



HARNHAM GROUP



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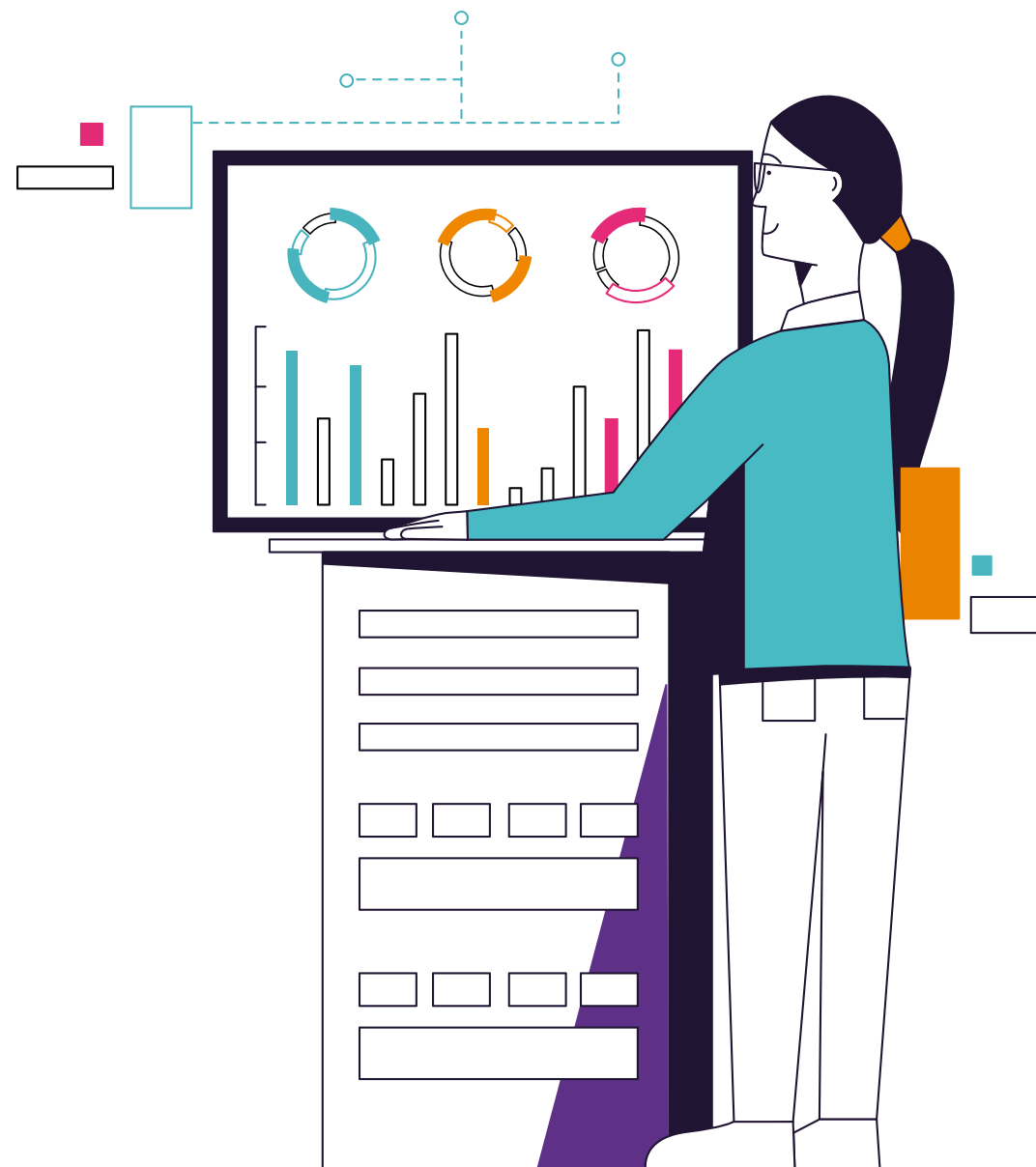
SERVICE DEFINITION DOCUMENT

May 7, 2024.



