



Premier IT

Part of VitalHub

Appraisal and Revalidation

Intelligent Software for Workforce Management

Solutions across the healthcare sector, for all healthcare professionals

TABLE OF CONTENTS

1. What is PReP?	1
1.1 Key Features	1
1.2 Key Benefits	2
2. What is Job Planning?	2
2.1 Key Features	2
2.2 Key Benefits	2
3. Implementing our products	3
4. Training the customer	4
5. Supporting the customer	5
5.1 Auto-logging system	5
5.2 Service-level agreement	5
5.3 Outstanding tickets (awaiting a response)	6
5.4 Planned changes to the service	6
5.5 Major, Minor and Patch Releases	6
6. Certifications, standards and accreditations	7
7. Your personal information	8
8. Backup and disaster recovery	8
8.1 Restore from backup	9
8.2 Archiving	9
8.3 Disaster recovery procedures	9
9. Technical requirements	10
10. Terms of use	11
10.1 Acceptable use	11
10.2 Security	11

1. What is PReP?

Our Appraisal and Revalidation system is compliant with the GMC/NHS standards for the appraisal and revalidation of doctors, ensuring that all doctors are meeting the necessary requirements and keeping up to date. Our system allows for regular, effective reviews and quality assurance, whilst ensuring that doctors continue to meet the required standards in order to provide the highest quality of care to patients. Our system, therefore, provides the most effective and efficient way for doctors to meet their appraisal and revalidation requirements.

With the complexity of the health and social care sector in mind, custom dashboards are available for each role requiring appraisal and revalidation. This differentiation is supported by user-friendly screens and intuitive workflows throughout. Accessible anytime and anywhere, our Appraisal and Revalidation system is a web-based, cost-effective IT solution.

The software comes with a future-proof guarantee. Our solution will always be aligned with GMC guidelines, Good Medical Practice and the latest MAG form. We are fully committed to ensuring the passage of information between our system and third-party systems is safe, secure and dependable.

1.1 Key Features

Appraisal and Revalidation Management

Upload and reflect on supporting information to private portfolio. Manage PDPs and scope of work. Complete appraisal forms in cooperation with the appraiser. Use progress bar to monitor appraisal progress and check for outstanding actions.

Dynamic Appraiser Functionality

Manage meetings and progress. Review supporting information and appraisal inputs. Conduct appraisals and create outputs. Secondary appraisers also available for educational appraisals or additional sign-off.

Responsible Officer Dashboard

Snapshot views and dynamic reporting. Appraisal progress charts organised by division, directorate and specialties. Drill down to individual appraisals/supporting information for revalidation recommendations.

Organisation-Wide Management

Manage users, customised communications and detailed organisational reporting e.g. AOA, ASPAT, appraisal feedback. Oversee the appraisal process, revalidation recommendations and educational appraisals. Access for appraisal leads to view all individuals and their progress.

Beyond Standard Functionality

Inbuilt MSF and specialised modules for job planning and educational/clinical supervisors. Import facilities for users, SMT, and complaints. Integrated with e-Learning modules. Integration with third-party systems such as GMC Connect and Edgecumbe Dr 360. Highly configurable system tailored to organisational needs.

Mobile Platform

Available across all devices including mobiles and tablets, securely upload and reflect on supporting information anytime, anywhere. Using mobile-first design, appraisals can be easily completed for both doctors and appraisers, ensuring an optimised experience on the go.

1.2 Key Benefits

Support

Telephone, email, live chat and ticketed support. In-system knowledge hub and guidance text. Face-to-face, online and video training available for system administrators and users.

Security

ISO27001 accredited, GDPR compliant, 100% IG Toolkit. Compliant, high-level security with SSL data encryption, Tier 3 UK data centres and regular penetration testing.

Interoperability

Systems are intrinsically interlinked to share information. Fully aligned with GMC/NHSE guidelines. Integrated with third-party systems including GMC Connect and Edgecumbe Dr 360.

Technology

A single platform solution. Material design framework for optimised user experience. Product roadmap of system improvements/new functionality, monthly release cycles and webinars for users and administrators.

User Groups

Collaborative working with clients. Frequent user groups to gain client feedback on, and input into, product developments, feature enhancements, road map priorities and service optimisation.

