek / Angelika Walterowicz
2.2.2	20.09.2021	Support phone has been removed	ek / Angelika Walterowicz
2.2.3	17.03.2022	Service structure updates: 3.1, 3.2, 3.3 and 3.5 Roles and responsibilities updates: 5.1, 5.2 Service onboarding: 7.1	lski / Piotr Boberek
2.2.4	26.04.2022	Handover requirements table update	ek
2.2.5	14.09.2023	Power Automate added	zyński-Olszewski

2. Introduction

Robotic Process Automation – RPA emulates human execution of repetitive processes with existing applications. Digital Workforce calls RPA familiarly as a Digital Worker. The Digital Worker is an application which aims to manipulate the representation layer of an application like ERP in the same manner as human does. The Digital Worker interacts with any application using non-invasive techniques i.e., without any system modification or integration.

Maintenance of an RPA environment can be divided into system support and process support. RPA operational support overview is depicted in the following figure. The Run Management service is a process support service that handles all incidents related to business processes automated with RPA.

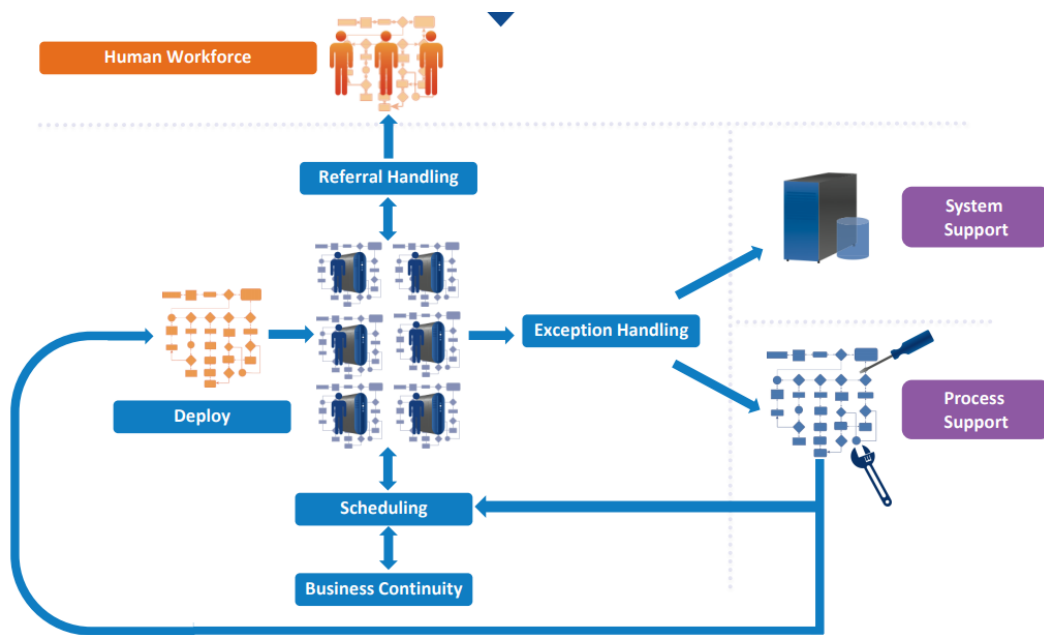


Figure 1: RPA Operational Support Framework (source Blue Prism)

3. Run Management Service

Run Management is an operations service for the maintenance of automated processes. The target of the service is to ensure error free execution of automated processes and manage incidents caused by external causes such as minor changes in applications or runtime environments. Service is being provided in English.

The service covers the following areas:

- Resolution processes such as incident and problem management for the automated processes. Run Management follows ISO 20000-1:2018 processes and structure.
- Standard changes such as element level changes towards target applications
 - Quality acceptance
 - Management and rescheduling of automations
 - Implementation and testing of automated process changes related to larger version upgrades in the client's application environment

Changes requests outside of the scope of Run Management are separately agreed and charged. These changes are typically related to functional changes in the target application or changes in the business logic of the automation such as a new variation.

Run Management requires that process definitions and development activities are based on RPA Framework and development best practices defined by Digital Workforce (including naming convention), business object library, documentation etc.) including Customer's User Acceptance Tests and the quality acceptance reviews done by Digital Workforce. Run Management accepts to production environment only processes that have passed the production quality acceptance review. A hyper-care period procedure must be performed before the review. Any development items that have been accepted to production have a three months assessment period during which any development items can be given back to development if the process contains significant faults in the implementation.