TABLE OF CONTENTS

Service Offering	03
Backup and Restore System	08
Disaster Recovery	10
Onboarding Support and Training	12
Customisation	14
Maintenance	14
After Sales Support	15
Technical	16
Managing Maintenance and Outage	17
Hosting Options and Locations	18
Access to Data on Exit	18
Security Systems	19

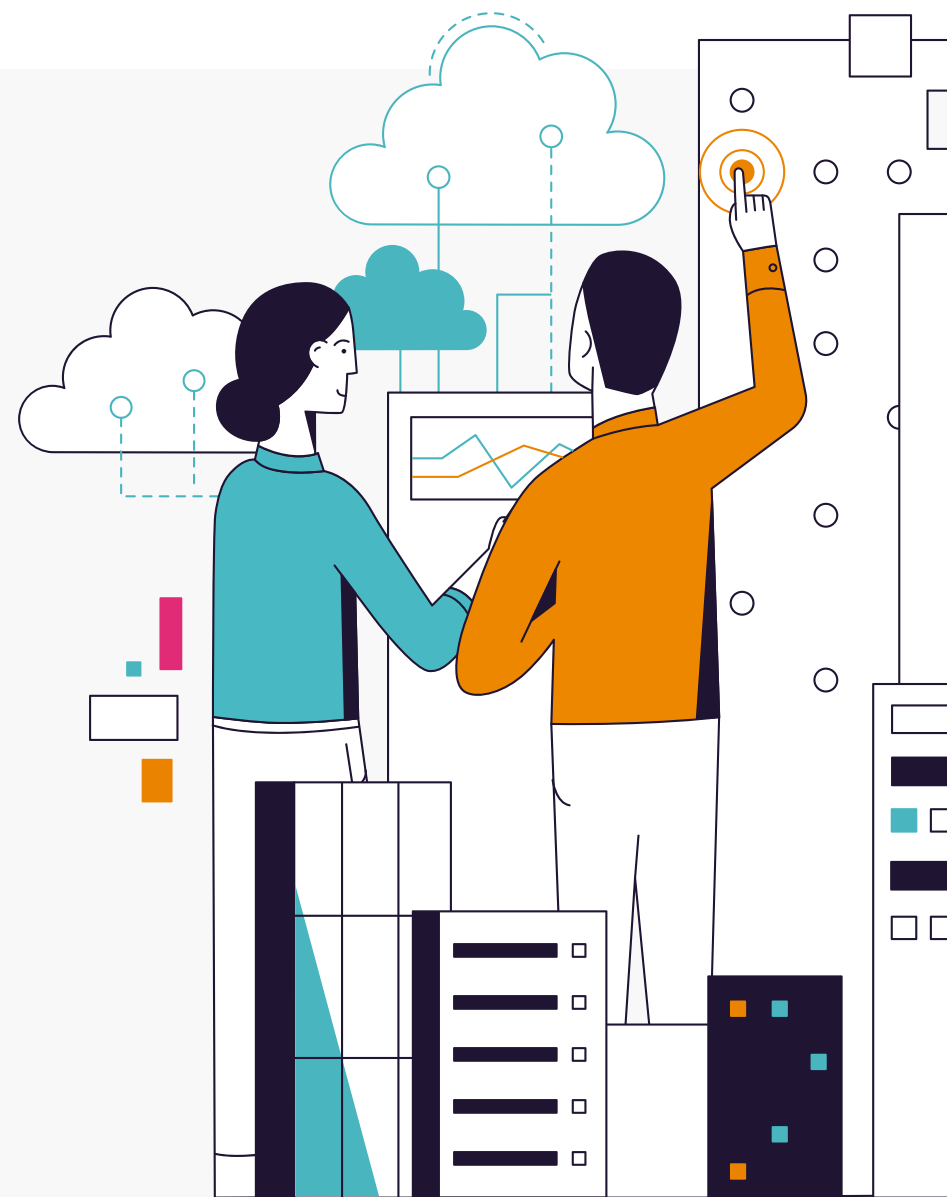


SERVICE OFFERING

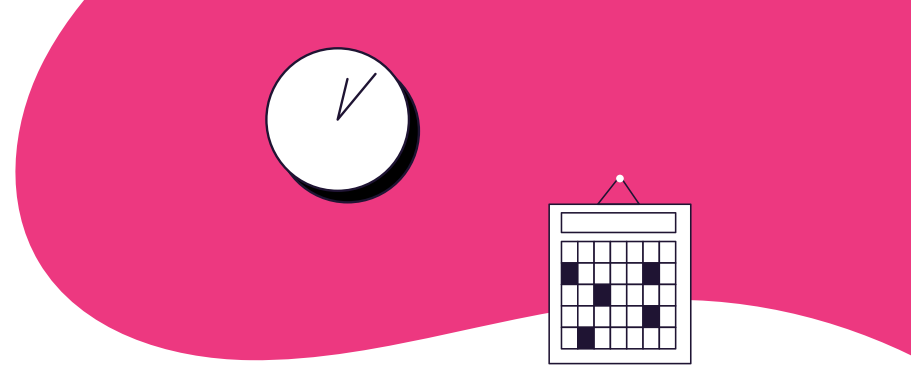
Harnham Group is a consulting firm specialising in digital transformation and data solutions tailored for the UK public sector. We offer comprehensive consulting services that guide organisations through digital transformation journeys and the delivery of data solutions, specialising in the migration to cloud based infrastructure and integration with cloud-based products.

