

Service Definition Document

MASTER SOFTWARE SOLUTIONS LTD.

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1. Purpose

This document outlines the details of our “Bespoke web development” service arrangements. Included in the document are service levels, fault management and escalation process.

2. Service Description

Master Software Solutions Ltd. are a software development agency based in the UK. We provide technical expertise that allows clients to leverage cloud technologies to ensure maximum return on digital investment. We specialise in the following areas:

1. Bespoke web and mobile application development
2. Content management systems
3. On-premise to Cloud migrations

3. Scope of Service Support and Exclusions

1. Service Schedule

Precise details of service will be outlined in the statement of work signed by all parties prior to the commencement of work, but as a general rule, we will cover the following items in our service provisions:

1. Project planning workshops with the client
2. Requirements gathering and business analysis
3. Technical design and architecture
4. Development, implementation, testing and deployment of the applications
5. On-going support and maintenance of applications as agreed with the client
6. Regular updates to the client on the scope, budget and schedule of the project

2. Working Hours

For the duration of the project, our team will liaise with the clients on their preferred means of communication (email, phone, MS Teams) during business hours between 9:00AM and 5:00PM Monday - Friday (UK Time, excluding public holidays).

If the clients require support outside these hours, they can reach their account manager via a mobile number specified in the contract, who will then be able to assess and escalate the issue as needed.

3. Out of Hours Support

Out of hours support is provided where an out-of-hours support contract has been arranged with us and where an enhanced SLA has been put in place. Please note that some contracts do not allow for out of hours support

4. Exclusions

Any services not explicitly included in section 3.3 or in the agreed statement of work are not covered by this SLA.

4. Responsibilities

1. Client Responsibilities

The client will be responsible for the following:

Providing Project team members that fill the roles described below. Some team members may perform multiple roles:

1. **Subject Matter Expert(s)** - Provides detailed requirements associated with a specific business area
2. **Domain Expert(s)** - responsible for source/target systems impacted by integrations for this solution, as well as any customer-specific security issue that may impact deployment of this solution.

2. Master Software Solutions Responsibilities

Master Software Solutions will be responsible for the following:

1. Assigning **Technology Expert(s)** who possess skills appropriate for performing the Services outlined in the agreed statement of work
2. Solely or jointly with the client, providing deliverables as described in the statement of work.

5. Assumptions

1. Project-Specific

This SOW is based upon the following specific assumptions:

1. Statement of work shall be signed by the client and Master Software Solutions ahead of project kick-off
2. All requirements will be defined and finalised by the client ahead of the sprint planning.
3. Major activity including planning, workshops and major reviews will be conducted remotely via tele conference.
4. Activities related to the delivery of the statement of work will be conducted remotely through the use of appropriate remote collaboration tools.
5. The client shall provide remote access to Master Software Solutions consultants to carry out the work 24/7 to avoid delays and dependencies.
6. User accounts will be created for the Master Software Solutions team using which all development and testing work will be carried out.
7. In the event that face to face meeting / onsite is required in the client office, this must be mutually agreed between Master Software Solutions and the client. The client will cover the cost of the travel and accommodation if onsite visit is required for offices outside of London/Reading.
8. Access to the client infrastructure and data will be provided to Master Software Solutions via secure remote connection managed by the client.
9. All software is deployed in English.
10. No integration with other applications or information systems is planned as part of this Project.

11. Documentation, other than as specified in the statement of work, will be prepared by Master Software Solutions.

2. General

1. Estimates are made on the assumption that Master Software Solutions work will be carried out remotely as agreed between the client and Master Software Solutions.
2. Estimates are based upon the requirements defined in the statement of work. Changes to requirement will incur additional cost which will be discussed between the client and Master Software Solutions.
3. If any stage of the project is delayed, then the completion dates of the subsequent stages will move accordingly.
4. Microsoft / the client will provide support and clarify any product related queries.

6. Project KPIs

The following KPIs have been identified as being applicable to this service:

1. Timeliness of Critical Deliverables
2. Timeliness of Deliverables - Delivery Schedule Adherence
3. Quality - Deliverables Accepted First Time
4. Customer Satisfaction - Stakeholder Satisfaction

7. Commercial Terms

Master Software solutions shall assign resources to the project according to the requirements stated in the statement of work. Projects shall be quoted on a **Time and Materials** basis.

Master Software Solutions shall charge the following daily rates for the resources

Resource Type	Typical Daily Rate
Support engineer (Frontend, Backend, CMS, Cloud)	£300 + VAT
Systems Tester	£350 + VAT
Project Manager	£400 + VAT
Developer (Frontend, .NET Backend)	£400 + VAT
UI/UX Designer	£400 + VAT
CMS Developer (Sitecore)	£450 + VAT
Cloud/DevOps Engineer	£450 + VAT
Solution Architect	£700 + VAT

Master Software Solutions shall perform the Services and complete the deliverables in a professional and workmanlike manner exercising due care and diligence.

1. Expenses

In the event that face to face meeting / onsite is required in the client office, this must be mutually agreed between Master Software Solutions and the client. The client will cover the cost of the travel and accommodation if onsite visit is required for offices other than London/Reading. Standard economy train and reasonable hotel accommodation will be invoiced to the customer.

All amounts payable by the client in respect of Services provided under this Agreement are exclusive of amounts in respect of valued added tax chargeable from time to time (VAT).

2. Deviations from Project Scope

Items in the statement of work are identified as the project scope. Changes to the requirements will increase the project duration, thereby increasing the project cost. This will be communicated and agreed with the customer before the cost is incurred.

8. Incident Management

All requests for support should be emailed to support@mastersoftware.co.uk

Upon receipt, the requests will be triaged, assigned a ticket number and priority based on agreed SLAs. This will be forwarded to the relevant project team, who will assess, action and resolve it.

9. Service Levels

Master Software Solutions Ltd. prioritises all requests according to scope and level of service loss to ensure we can resolve customer faults as quickly and effectively as possible. Incidents with a large impact, or problems that prevent a section of a business from performing its work completely, are given a higher priority.

The following priorities are for incidents and service requests which cannot be immediately resolved.

Priority Level	Category	Description	Response Time
P1	Critical	Major loss of service or reputational impact to the client	2 hours
P2	Severe	Time-critical activity or minor loss of functionality	3 working days
P3	Standard	Minor issues or planned enhancements	10 working days

The critical priority time applies to hours of support specified in sections 3.1 unless an out of hours support contract with enhanced SLA is in place.

For development and project work, the following SLAs are maintained

Response Time	Description
48 hours	Confirmation of receipt of a project brief
5 working days	Initial contact and clarifications
10 working days	Prepare and send solution proposal
5 working days	Amendments to the solution proposal
5 working days	Clients to provide clarifications and approve/reject proposals

10. Escalations

If an issue is not being progressed within the given timescales or is not receiving the appropriate attention or priority, please email escalations@mastersoftware.co.uk. In the email we ask for you to include the relevant ticket number, a brief description of the issue and the reason the ticket should be escalated.

11. Complaints

If you have a complaint or issue regarding your Support Ticket:

In the first instance, please ask to speak to the person(s) detailed in this escalation document. Following this, if you feel your complaint or issue has not been addressed to your satisfaction, please email our directors at directors@mastersoftware.co.uk

Please be assured we will do all we can to offer a swift resolution