During production Run Management Service provides support to customer's process owners in process failures and ensures normal execution. The service will be integrated into Customer's change management process to prepare for changes affecting automated processes.

3.1 Standard Changes

Standard changes are pre-approved changes that the agents in the Run Management service can implement to ensure resolution of the incident. The purpose for pre-approved changes is to ensure a fast way of implementing workarounds within the given service hours without the need of ensuring the approval of the change. Standard Changes do not affect the business logic of the solution.

The default standard changes for Run Management are:

Change Type	Index	Type	Description
Process Related	RM0001U	Conditional Expression	Addition, modification or removal conditional expression for do while, while loops, if action or other actions.
	RM0002U	Delay	Addition, modification or removal of pre-wait, post-wait or delay action.
	RM0003U	Exception	Addition, modification or removal of exception handling.
	RM0004U	Logging	Addition, modification or removal of Log Message activity.
	RM0005U	Pop-up	Addition, modification or removal of pop-up window.
	RM0006U	Selector Identification	Addition, modification or removal of selector for element identification.
	RM0007U	Syntax Correction	E.g. order of stages, wrong input/output, reference correction to calculation or decision. etc.
	RM0008U	Variable	Variable has wrong data type or initial value that needs to be changed.
Maintenance Related	RM0009U	Asset, Config file	Addition, modification or removal of Asset in UiPath Orchestrator or in Config file.
	RM0010U	Active package	Change of active process package - updated to latest or roll-back to previous one.
	RM0011U	Calendar	Addition, modification or removal of a calendar used with scheduled robotic process.
	RM0012U	Credentials	Addition, modification or removal of a Credentials used by a robotic process or a robot account.
	RM0013U	Robot	Addition, modification or removal of a Robot Account used by a robotic process.
	RM0014U	Trigger	Addition, modification or removal of trigger, changing type of trigger (queue or time), modification of CRON expression.
	RM0015U	VM	Addition, modification or removal of a Virtual Machine used by robotic process.
	RM0016U	Combo	A combination of other standard changes, e.g. addition of 2 delays + decision change + conditional expression change.

Normal Changes are changes that cannot be implemented without the approval of the customer. Typical Normal changes include e.g. Change of Target system layout, Business process logic change.

3.2 Quality Acceptance

The purpose of the Quality Acceptance and Process Handover is to act as a gate between delivery teams and the production environment. Quality Acceptance is always included in the handover process i.e. the procedure of moving the maintenance responsibility from delivery to operations.

Quality acceptance aims at mitigating e.g. following risks in production:

- Database cleanliness
- Managing releases

When a process is handed over to Run Management the responsibility is transferred to the service. At this point it is also recommended to update the access rights for the process to reflect this change of responsibilities.

3.2.1 Handover Requirements

Handover requirements define the level of quality required by the automated process to be accepted into Run Management maintenance. The best practice of the technology vendor is a baseline of the solution build. The naming convention of the automation build is required to be in English in the given RPA tool.

The Run Management requirements are:

Hyper-care period

A period of production runs after the deployment of the solution to production is required. The length of the hyper-care period for processes with varying run-time frequencies is described below in the *Run-time metrics*

Documentation

Process Definition Document (PDD) – English required

The definition of flow of the as-is process that is automated describing the scope, business logic and system interactions.

Robotic Process Master Document (RPMD) – English required

Technology specific handbook of the solution, describing design, exception handling, maintenance policies & requirements. The document template is delivered to the customer when the Run Management Service is taken in use.

Run-time metrics

The quality metrics aim is to give developers a transparent understanding in the metrics required by all processes that enter Run Management. The main metric is Application Crash Rate (ACR) which is the amount of terminations of all sessions run for the process. As processes might run less than daily, there are 3 tiers of metrics for ACR:

		Hypercare length in weeks (Minimum)				Required Completed Sessions (in a row)			
Priority		P1	P2	P3	P4	P1	P2	P3	P4
Runtime Frequency	More than once a day or 24/7	3	3	2	2	30	20	20	20
	Daily	3	3	2	2	20	15	15	15
	Few times a week	4	4	3	3	15	10	10	10
	Weekly	4	4	4	4	8	8	6	6
	Few times a month (biweekly etc)	4	4	4	4	5	5	5	5
	Monthly	4	4	4	4	3	3	2	2
	Few times a year	(individually)	(individually)	(individually)	(individually)	3	3	2	2
	Other (not regular)	(individually)	(individually)	(individually)	(individually)	(individually)	(individually)	(individually)	(individually)

Exclusions:

Terminations caused by e.g., target application maintenance breaks/errors are excluded - as these terminations are not connected to solution quality.