Our project services solutions enable public sector entities to streamline operations, enhance service delivery, and drive innovation, while increasing overall quality and lowering overall cost, seamlessly coordinating changes to their local setup to connect and integrate smoothly with new cloud infrastructure. We partner with public sector organisations to provide flexible work delivery options to lead/support the execution of business and technology change programs.

Our approach to project services solutions is designed to create, nurture, and maintain a collaborative approach with public sector customers tailoring solutions to your unique business and operational needs. We provide a highly flexible and easy to use model with open access to a vast pool of dedicated support resources to accompany cloud integration.



Our **flexible service model** includes the following:



Project Mapping
and Monitoring

Delivery of
Data and AI
Solutions

Data Management
Strategy Creation

Data
Mapping

PMO Management
Services

Delivery
of Cloud
Solutions

ERP
Implementations

Cloud
Security
Services

Programme / Project Management
of Complex Technical and
Business Change Projects

Delivery of Bespoke
Training and Onboarding
Programmes

Digital Transformation
Programs

Skills and
Knowledge
Transfer

Data and AI
Training



In delivering our solutions, our service follows a consistent and proven approach to managing and delivering programs of work which deliver best value to our customers. Our service supports public sector services across the data lifecycle from collection to curation to consumption of Data. Our approach is based upon a service delivery model comprised of the following key stages to ensure quality, whilst ensuring delivery:

SERVICE INITIATION

DEFINE

Define business objectives.

ANALYSE

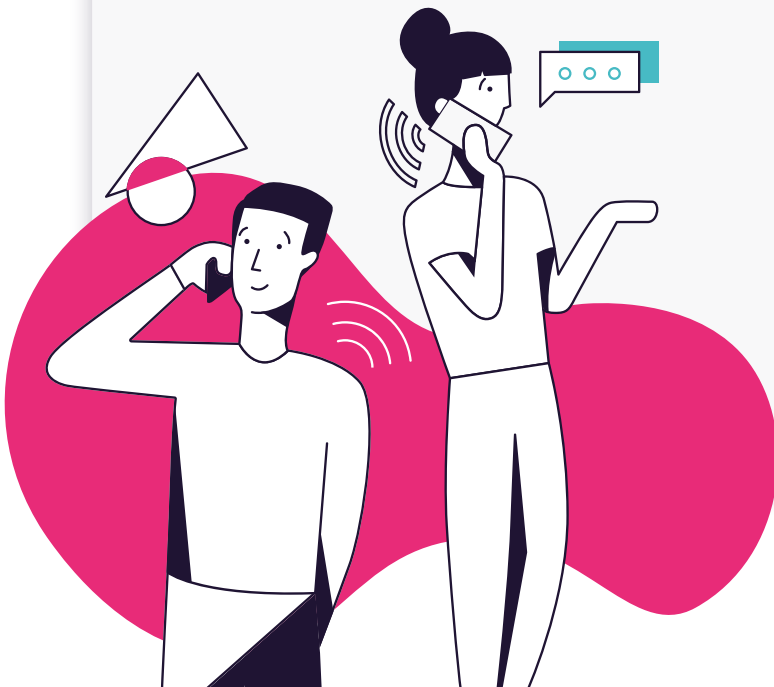
Analyse and identify exact business requirements.

DESIGN

Design a solution with the customer.

The Service Initiation stage lays the foundation for the project by clearly defining the business objectives and thoroughly analysing the specific requirements. It involves collaborating closely with the customer to design a tailored solution that addresses their needs effectively. This stage ensures that the project has a well-defined scope, aligns with the organization's goals, and sets the groundwork for successful execution.

**We have already supported
over 5,000 customers worldwide.**



SERVICE DELIVERY

DEVELOP

Develop and build solution.