2. What is Job Planning?

The Premier IT Job Planning system is an online, calendar-based system developed specifically to manage job planning activities for all staff groups from consultants and SAS doctors to AHPs and clinical nurse specialists. Job Planning is a vital part of workforce planning for all staff groups and supports services with effective demand and capacity planning. Eliminating the inaccuracies of a paper-based/excel system and automating calculations becomes more important than ever in managing clinical resources effectively. A cost-effective IT solution, the Job Planning system is easy to use and accessible anytime, anywhere. Functionality and feature-rich, it is available as a standalone tool or a module within the appraisal and revalidation for doctors' management system.

Our Job Planning system was designed against increasing pressures and demands on the NHS. The need to deliver quality and timely patient care is at the forefront of its design, prioritising the efficiency in Job Planning for the services of highly skilled clinicians. Eliminating the inaccuracies of a paper-based/excel system is more important than ever in effectively managing medical resources. An approach to this is a move to electronic Job Planning as a critical step in digitising the work of multiple staff groups for the future.

Our system also provides a unique demand-based, service-led team Job Planning module. This allows Service Leads to build accurate service delivery plans for their teams based on Business Intelligence as part of the Job Planning process. The required activity can then be allocated to user job plans or listed as an objective, giving the lead users unrivalled control and visibility of the activity in the job plans in their department, and contributing to quality data outputs as part of a comprehensive business planning process.

2.1 Key Features

Versatile Job Plan Management

Enjoy the flexibility of managing various types of job plans effortlessly. From standard to complex schedules, including multiple or rolling weekly rosters, variable cycle lengths, and irregular commitments, our system caters to diverse organisational needs.

Automated Calculations and Reporting

Streamline administrative tasks with automated calculations and reporting functionalities. Generate comprehensive reports on DCC/SPA splits, activity summaries, PA totals, groupings, progress tracking, and more, tailored to your department's needs.

Customised Configuration for Your Organisation

Adapt the system to your organisation's unique requirements, whether it's specific to individual medics, departments, specialties, or the organisation as a whole. Enjoy the flexibility to align resource planning strategies with organisational objectives seamlessly.

Integration with Appraisal and Revalidation

Our platform facilitates a continuous cycle of improvement by integrating job planning seamlessly into our appraisal and revalidation management system. This ensures alignment between organisational service provision and personal achievement, fostering ongoing professional development and performance enhancement.

Efficient Calendar-Based System

Our platform offers a user-friendly interface for creating and managing job plan timetables across consultants, utilising a calendar-based approach. This enables seamless coordination and scheduling of tasks and appointments.

Cost-Effective and Precise Planning

Utilise the system to ensure optimal resource allocation, minimising unnecessary spending and maximising accuracy in planning. Identify resource gaps and service deficiencies, facilitating efficient capacity planning and opportunities for service enhancement.

2.2 Key Benefits

Educational Resources for Clinicians

Quick start tutorial videos and free bimonthly online webinars provide clinicians and specialty leads with opportunities to learn and engage, facilitating seamless integration and understanding of the system.

Enhanced Reporting for Job Plan Standardisation

Comprehensive reporting functionalities support the standardisation of job plans, featuring automated calculations and detailed metrics such as format, language, and hour calculations, ensuring consistency and accuracy across the board.

Improved Accessibility and Security

Improved access to job plans is facilitated through advanced, secure system logs, enhancing security at multiple levels, ensuring confidentiality and integrity of job plan data.

Data-Driven Decision Making

Access and utilise full job plan data collection, enabling the generation of analytic output and exception reporting to inform future job plan timetabling and service design activities, fostering informed decision-making processes.

3. Implementing our products

Customer satisfaction is paramount to Premier IT, we recognise its enduring impact on long-term relationships. Thus, ensuring a positive implementation stage is imperative. To initiate implementation, a mutually agreed project plan between the customer and Premier IT is essential before the commencement of initial build and configuration.

Premier IT tailors the project around specific customer deliverables and requirements, which include:

- Crafting bespoke project initiation, plan, and governance documentation for effective project practices.
- Pre-building an environment and configuration setup tailored to customer-specific needs.
- Outlining a critical project path, identifying gateways, and setting additional milestones.
- Establishing a risk and issue management process, with an escalation pathway as needed.
- Forming a project steering group and communication channels to facilitate a partnership approach.