Terminations related to initial configuration of the solution (credentials, initial scheduling etc.) are excluded

Please see below breakdown for more details:

Work Queue metrics

Transaction Result	
Internal Exception	Not allowed
System/Application Exception	Not allowed
Business Exception	Allowed
Completed/Successful	Allowed

Quality Assurance

A functional Quality Assurance model is recommended to be implemented to ensure that the solutions are developed with a standardized build quality. Digital Workforce can deliver Quality Assurance during the whole development process for the customer as an additional service.

3.3 Automated monitoring

The automated monitoring included in Run Management is the foundation of Incident Management and ticketing for the service. The tool monitors the automated business process handed over and accepted to Run Management 24/7 and creates an automated ticket and diagnosis in the following situations:

Run-time terminations

A process terminates during its run-time in situations such as target application not able to launch, process was not able to recover from an exception or other situations leading to a Terminate -state of the process.

Schedule terminations

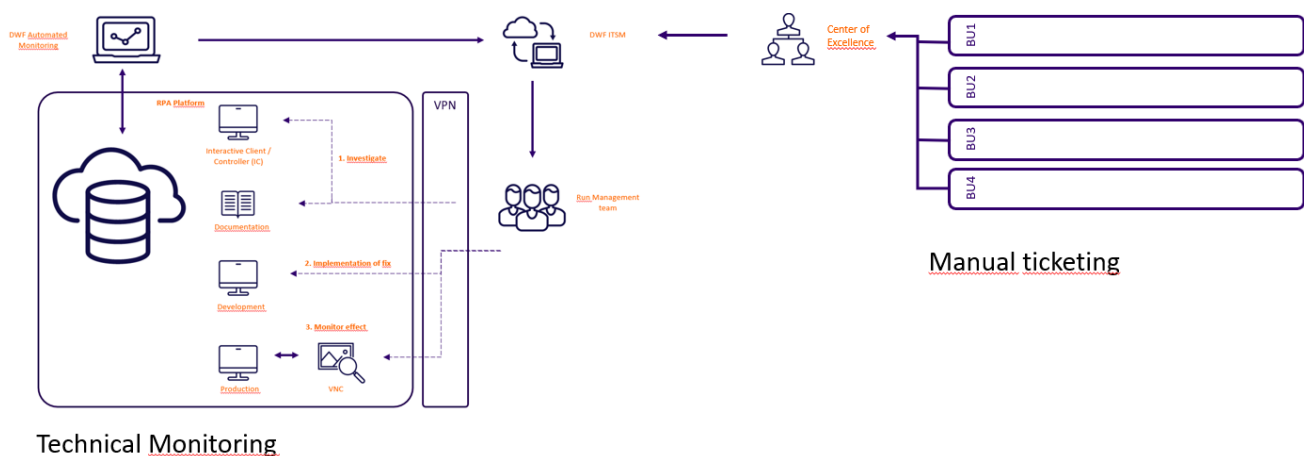
The process was not able to launch as of e.g., conflicts in scheduling, connectivity issues or other issues in the platform.

Manual reporting of incidents is not required from the customer in situations described above.

3.4 Incident Management - Business Continuity

Incidents are reported automatically by DWF's Automated Monitoring or manually by a user. Reporting the incident as a ticket is a crucial first step in the Incident Management process.

Automatically reported incident



When a solution handed over to the Run Management unit terminates during run-time or is not able to start as of e.g., connectivity, scheduling or platform issues, the automated monitoring creates a ticket of the incident including several datapoints of the incident such as

- Diagnosis
- Virtual machine in use
- Timestamp
- Process priority

As the automated monitoring generates the ticket in situations described above 24/7, a ticket is not needed from a human user.

The generated ticket acts as a first response of the incident. This incident is handled within the process specific SLA (P1-P3).

The Resolution to the incident is a workaround or fix for the root cause of the incident. Typically, a re-run of the solution is enough to restore its functionality. If a re-run is not enough, an agent in the maintenance unit starts troubleshooting the solution itself. As a result of this troubleshooting a change is implemented to the solution. In most situations Standard Changes are enough to restore the functionality. If it is not enough and a Normal Change is required, the change is confirmed with the customer.

3.4.1 Manually reported event

The automated monitoring follows process functionality on the session level but does not cover the transactional level or the output of the solution. Validating the output of the solution is the responsibility of a human user having ownership of the automated solution on the customer side.