VERIFY

Verify and test the solutions suitability.

IMPLEMENT

Implement solution.

The Service Delivery stage focuses on the creation and build of the solution, verification and sign off with the Public Sector client and implementation of the designed solution. It involves developing and building the solution according to the requirements gathered during the initiation phase. Rigorous verification and testing processes are conducted to ensure the solution's suitability and compliance with the defined objectives. Once the solution has been thoroughly validated, it is then deployed and implemented within the customer's environment. This stage brings the project from conceptualisation to practical realisation.

Our support during implementation will be available during in office hours Monday to Friday.



SERVICE REVIEW

CONTROL

Control and stabilise the solution.

REVIEW

Review and evaluate solution, identify improvements, and transfer knowledge to customer.

The Service Review stage focuses on ensuring the implemented solution is stable and operating as intended. It involves controlling and fine-tuning the solution to address any potential issues or inefficiencies that may arise during the initial deployment phase. This stage also includes a comprehensive review and evaluation of the solution's performance, identifying areas for improvement and opportunities for optimisation.

Additionally, knowledge transfer sessions are conducted to ensure that the customer's team has a thorough understanding of the solution, enabling them to effectively maintain and manage it moving forward.



BACKUP AND RESTORE SYSTEM

We maintain a backup system, which is overseen by Marcus Headicar and applies to all employees and departments within the organization who handle or have access to critical data. It encompasses the backup procedures, responsibilities, and guidelines for using the designated cloud backup service to backup data. Our back up procedures are conducted via AvePoint as the designated cloud backup service provider and our system is as follows:

Only critical data necessary for the operation of the organisation will be selected for backup.

Data prioritisation is based on importance, frequency of access, and relevance to ongoing operations.

Automated backups are scheduled to occur daily, ensuring minimal disruption to operations.

Backup schedules are adjusted as needed to accommodate changes in data volume and criticality.

Backup data retention periods adhere to regulatory requirements and organizational policies.

Regular review of data retention policies is conducted to ensure compliance and optimize storage resources.

All data transferred to the cloud backup service is encrypted using encryption enabled Azure storage and additional keys unique to our tenant.

Encryption keys are securely managed and stored in compliance with security best practices.

Regular backup tests are conducted to verify the integrity and recoverability of data.

Testing includes both full and partial data recovery scenarios to ensure comprehensive backup coverage.

The cloud backup service forms a key component of the organization's disaster recovery strategy.

Procedures for restoring data in the event of a disaster are documented and regularly reviewed.

Our data department is responsible for configuring and managing the cloud backup service and will oversee backup scheduling, monitoring, and troubleshooting. They will collaborate with data owners to define backup requirements and schedules ensuring they are compliant.

A full data backup
is performed
every 6 hours
at a secondary location
with all data Correspondence
to AvePoint and the cloud.



DISASTER RECOVERY

Our Disaster Recovery Plan identifies any potential emergencies, procedures that must be followed if such emergencies occur, the location of the nearest emergency services, the location of emergency equipment, and the names of those trained to utilise such equipment. Risk assessments provide information on the prevalence and nature of threats and mitigating actions are developed to be implemented when a threat occurs.

Head of Operations, Marcus Headicar is responsible for ensuring that disaster recovery plans are in place for all systems and that they are up to date. Disaster recovery plans are updated every 12 months and whenever there has been the need for a risk assessment.

The process of developing the disaster recovery plan is as follows:



Identify potential causes of disruption and/or outage.



Identify time frames for recovery depending on scenario.



Identify key contacts responsible in case of disruption and/or outage.



Identify procedure in case of disruption and/or outage.

The risks identified are then matched to the areas in which they may take place as follows:



Building access and services such as building security, power outages, and communication networks.



Internet access such as email, shared files, CRM, and phones.



Working scenarios such as remote access, in-office, work from home, and serviced office works.

Mitigating actions are then developed and placed into a dedicated action plan, which is fully tested and validated, ensuring that we are satisfied and confident that the mitigation is effective.

When an incident is discovered, it must be reported immediately, and all stakeholders and customers will be notified. The nature of the incident will inform who is responsible for deciding which aspects of the disaster recovery plan should be implemented, and for establishing communication with staff, management, stakeholders, partners, and customers. The outcome of the incident and response to it will be logged in a lesson's learned log, communicated with staff, and relevant updates will be made to training and procedure.

