

Service Definition Document

Service Description:

how i work is a cloud-based learning and insight platform designed to help young people understand their strengths, needs and working preferences. Through a structured, gamified learning journey, users complete adaptive activities that generate personalised, research-backed insights. These insights support learners in developing strategies that work for them, while authorised teachers, parents and careers advisers can access dashboards to provide tailored, evidence-based support. The service is designed to support young people with autism but is suitable for anyone who benefits from personalised approaches to learning, support and development.

Data Backup and Restore, Disaster Recovery:

The service uses managed cloud infrastructure with regular data backups and recovery processes in place. Backups are taken periodically to support data integrity and service continuity. Disaster recovery and business continuity arrangements are designed to minimise service disruption and support restoration of service in the event of an incident.

Onboarding and Offboarding Support:

Users are supported through a structured onboarding process, which may include guided sessions, in-platform guidance and supporting documentation. Offboarding support is available at the end of the contract, including self-service data export and account closure in line with data protection requirements.

Service Constraints:

The service is delivered as a browser-based SaaS solution and requires an internet connection and a modern web browser. Planned maintenance may take place periodically and is scheduled to minimise disruption wherever possible. The service does not support offline use.

Service Levels:

The service is provided with a target availability of **99.9% per calendar month**, excluding planned maintenance. Availability is monitored continuously. Support is provided during standard business hours, with incident handling prioritised based on severity.

After Sales Support:

Ongoing support is provided throughout the contract term. Users can raise support requests via a designated contact point. Support includes assistance with service use, issue resolution and guidance on interpreting service outputs.

Technical Requirements:

The service is accessed via a standards-compliant web browser and does not require local installation, specialist software or customer-managed infrastructure. Users require an internet-connected device to access the platform.

Outage and Maintenance Management:

Service outages or disruptions are communicated transparently to users through service status updates and notifications where appropriate. Planned maintenance is communicated in advance. Incidents are managed through defined response processes to restore service as quickly as possible.

Hosting Options and Locations:

Our service is hosted on secure, professionally managed cloud infrastructure using geographically resilient data centres. Hosting is designed to reduce single points of failure and support service availability and performance.

Access to Data (Upon Exit):

Authorised users can export their data using built-in self-service tools during the contract term. Data can be exported in commonly used formats to support reuse or transition to alternative services. Support is available to assist with data extraction if required.

Security:

The service applies appropriate technical and organisational measures to protect data, including role-based access controls, encryption and monitoring. Security practices are aligned with recognised best practice and reviewed periodically to manage risk and support secure service operation.

Accessibility:

The service is designed with accessibility in mind and is tested with users who rely on assistive technologies. Accessibility considerations are incorporated into design and ongoing development, with improvements made as required.