If there is an issue in the performance of the solution that can be seen in the output and transactions of the solution, the human user can raise a Service Request/ticket by sending an e-mail to Helpdesk mail address or through Support portal. Addresses and templates of tickets are described in next chapters.

3.4.2 Ticketing

The customer can create a Service Request by sending an e-mail to helpdesk@digitalworkforce.com or through Support Portal (<https://dwf.freshservice.com/login/normal>). Tickets are divided into incidents (INC), service requests (SR) and change requests (CR). In order to create incident or change request the customer needs to register the event directly through Support Portal. It is highly recommended for the Customer to provide the list of users who should have access to ticketing system. Having such access gives a possibility to register events & have a visibility on current statuses of tickets.

If Customer does not wish or require to use support portal, inquiries have to be submitted through email. Please note that submitting an email does not allow to choose ticket type. Emails inquiries are reported as Service Requests by default.

Reporting an incident

Activity of reporting an incident needs to be performed through Support Portal.

When the customer reports an incident, the report should contain the following information in the ticket for effective incident handling:

- subject
- customer name
- index of the process in question
- priority of the automation (PrioP1-PrioP3)

Please note that priority should always match the one agreed on contractual level.

Description body / content

It is important to deliver enough information of the situation for the team to be able to work efficiently. The recommended content for the ticket is:

Type: Termination, crash, mismanaged cases, etc.

Time: Expected start date/time and other time related information, such as:

- Wider textual explanation
- Item keys
- Screenshots
- Attachments (e.g. RPA report)

Submitting P1 event is triggering phone call to Run Management agent who is assigned at that particular time to "on duty" shift. P1 service is available 24/7, therefore please be aware that incident submitted with higher priority than stated in the agreement, will be amended to the one which is applicable for the process in question and will be handled within contractual SLA. In case of unjustified P1 incident registration, the customer will be charged for 1 hour work. The same is applicable for Incidents that should be registered as Service requests.

e.g. submitting a P1 event for P3 process, submitting a general inquiry about process as p1 event

Creating Service Request

Service request (SR) is a request from a user for information, advice, a standard change, or access to a service.

Examples of SRs in RPA are as follows:

"Could you please check whether Robot has started and processing cases.."

"Could you please explain how robot performs step x at the moment (..)"

Creating Change Request

A change request is a formal proposal that can be submitted by a stakeholder in the organization or by a service user via the service desk, utilizing the request fulfillment process to alter a RPA process.

Change requests that require <4hrs of development + implementation are fulfilled within Run Management service.

Change requests exceeding that threshold are out of service's scope. Such requests should be raised to Account

Manager/Service Delivery Manager or via Helpdesk/Support Portal. These may create a necessity to move process back to Hypercare. Evaluation of necessity is made by Digital Workforce. In scenario when change concerns the process which has been handed over to Run Management already, Run Management needs to be informed about such an activity.

4. Service Delivery Model

Digital Workforce's Service Management System is ISO/IEC 20000-1:2018 certified. The service is delivered according to industry best practices ITIL (Information Technology Infrastructure Library) complying with ISO/IEC 20000-1:2018 standard.

The following picture illustrates the service delivery model.