Our disaster recovery plans are **fully tested and validated**, ensuring that we are **satisfied and confident** that the migration has been **successful** before we hand it over to the customer for testing, ensuring that the customer's system remains **uninterrupted during disruptions**.



ONBOARDING SUPPORT AND TRAINING

We provide comprehensive onboarding and training support tailored to our client's specific needs and will be initiated as per our service level agreement. Our services include conducting needs assessments, onsite coaching, group training, training documentation and mentoring of internal staff, and executing projects and programs of work. Our goal is to provide effective knowledge transfer that empowers our clients to fully utilise the implemented solutions delivered.

Onboarding is the starting point to fully integrated talent management and staff awareness. In addition to introducing staff to a robust set of workflow automation tools, which improve compliance, onboarding connects the customer's workforce with other talent processes, such as learning, goal setting, recruiting, and system management. We will work with the customer to build

the training program to meet their needs, schedule, and aptitude accordingly. Typically, we provide regular training courses that take place onsite with coordinated time slots allocated based on customer convenience.



Our training support will equip the customer with knowledge regarding the adoption of functionality, changes in configuration, management of interfaces, and general advice and guidance across all departments and agreed as part of the SOW agreement within the Service Initiation and detailed in the SOW. The courses we offer include a basic training program for how to effectively use and manage the cloud solution, through basic use to effectively operating management and security protocols, how to run reports, and how to utilise all software applications.

In addition to training, the customer, their teams, and staff members will have access to the following additional support functions:



E-mail
Helpdesk



Dedicated
Account
Manager



Escalation POC
to Head of
Practice



We will also supply a **general phone number** should any member of staff have any queries regarding training or operating their systems.



CUSTOMISATION

All our services created are customised to our customers' needs to ensure the solutions align with the needs and requirements of the organisation. During in-discovery and requirements gathering phases of the project, we will conduct in-depth consultations and collaborate closely with stakeholders to understand the project goals, processes, and specific demands, ensuring that each customer receives a bespoke solution that addresses their precise needs, enabling them to achieve the desired business outcomes effectively.

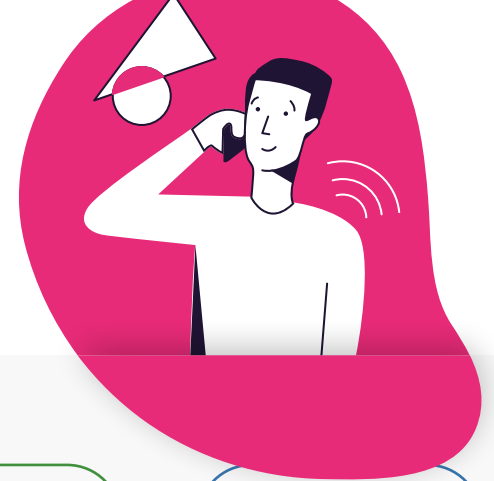


MAINTENANCE

Our cloud support solutions will include maintenance and functional upgrades from within the solution itself, usually as part of a software or platform subscription. Maintenance support and system issues will be supported by the cloud software or platform provider as part of the system set up, while we will continue to support application, management, training, and service queries. Maintenance support will be comprised as part of the essential software subscription selected by the customer and therefore not represent an additional cost and priority issues will be supported 24/7 by the host.

Please note that maintenance support and system issues are supported by the cloud service provider(s), while we provide support for solution and service queries.

AFTER SALE SUPPORT



We provide comprehensive application and service after-sales support via a dedicated Account Manager who will be confirmed in the SOW.

They will ensure that all responses are delivered according to internal project specific KPIs. All queries and escalations will be responded to within 24 hours during core support hours of between 9am – 5PM Monday – Friday, excluding bank Holidays, unless specific Service Level Agreements (SLAs) have been otherwise agreed.

Support can be accessed via phone or email and Account Manager, will act as our primary point of contact throughout the engagement process to ensure high-quality service delivery to the agreed requirements. We may also be reached via the following means:

**Dedicated
Email**

Website

**Project
Team – As
detailed in
SOW**

While we strive to deliver the highest standards of support, we understand that issues may arise that require further investigation, such as with a complaint or grievance. Any issue or complaint raised will be escalated to David Curtis who will acknowledge receipt within 48 hours and carry out a formal investigation. Following a review, findings will be sent to the complainant within 5 days. If they are happy with the outcome, we will consider the matter resolved. If they are unhappy with the outcome, we will work with a third-party as part on independent investigation to resolve the matter. **All complaints are completed within 14 days.**

Please note that maintenance support and system issues are supported by the cloud service provider(s), while we provide after sales support for application and service queries.

