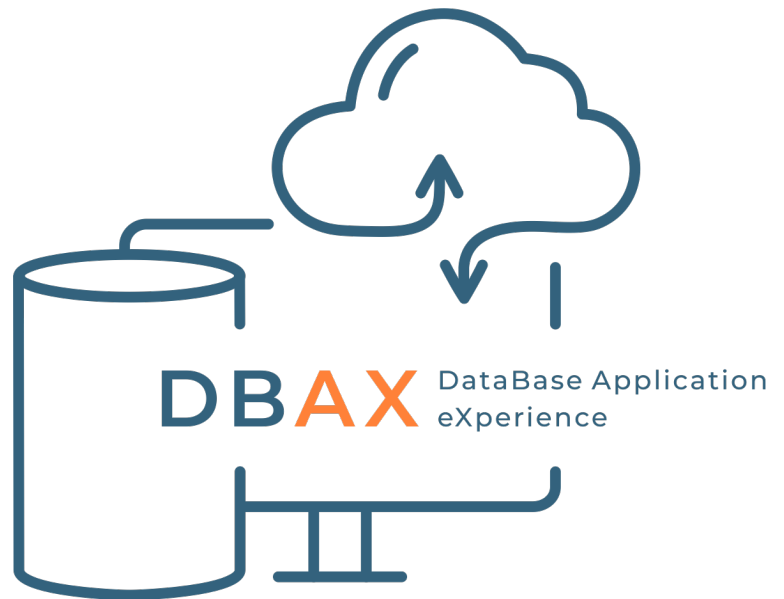


Service Definition

DBAX LTD

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1. Introduction

1.1 Purpose

The purpose of this Service Definition Document is to provide a comprehensive overview of the software service tailored for the NHS organisations. This document outlines the key aspects of our service, including its features, benefits, service delivery, data management, technical specifications, and pricing.

1.2 Scope

This document covers the end-to-end service offering, from initial service configuration to full operational use and ongoing support. It describes the service levels, data security measures, and customer responsibilities associated with our service.

1.3 Intended Audience

This document is intended for NHS organisations considering the software service. It serves as a reference for decision-makers, IT personnel, and other stakeholders involved in the evaluation and procurement process.

2. Service Overview

2.1 Service Description

The service provides a configurable software service tailored solutions for NHS organisations, addressing their unique needs in the digital sphere. We provide end-to-end service onboarding, from requirements capture and configuration to go-live and ongoing support. Our service is designed to improve efficiency, enhance data security, and seamlessly integrate with existing NHS systems.

2.2 Key Features

- Configurable software service with role-based dashboards and workflows
- Adherence to industry-standard security practices and NHS data protection guidelines
- Cloud-based deployment for scalability and accessibility
- Integration with existing NHS systems (where required)
- User-friendly interfaces and intuitive navigation
- User documentation and onboarding guidance
- Ongoing support and maintenance services

2.3 Benefits

Our service offers the following benefits to NHS organisations:

- Improved efficiency and productivity through automated processes and streamlined workflows
- Enhanced data security and compliance with NHS data protection standards
- Increased accessibility and collaboration through cloud-based deployment
- Reduced costs associated with manual processes and paper-based systems
- Greater flexibility and scalability to accommodate changing requirements
- Seamless integration with existing NHS systems for a unified user experience
- Configurable features and workflows to support organisational needs

3. Service Delivery

3.1 Service Level Agreement (SLA)

We are committed to providing high-quality service and support to our customers. Our SLA includes the following key components:

- 99.9% service availability, excluding scheduled maintenance windows
- Continuous monitoring and incident response
- Priority-based ticket classification and target response times
- Service reviews and reporting

4. Data Protection

4.1 We prioritise the protection of sensitive NHS data and adhere to all relevant data protection regulations, including the GDPR and the Data Protection Act 2018. Our service is designed to support NHS Data Security and Protection Toolkit requirements, ensuring that appropriate technical and organisational measures are in place to safeguard data confidentiality, integrity, and availability.

4.2 Our data protection measures include:

- Encryption of data in transit and at rest
- Role-based access control and auditing
- Regular security assessments and security testing, including cloud platform testing and risk-based application testing
- Staff training on data protection best practices
- Incident response and breach notification procedures
- Federated authentication using Microsoft single sign-on

4.3 We will work with NHS organisations to ensure that data processing agreements and other necessary documentation are in place to comply with data protection requirements.

5. Backup and Restore

5.1 We understand the critical nature of NHS data and have implemented robust backup and restore procedures to ensure data resilience and availability.

5.2 Our backup strategy includes:

- Backups are performed as part of the service
- Geographically distributed backup storage for disaster recovery
- Backup retention is configurable, with a minimum of 30 days as standard
- Encryption of backup data at rest and in transit

5.3 In the event of data loss or corruption, we will work with the affected NHS organisation to promptly restore data from the most recent available backup. Restoration requests can be initiated through our support channels, and we will provide regular progress updates until the data is fully restored.

6. Onboarding and Offboarding

6.1 We have established streamlined processes for onboarding new NHS organisations and users to our service.

6.2 Our onboarding process includes:

- Consultation with the NHS organisation to confirm requirements and configure the service
- Provisioning of user accounts and access permissions based on role-based access control
- Training sessions and materials for end-users and administrators
- Data migration and integration with existing NHS systems, as required

6.3 When an NHS organisation or user no longer requires access to our service, we will initiate an offboarding process that includes:

- Secure deletion of user accounts and associated data
- Revocation of access permissions and authentication credentials
- Transfer of any remaining data to the NHS organisation, as requested
- Confirmation of successful offboarding to the NHS organisation

7. Service Constraints

7.1 While we strive to provide a highly flexible and scalable service, there are certain constraints that NHS organisations should be aware of:

- Maximum storage capacity per organisation is initially set to 1TB, with additional storage available upon request
- Maximum number of concurrent users per organisation is dependent on the selected service tier
- Data transfer bandwidth may be limited based on the service tier and infrastructure constraints

7.2 We will work with NHS organisations to assess their specific requirements and recommend the appropriate service tier and configuration to meet their needs.

8. Service Support

8.1 We offer comprehensive support services to ensure that NHS organisations have a positive experience with our service.

8.2 Our support offerings include:

- Technical support via email and ticketing during agreed support hours
- A named support contact for each NHS organisation
- Service reviews and reporting where agreed
- Access to user documentation and guidance
- User training and onboarding assistance

8.3 Our support team is committed to resolving issues in a timely manner, in accordance with the priority levels defined in the SLA agreed at call-off.