

## Service Definition

### What is Our Sustainability E-Learning Engagement Service?

The Team Jump Sustainability E-Learning & Online Training Service is a fully managed, cloud-based Software as a Service (SaaS) providing sustainability training for public sector organisations. The service delivers structured online learning modules, assessments, and campaigns to build sustainability knowledge and capability at scale.

The service is designed for NHS organisations, universities, and public sector bodies supporting Net Zero, ESG, and compliance objectives. The service includes incentives, points, leaderboards and communications to generate the best e-learning uptake.

Further information is available at [www.teamjump.co.uk](http://www.teamjump.co.uk).

### Service Features

- Online sustainability learning modules designed for public sector organisations
- Configurable learning pathways by role, department, or audience
- Short-form and in-depth training content formats
- Knowledge checks, quizzes, and completion assessments
- Campaign-based learning launches with communications support
- Incentives and rewards for training completion
- Progress tracking and learning performance dashboards
- Multi-site and organisational hierarchy support
- Web and mobile learning access

### Data Backup, Restore, and Disaster Recovery

Team Jump's service is designed with resilience, data protection, and continuity in mind.

#### **Data Backup**

Automated daily backups are performed for server and file storage data. Backups are monitored for completion, encrypted in transit and at rest, and stored securely in UK-based cloud environments. Access to backups is restricted solely to restoration purposes.

#### **Data Restore**

Team Jump operates defined recovery processes to restore customer data and service

availability within agreed objectives. The Recovery Point Objective (RPO) is 24 hours and the Recovery Time Objective (RTO) is 4 hours. In the event of service disruption, restoration is planned within four hours.

### Disaster Recovery

Business continuity and disaster recovery plans are in place and tested at least every six months, or following significant changes to processes or infrastructure.

## Onboarding and Offboarding Support

Team Jump provides a fully managed onboarding process, led by a dedicated Client Success Manager. This includes e-learning content design, configuration, branding, content customisation, and provision of communications toolkits to support internal promotion.

At contract end, users are informed of service closure. Access to the platform and mobile application is suspended, and customer data is made available for export if required. Onboarding and offboarding activities are included within the service cost.

## Service Constraints

The web platform is fully customised for each organisation while retaining core features such as impact tracking, dashboards, action centres, leaderboards, and activity feeds. These core components can be configured to align with organisational requirements.

## Service Levels

Team Jump provides dedicated Programme and Communications Managers during standard working hours, alongside customer support services. The service guarantees **99.5% uptime and availability**, excluding planned maintenance.

## After-Sales Support

Team Jump works continuously with customers to optimise engagement, reporting, and outcomes. Platform configuration, participation, rewards, reporting, and communications are refined over time. Formal quarterly review meetings are held to assess performance and future requirements.

## Technical Requirements

The service has no specific technical requirements. It supports modern web browsers and mobile devices running:

- Android OS 12 or above
- iOS 14 or above

## Hosting and Data Location

The service is hosted in secure, UK-based cloud data centres. Infrastructure includes load balancing and scalable cloud servers to support demand. Each customer operates within an isolated environment, ensuring data separation and security.

## Access to Data on Exit

Customer data can be provided in CSV format on request. Users can access and view their personal data through their account area. Downloadable copies can be requested via Team Jump's support service.

## Security

Team Jump operates comprehensive information security policies covering access control, data protection, incident management, configuration and change management, and risk assessment. Controls include restricted administrative access, firewalls, encryption of data in transit and at rest, vulnerability management, and regular security reviews.

Customer data is stored in UK-based, SOC 2–certified data centres and encrypted using industry-standard encryption methods. Staff and suppliers with access to systems are subject to appropriate checks and multi-factor authentication.