TECHNICAL

Technical requirements will be agreed for each engagement and defined during the Service Initiation stage.

At this point, we will collaborate closely with the customer's key stakeholders to understand the project scope, objectives, and specific technical needs. Through this consultative process, we will gather the scope of the project and create a Statement of Work (SOW) that will outline the scope, deliverable, timelines, and costs for engagement.

We will assess the customer's technical needs in terms of current capability, hardware, and software components comprised of their local system in relation to system requirements and business objectives. These requirements will impact the nature of their scalability, adaptability, extensibility, and manageability, which are set across three different technical fields as follows:

Utility

Technical utility is comprised of the core components of the current system that includes the customer's computing and management resources, indicating the components required.

Framework

Technical framework includes applications that are built on software platforms that run on top of infrastructure services to deploy solitons within a predetermined framework.

Business

The final technical aspect is the needs of the business operation of the customer, which involves identification the business needs without the ability to build an application or infrastructure.

We will assess the technical characteristics of the system and business needs and then seek to advise on a set of services that best fit the customer, deploying solutions based on their needs and level of technical competency.

MANAGING MAINTENANCE AND OUTAGE

Our focus as a consultancy company is on providing strategic advisory services and project implementation in developing customer solutions, including execution on digital transformation and data solution projects.

As a result, we do not directly provide ongoing maintenance services as part of our consulting offerings. However, our objective is to ensure that the solutions we deliver continue to operate efficiently and securely once executed and handed over, minimising downtime and maximising return on investment. We understand the importance of projects having proper maintenance and outage management strategies built into their approach to ensure business continuity and minimise disruptions.

In addition, we provide training sessions and knowledge transfer initiatives to empower the team with the skills and insights necessary to understand and contribute to the process of

managing maintenance and outage. Whether understanding the update process or interpreting performance analytics, knowledge transfer fosters competency and self-efficacy, ensuring that the customer and their team is actively involved in the maintenance and outage of their system.



HOSTING OPTIONS AND LOCATIONS

As a consulting company providing key cloud support services, we do not directly provide hosting services or maintain our own data centres. However, we recommend hosting options and locations as part of our consultation dependent on the customer's needs by leveraging their current system with business objectives for a tailored mix of capabilities that complement business needs with cost savings.

ACCESS TO DATA ON EXIT

Upon completion or termination of an agreement we will endeavour to embed knowledge transfer into our standard service offering assuring that our customers retain all required documentation, knowledge, and data upon exit. Our goal is to ensure a seamless handover, enabling our clients to continue operations efficiently and effectively after our engagement concludes.



SECURITY SYSTEMS

Our Policy and Procedures

We operate in conjunction with a Cyber Essentials certification ensuring that all processes and procedures we undertake conform to GDPR and the Data Protection Act (2018). Our cyber policy is developed in line with the Cyber Essentials UK government scheme with six technical controls including:

**Access
control**

**Boundary
firewalls**

**Internet
gateways**

**Malware
protection**

**Patch
management**

**Secure
configuration**

Although using remote connection will not allow IT equipment to have direct access to the customer's network, malicious software can still compromise network security. In addition, some software may be able to use the VPN connection to place unauthorised or malicious software on the network. Due to this, all Harnham staff must ensure that:

All equipment uses up-to-date virus checkers and is protected by a firewall.

All suspected threats are reported to the customer and that the provider is contacted to allow them to confirm that the issue has been fully resolved before using equipment for remote connection.

If staff suspect their machine has had a virus during a period when they were accessing the group's network, they must inform the customer immediately and the provider to permit an investigation to determine if any cross-infection has taken place.

All removable devices are encrypted.

Collect and store information that is completely anonymous and any identifiable information such as race, political opinions, religious beliefs etc are deleted.

Data that has a specific legal requirement is retained only for the legally mandated minimum period.

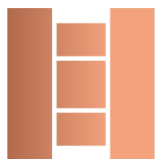
Email use is monitored to ensure compliance and the sharing of emails that constitute private conversations without the consent of all parties involved is prohibited.

All transferred data that requires a password or encryption key will be transmitted by secure means, with a landline call being the recommended means.