Our implementation process seamlessly integrates products into existing systems and workflows, ensuring efficiency, accuracy, and compliance. Beginning with a comprehensive understanding of organisational requirements, we identify pain points, objectives, and desired outcomes through detailed consultations.

Once requirements are clear, our experienced professionals customise and configure systems to align with organisational structures. This may involve configuring schedules, user roles, permissions, and software integration.

Data integrity and continuity are prioritised. We meticulously plan and execute data migration from legacy systems to our platforms, ensuring accurate transfer of critical information without loss or corruption.

The deployment phase, led by Premier IT, involves live system configuration and training. Additionally, Premier IT ensures knowledge and skills enablement to support customers in further rollouts and realising identified benefits.

Post-implementation, we conduct regular reviews and evaluations to identify areas for optimisation and enhancement. Collaborating closely with your team, we implement updates, improvements, and new features to streamline processes and drive better outcomes

4. Training the customer

Effective training is essential for successful adoption and utilisation of our products. Premier IT provides comprehensive training sessions for your staff, covering all aspects of system functionality, administration, and best practices. Additionally, our dedicated support team is available to provide ongoing assistance and troubleshooting to ensure smooth operation post-implementation.

Premier IT adopts and delivers various forms of training regimes based on the project's requirements. Following implementation, Premier IT will deliver a comprehensive training plan that ensures the customer is fully trained in the use of our product and able to achieve the full benefits of the solution.

This includes:

- During implementation, the Implementation Consultant will deliver training.
- Training sessions are tailored to the project management team to ensure ongoing centrally managed delivery.
- Expert knowledge will be provided in each functional area.

Premier IT also offers frequent system training webinars, most popularly for PReP and Job Planning, providing additional opportunities for skill enhancement and staying up to date with the latest features and functionalities.

One-to-one sessions can be requested with members of the Premier IT team to address specific needs and queries, ensuring personalised support and guidance tailored to your organisation's requirements.

5. Supporting the customer

This section explains how we typically support you for any of our products (services) in G-Cloud 14. Premier IT prides itself on its customer support service and we consider communication with you one of our top priorities. In addition to ongoing system training and meetings with Account Managers, Premier IT also offers customers a resolute Customer Support team with 24/7 End User Support.

Web support issues can be submitted either by telephone or email to our web support desk. The desk is open from 8.45am to 5.15pm Monday to Friday excluding UK bank and public holidays and the period between Christmas and New Year. The email address for support requests is support@premierit.com; our telephone number is 0800 182 2355.

We assign a unique "Issue Number" for all support issues recorded by the support desk. These are issued automatically for reports sent by email; when phoning in a support request, make sure you ask for an Issue Number. If you use this Issue Number when phoning or emailing web support about the issue, we can retrieve and record the history to be able to manage the issue efficiently.

5.1 Auto logging system

When an email is sent to Support it is automatically logged in our internal tracking system.

- The subject of the email will become the title of the issue and referenced throughout the issue life cycle. It is particularly important to use a descriptive subject line when reporting an issue.
- The main body of the email will become the description of the issue, so please be as descriptive as possible. See the notes below about things to include in support requests.
- Ensure only one issue is logged per email; if you are reporting multiple issues or queries it is helpful to use a different email for each individual issue. Otherwise, it is difficult to track which have/have not been resolved.
- Use a fresh new email for each new issue submission as replying to a previous email will result in your email not being picked up as a new issue by the system (even if you delete the contents of the original email first.)
- When replying to previously submitted issues, please include the Issue Number in the subject line; this will enable us to view the entire history of any one issue quickly. Please include it in the format "[Issue #XXX]" (where XXX is your Issue Number) at the end of the email subject line. (This normally happens automatically if you reply to the automatic confirmation you receive after initial submission of the issue, or any subsequent emails after that). This will help us by automatically filing your response in our internal tracking system against the correct issue.

When you send a new email to support@premierit.com you will almost immediately receive an auto response providing you with the Issue Number.

If your call is not logged automatically for any reason, you will not receive an auto-response email, however, your call will be logged manually by the web support desk and an email will be sent with the Issue Number.