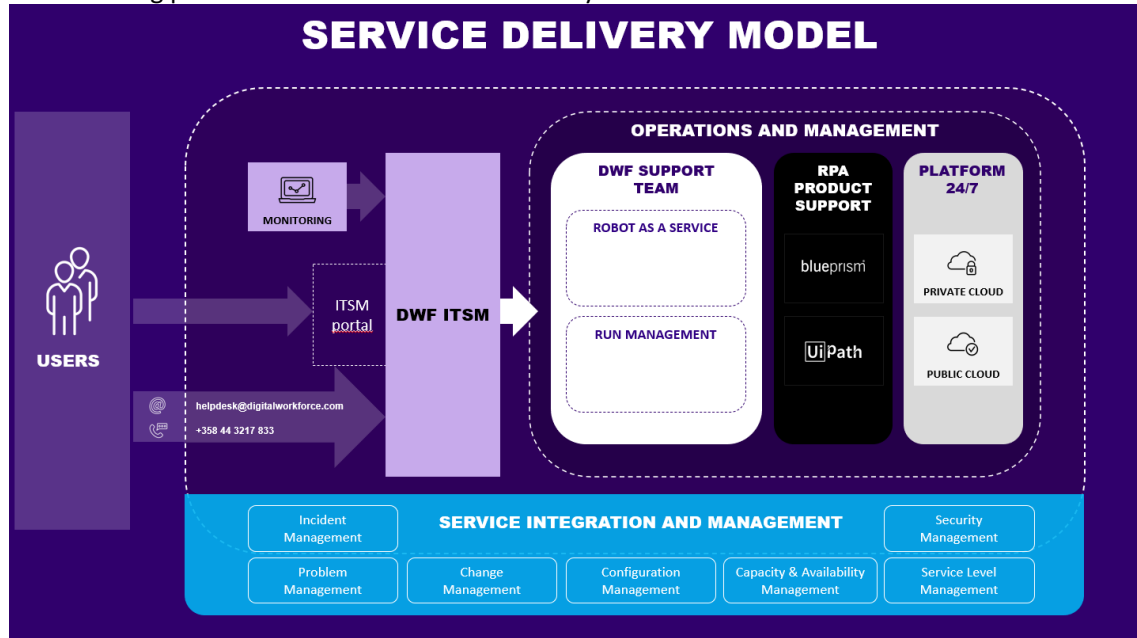


Figure 2: Service Delivery Model (DWF)

DWF Helpdesk and DWF ITSM system are the contact points for customers for all requests.

DWF Helpdesk contact information is:

E-mail: helpdesk@digitalworkforce.com

Support Teams located in Finland and Poland are led by the Service Owners. Support teams provide support for RPA software, platform and RPA process management. The Run Management service is responsible for RPA Process Management. Services are currently provided only in English.

5. Roles and Responsibilities

5.1 Service Delivery Manager

Service delivery manager (SDM) represents the business level of Digital Workforce services. It is a customer facing role and acts as the first escalation point for customers. SDM interfaces between the customer and DWF service experts, ensuring that delivery levels meet agreed SLAs. Service Delivery Manager's responsibilities include reporting, risk management, resource management, continuous service improvement. SDM role is not part of default offering, please consult possibilities with your DWF Account Manager.

5.2 Service Owner

Service owner is assigned to each service to ensure that it is managed, developed & enhanced with a business focus. Taking into consideration latest trends, industry best practices, innovations and Customer feedback.

5.3 Process Owner

The process owner role is accountable for ensuring that their process is performed according to the agreed and documented standards and meets the aims of the process definition. Process owner is accountable for ensuring that a process is fit for purpose.

Process owner responsibilities include but are not limited to these process activities:

- Design
- Implementation (operation)
- Improvement (continual improvement)
- Accountable for operational management of the process
- Continual process improvement
- Review and updating policies and descriptions according to change management process.

Process Owners carry the responsibility of continually reviewing and updating the policies following the change management process. Review is done at least annually.

5.4 Tools

The Service Management tool is Digital Workforce's ITSM system (FreshService).

6. Service Level Management

Service Level Management includes

- Maintenance of service levels
- Service reporting
- Service meetings
- Continuous improvement
- Activities management

The following table describes the current support offered by Run Management service. The Service is delivered from Finland and Poland.

6.1 Support Hours

Incident Management

Run Management acts on incidents within the agreed process specific Resolution times in calendar hours. Incident management is divided in Standard Support and 24/7 Support.

Service	Standard Support	24/7 Support
Run Management	Weekdays	24/7

For P1

delivered 24/7. All other priorities are supported during weekdays.

Standard Support service is not available only on following days throughout the whole year:

1st of January – New Year's Eve

Moveable feast – Easter Monday

24th - 26th of December – Christmas

Service Request Management

When the customer creates a Service Request, Run Management responds to the customer within 48 calendar hours (weekdays).

Run Management Service reacts to incidents on customers environment according to the response and resolution times described in the next chapter.

Default SLA for Service Request resolution is 72hrs.

Processes service is

6.2 Response and Resolution times

As of the nature of IPA solutions, prioritization is done on the process level – The customer decides a priority for each process in Run Management separately. This means that individual incidents are not prioritized separately – If a process is e.g. P2, these service levels are utilized for each incident of this process.

Incident management	Response time	Resolution time
P1	Automated response	<2h
P2	Automated response	<12h (Weekdays)
P3	Automated response	<24h (Weekdays)

If incident resolution requires third party or customer involvement, resolution times above apply to time used by Digital Workforce. Time used at third party or customer does not count towards SLA resolution time. The first response to an incident noticed by the automated monitoring is the ticket generated by the monitoring tool.