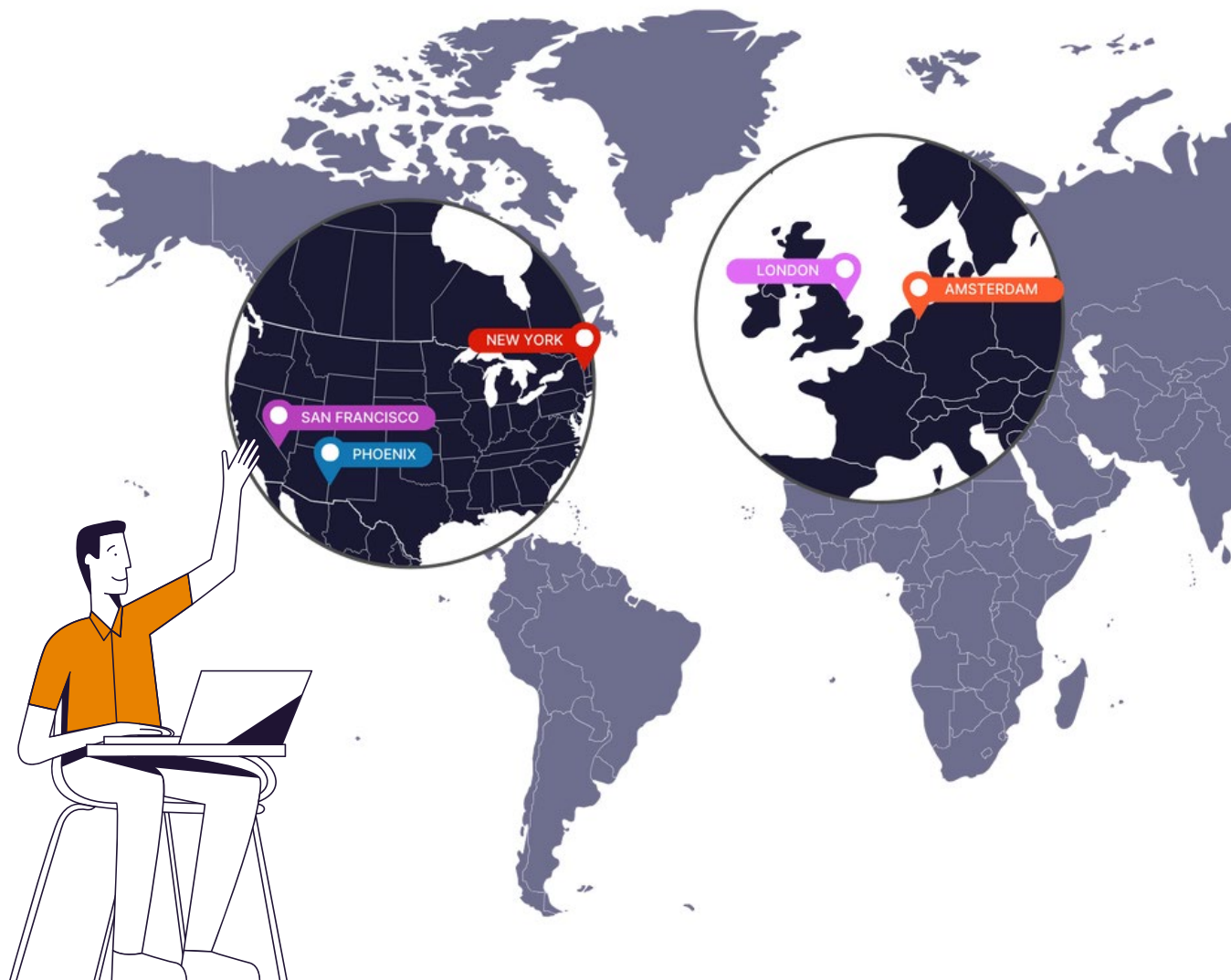
If staff have malicious software on their own device, then any removable storage devices used in that machine must be virus-checked.

Head of Operations, Marcus Headicar, reviews our policy and procedures on an annual basis to ensure that we are continually and proactively protected from cyber-attacks and emerging threats.





HARNHAM GROUP



CONTACT US

Headquarters

Melbury House
51 Wimbledon Hill Road
London
+44 20 8408 6070

US

101 Greenwich St 4th Floor,
New York, NY 10006,
USA
+1 212-796-6070

info@harnham.com
harnham.com

LONDON | AMSTERDAM |
SAN FRANCISCO | NEW YORK |
PHOENIX