5.2 Service level agreement

The time periods set out below equates to business days and shall commence on receipt of the problem by Premier IT. All reported bugs will be classified under one of the following priority/statuses:

	Status	ZD	Description	Response	Turnaround
1	Critical	Urgent	System is down or core functionality is severely affected.	4 hours	1 business day
2	Major	High	Non-core functionality is affected.	8 hours	5 business days
3	Minor	Normal	Non-core functionality is affected but a workaround is available.	24 hours	To be mutually agreed between the parties
4	Trivial	Low	Customer requests advice on how to use an existing function of the system	24 hours	TBA

“Response” refers to the targeted response time in which Premier IT will communicate with the Customer in respect of the reported problem.

“Turnaround” refers to the targeted time in which Premier IT will resolve the problem identified and such resolution may be by way of a fix or a workaround.

Critical

- Issues classified as Critical will be reviewed by a development lead within 2 hours of the ticket being raised.
- An estimation will be provided, and resources needed to rectify the bug will be Premier ITd.
- Critical issues will take precedence over all other issues.

Major

- Will be resolved with a maintenance release. (weekly)
- If a workaround is provided, the priority level will be downgraded to Minor.

Minor

- Will be resolved within a maintenance release. (weekly)

Trivial

- Issues classified under this status will normally be transferred over to the relevant department.

5.3 Outstanding tickets (awaiting a response)

Tickets with a status of Pending denotes a requirement for the 'Reporter' to respond with more information. If the reporter fails to respond within a specific timeframe, we will assume the issue is resolved or is no longer a problem and will close the ticket. Several reminders are sent before the ticket will be closed.

- Tickets in Pending will send a 'response required' email reminder after 7 days (automatically)
- Tickets in Pending will send a 'response required - final' email reminder after 14 days (automatically)
- Tickets in Pending status will be set to Closed after 28 days (automatically)

5.4 Planned changes to the service

Premier IT will use reasonable endeavours to ensure that planned changes are implemented during the Scheduled Maintenance periods. Where the change has the potential to affect the SaaS Services, Premier IT will notify the Customer of the nature of the change, potential services affected and the potential impact. We prioritise data security and compliance with regulatory requirements such as GDPR and NHS Digital standards. Our systems are built with robust security features to protect sensitive information and ensure regulatory compliance at all times. We regularly update our systems to address emerging security threats and maintain the highest standards of data protection.

Premier IT will usually perform Scheduled Maintenance activities regularly out of hours.

Premier IT will normally perform upgrades as part of its scheduled maintenance activities out of hours.

All Software which is provided as a SaaS Service is included in the scope of the upgrade service outside of normal business hours.

5.5 Major, Minor and Patch Releases

For most products, Premier IT has three types of releases: Major, Minor, and Patch.

- **MAJOR** version denotes a significant new release, including substantial architectural and/or visual redesign. Backwards compatibility is not guaranteed and upgrading from a previous Major version may be complex.
- **MINOR** version denotes a release which adds new features, but these are complementary to existing functionality. An upgrade to a new Minor version is simple, although it will involve some work.
- **PATCH** does not add any new features, but only fixes bugs, problems or minor shortcomings in previous releases. Minor features may sometimes be added, or beta previews of more major features may be added (normally in an optional way, possibly undocumented), though these must not disrupt existing functionality.

Major and Minor releases deliver new functionality and are released, on average, three times a year. These releases receive a full programme of testing from requirements analysis and feature testing through to integration, regression, and release testing (including functional and non-functional elements) to provide assurance prior to 'Controlled Release.' 'General Availability' occurs following a successful period of 'Controlled Release' where customers participate in User Acceptance Testing in pre-production environments before migration to production environments.

Patch releases providing bug fixes are typically released every month on whichever is the current version at that time.

6. Certifications, standards and accreditations

ISO 27001 - A specification for an Information Security Management System (ISMS). An ISMS is a framework of policies and procedures that includes all legal, physical, and technical controls involved in managing sensitive and secure information through risk management-based policies and processes. The specification includes details for documentation, management responsibility, internal audits, continual improvement, and corrective and preventive action. The standard requires cooperation among all sections of an organisation.

Premier IT is ISO 27001 certified and independently validated. Certificate: 231404

Cyber Essentials - Created in 2014 as a primary objective of the UK Government's National Cyber Security Strategy, Cyber Essentials Plus is a third party independently audited annual certification completed by accredited organisations managed by CREST1. The audit focuses on five main control areas: secure configuration, boundary firewalls and internet gateways, access controls and administrative privilege management, patch management, and malware protection.