Digital Workforce reports for Run Management service follow Digital Workforce service reporting process. The Service needed for the priority classes are described below

Process Priority	Standard	24/7
P1		X
P2	X	
P3	X	

P1
at

time for the Resolution is on Saturday at 16:00 (04:00 pm)

P3 process terminates on a Tuesday at 15:00 (03:00 pm). The due by time for the Resolution is on Wednesday at 15:00 (03:00 pm).

P2 process terminates on a Friday at 16:00 (04:00 pm). As P2 processes are handled during weekdays, the due by time is on the next Monday at 04:00 (04:00 am)

For P2-P3 processes SLA is only calculated during weekdays which are from Monday 00:00 till Friday 23:59.

Examples

process terminates on Saturday 14:00 (02:00 pm). The due by

7. Service on-boarding

Service on-boarding is performed and managed by a dedicated Onboarding Manager. OM is responsible for coordination of:

- Resources requirements
- Provision of project timetable and estimations
- Communication
- Project coordination

Project specifics should be provided and agreed with Onboarding Manager as soon as commercial agreement has been signed.

7.1 Requirements

Requirements for the service are

- A currently supported RPA-technology
 - Blue Prism
 - UiPath
 - Power Automate
- Platform elements
 - VPN
 - Real time monitoring software (VNC)
 - Virtual Machine
 - RPA Tool Accesses
 - OMS application (monitoring)
- Defined single point of contact:
 - Centre of Excellence
 - RPA owner
 - Customer's IT service desk email

7.2 Access Management

Access management can be divided in 3 different entities – Platform accessibility, RPA Tool Accessibility and Target application accessibility. The access management for Robot as a Service -environments is defined below.

Access Type	Responsible
VPN	Digital Workforce RaaS
Virtual Machines (Dev, Prod, IC)	Digital Workforce RaaS
Blue Prism	Digital Workforce RaaS
Target Applications	Customer
AD	Customer

For on-premises environments the access management is the responsibility of the customer.

Digital Workforces recommended access model for the RPA Tool is delivered when the agreement has been done.

7.3 Assigning Roles and Responsibilities

It is key to the success of an Automation Program that the actors within the program fully understand their roles and responsibilities. The RACI Matrices (defined with customer) provide a guideline allocation of

roles and responsibilities for both Framework Implementation and individual Process Delivery tasks as well as in the Operation.

The responsibilities between the customer and the service differs depending on the platform choice.

Digital Workforce Robot-as-a-Service -platform

Area	Task	Responsible Organization
Access Management	Virtual Machine Local Accounts	DWF, RaaS
	RPA Tool	DWF, RaaS
	Customer AD (If needed)	Customer, IT
	Target Applications	Customer, IT
Application Management	Monitoring tool	DWF, RaaS
	RPA Tool	DWF, RaaS
	Target Application(s)	Customer, IT
	3rd party Application(s)	Customer, IT
Automated Process / RPA Solution	Monitoring and ticketing	DWF, Run Management
	Incident Management	DWF, Run Management
	Problem Management	DWF, Run Management
	Standard Change Implementation	DWF, Run Management
	Schedule Changes	DWF, Run Management
	Re-running of solutions	DWF, Run Management
	Change Requests	Customer
Other	Production Deployment	DWF, Developer and/or Run Management
	Quality acceptance	DWF, Run Management
	Adding the solution to Monitoring	DWF, Run Management

On-premises or 3rd party hosted platform

Area	Task	Responsible Organization
Access Management	Virtual Machine Local Accounts	Customer
	RPA Tool	Customer
	Customer AD (If needed)	Customer
	Target Applications	Customer
Application Management	Monitoring tool	Customer
	RPA Tool	Customer
	Target Application	Customer
	3rd party Applications	Customer
Automated Process / RPA Solution	Monitoring and ticketing	DWF, Run Management
	Incident Management	DWF, Run Management
	Problem Management	DWF, Run Management
	Standard Change Implementation	DWF, Run Management
	Schedule Changes	DWF, Run Management
	Re-running of solutions	DWF, Run Management
	Change Requests	Customer
Other	Production Deployment	DWF, Developer and/or Run Management
	Quality Acceptance	DWF, Run Management
	Adding the solution to Monitoring	DWF, Run Management

8. Contacts

All support requests should be directed to Digital Workforce Services.

Contact Point	Contact
Support e-mail	helpdesk@digitalworkforce.com
Support portal	https://dwf.freshservice.com/login/normal