We are Cyber Essentials certified. Certificate: a4d42ba6-52c2-42a7-8087-a27ed9eebdb3

Premier IT has been registered as a Data Controller with the Information Commissioners Office since 2018. Data Protection Register Number: ZA370887

Privacy - Premier IT is a UK company and is legally required to be compliant with the UK Data Protection Act 1998 (DPA). The objective of the Act was to adopt the principles of the European Union Data Protection Directive, which was created to ensure every European citizen's right to privacy. Premier IT Software ensures that EU citizens' personal information (PII) is never shared with other entities or companies without the prior permission of the individual. Premier IT's usage is outlined in its Privacy Policy at www.premierit.com/privacy-policy

7. Your personal information

Typically, depending on the product, Premier IT may collect the following information:

- Name, title, job title
- Contact information including email address and postal address
- Other information relevant to HR processes such as rota planning, job planning, rostering
- Anonymous usage and system information

Premier IT will only use your personal information for a purpose which is authorised and/or instructed by your employing organisation, which includes the provisions of the services set out in the agreement between Premier IT and your employer. Your personal information may be viewed by authorised representatives in your employing organisation. Your personal information is not accessed or modified by Premier IT without clear instructions from you as a licensed user, or from the project manager nominated to manage the system in your employing organisation. Any non-personal information saved to the software may be used by Premier IT in an anonymous form, subject to it first obtaining the approval of your employing organisation, for the following purposes: data analysis, linking with current and future modules of the software, onward sale or disclosure to the NHS or affiliated bodies, or other body agreed by your employing organisation. Premier IT will not share any personal or non-personal information with any marketers or electronic commerce providers without your express consent. Anonymous usage and system information are used to help provide a better quality of software. This information allows us to optimise the software for the usage and computer systems that most frequent the sites.

8. Backup and disaster recovery

Backups of data contain critical information needed for quick recovery during data loss or other disasters. We back up our systems and systems data to protect Premier IT and our clients from the consequences of data loss, security breaches, system failure and disasters.

- Where backups are run overnight and are completed outside of working hours.
- Upon completion of backups, media copies are moved automatically to a secure remote location.
- Backups are stored in a secure encrypted environment.
- Access to backups is restricted and limited to approved personnel.
- Requests for data recovery should be submitted to ISMS Management via the Support team.
- Requests for backup data from 3rd parties must be approved by the CTO.
- Database backups have data backup routines which ensure database integrity is retained.
- Backup systems have been designed to ensure that routine backup operations require no manual intervention.
- Backups are monitored daily during the working week.
- Failed backups are re-run immediately the next working day.

Our electronic records are backed up by the IT department in accordance with the Backup schedule outlined below:

Owner	Data	Backup type	Frequency	Retention period
Customer	Information systems	Full	Monthly	12 months
Customer	Information systems	Incremental	Daily	1 month
Premier IT	Documents, Email, Multimedia	Full	Daily	N/A
Premier IT	Information systems	Full	Daily	N/A

8.1 Restore from backup

Data is available for restore within a few minutes of a backup job completing on the daily schedule. Data will be available during the retention policy of each backup job.

Recent system data is available on completion of the daily backup jobs, which means that there is potential data loss during a working day on some systems. Premier IT systems have been specified to minimise data loss between backup windows by having elements of system redundancy.

8.2 Archiving

A data archive contains data kept for the purpose of retaining the information for the long term. Data archives often retain infrequently accessed data, which is not critical for recovery or needed for ongoing business continuity. Data archiving is the practice of shifting infrequently accessed data to low-cost storage repositories. It is an important part of a data management strategy. The goal is to reduce costs on warm storage while retaining old data needed for future reference or analysis, and information needed for regulatory compliance. The rules on data archiving vary according to the format of a data record, as set out below. All electronic documents, multimedia, and emails records may be archived in a secure encrypted environment. Data records may be archived in a secure encrypted environment. Physical records may be archived off site in a safe.

8.3 Disaster recovery procedures

The following table provides a brief description of the recovery levels according to the magnitude of the disaster. Please note that alternative response times may apply for certain systems. This will be clearly indicated where relevant.

Level	Description	Resolution time
1	Only one client affected/ Internal single or multiple systems failure	2 - 6 hrs.
2	Server failure – More than one client/ internal staff affected	2 - 6 hrs.
3	General failure – All services affected (can be recuperated)	12 - 48 hrs.
4	Global failure – All services affected (cannot be recuperated)	12 - 48 hrs.

Level 1

- The client/staff are notified
- Timelines are defined to set the client/staff expectancies regarding how long the recovery process will take
- The system where appropriate is displayed "in maintenance"
- The latest useable image and data backup is restored according to the specific backup policy
- The systems are evaluated to ensure the services are operational
- The system goes live and Another test session is done to make sure the live system works as expected
- When a critical update is required, a snapshot of the system will be taken before performing it.

Level 2

- As all systems are in high availability, the server that has failed is removed from the live environment and the mirrored one works on its behalf
- The server is isolated and evaluated
- The issue is investigated to and out if the problem is related to software or hardware
- Once the issue is detected, it is fixed or replaced, the server is back to live and evaluated within 24 hours for hardware or the relevant scoped time for software
- The issue is documented for future references

Level 3

- The client/staff are notified
- Once the service is restored, tests are performed to make sure all services are working as expected
- Level 2 procedures are applied if one of the servers does not respond as expected
- Auditing procedures are recorded
- The client/staff are updated with the resolution
- The issue is documented for future references

Level 4

- The client/staff are notified
- Parts of the live infrastructure necessary to deliver the service are physically moved if possible to contingency space and all traffic is rerouted
- Contingency datacentre space and hardware gets activated. System gets restored. Data restoration follows. As backups are saved in different regions – this may take from 8 to 48 hours or more according to each case. Alternative solutions are considered depending on the service provided (e.g. client has owns backups or arrangements)

9. Technical requirements

Our product is a web browser-based solution, and as such, there are no hosting hardware requirements. Clients do not maintain the solution or provide network administration and there are no requirements for server-side resources. The minimum requirements are for the end Users' systems and are as follows, however please refer to the latest release notes for more details:

The system can be used on both desktop and mobile devices and is supported on Microsoft Edge, Google Chrome, Firefox and Safari.

Documents generated by the system (e.g., reports and certificates) may require a PDF reader (such as Adobe Acrobat Reader), Microsoft Excel or Word 97 or higher, or equivalent software capable of reading XLS and DOC files.

10. Terms of use

These Terms and Conditions of Use (the "Terms of Use") apply to all products, applications and services ("applications") offered by Premier IT but exclude any products applications or services that have separate Terms of Use which do not incorporate this Terms of Use.

10.1 Acceptable use

You must use Premier IT applications only for its intended purpose and only by means of the online interactive user interface made available by us.

Do not use the application to transmit or upload or otherwise publish any material that: is defamatory, abusive, obscene, of a harassing nature or in any other way offensive infringes anyone else's copyright or other intellectual property rights infringes any right of privacy, confidentiality or legal privilege You must not use, transfer, copy, reverse engineer, create a functional specification of or reproduce any part of Premier IT applications (or its source code)

You must not use any mechanism, device, software, script or routine to affect the proper functioning of the application, or take any action that places an unreasonable burden or excessive load on our servers(s), or negligently or knowingly infect Premier IT applications with any computer programming routine (e.g. any virus, worm, time bomb, cancelbot or trojan horse) that may damage, interfere with, delay, intercept or expropriate any system, data or personal information.

10.2 Security

We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

The security of any documents/data downloaded from Premier IT applications, becomes the responsibility of the user. We cannot be held responsible for the security of data copied to and held outside of our systems. Such information should only be accessed from a secure computer and/or held in a safe place.

Do not attempt to access Premier IT applications unless we have issued you with your own username and password. Do not access Premier IT applications using someone else's username or password.

Do not disclose or reveal to any other person, your username or password Take reasonable action to keep your username and password secret. Take reasonable action to prevent anyone else from accessing Premier IT applications by means of your username and password Change your password immediately if you think someone else knows your password, or whenever we request that you do so Notify us promptly of any unauthorised use of your username or password or any other breach of security.

We reserve the right to issue you with a new username and/or password if we believe someone else knows your password or is accessing Premier IT applications using your username or password.

Premier IT reserves the right, at its sole discretion, to change, modify, add or remove portions of these Terms of Use, at any time. It is your responsibility to check these Terms of Use periodically for changes. Your continued use of the application following the posting of changes will mean that you accept and agree to the changes. As long as you comply with these Terms of Use, Premier IT grants you a limited privilege to enter and use the application.