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Kortext insights — Service Definition Document (SDD)

1. Document Information

Kortext insights v1 Universal Service Definition Document — Kortext insights (SaaS)			
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2. Executive Summary

Kortext insights is a cloud-native analytics SaaS platform providing institutions with actionable intelligence into student engagement, resource usage, and learning behaviours. This document defines the service, scope, SLAs, responsibilities, and operational commitments.

3. Overview

Kortext insights is a cloud-based analytics platform designed to give institutions a clear, data-driven understanding of digital learning engagement. Delivered as a fully managed SaaS service, the platform empowers universities, colleges, and learning providers with actionable intelligence, behavioural indicators, and institution-wide reporting.

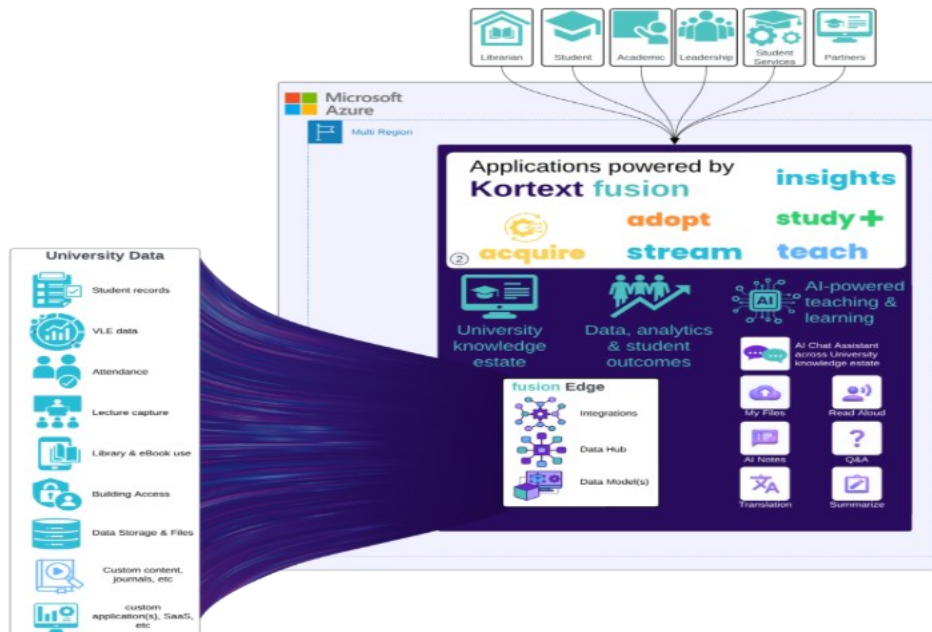
This Service Definition Document outlines the functional scope of the service, the underlying architecture, operational commitments, and customer responsibilities. The Service Owner is the Chief Product Officer for Kortext insights, with operational delivery delegated to the Service Delivery team. The service is a customer-facing SaaS product, currently in 'Active' lifecycle status.

4. Service Scope

The Kortext insights SaaS subscription and data hosting fees includes end-to-end cloud hosting, automated data ingestion from source systems, secure connectors and ETL pipelines, pre-built and customisable analytics models, dashboards and export capabilities, REST APIs, continuous deployment of enhancements, proactive monitoring and alerting, and expert-level (3rd-line) support. This ensures institutions benefit from a fully managed analytics service without operational overhead. In-scope services include hosting, analytics, dashboards, ETL pipelines, APIs, and support. Out-of-scope services include bespoke development, unsupported data sources, and institution-managed infrastructure. Dependencies include institution data quality, access to source systems, and working identity federation.

5. Platform Architecture

Kortext insights is built on the Kortext fusion platform, which unifies, cleanses, normalises, secures, and governs learning-related data across a university's digital estate. Built on Microsoft Azure, the platform provides secure, scalable storage with encryption and tenant isolation. Key architectural features include high availability and load balancing, automated horizontal scaling, availability zone redundancy, continuous service monitoring, automated failover, and strict data isolation and security boundaries. This data layer is used to aggregate data from core systems and support both University and Kortext application layers.- as outlined in the diagram below.



Kortext fusion powers Kortext insights, providing universities with a unified, trusted view of student engagement and learning activity using modern cloudnative design principles to ensure performance, resilience, and security. Key architectural features include:

- High availability and load balancing: The platform is architected to distribute workloads across multiple servers and locations, ensuring consistent uptime and responsive performance even during peak usage periods.
- Automated horizontal scaling: System resources can automatically expand or contract in response to real-time demand, allowing seamless support for varying workloads without manual intervention.
- Availability zone redundancy: Critical services and data are replicated across multiple independent data centres, safeguarding against local outages and enhancing overall service resilience.
- Continuous service monitoring: Advanced monitoring tools provide round-the-clock oversight, quickly detecting performance issues or anomalies to ensure prompt response and system stability.

- Automated failover capabilities: In the event of infrastructure failures, the system automatically reroutes traffic and workloads to healthy resources, minimising service disruption for users.
- Strict data isolation and security boundaries: Robust controls enforce separation of institutional data and strict security measures, ensuring compliance with privacy standards and protecting sensitive information.

This architecture supports reliable and uninterrupted service delivery.

6. Onboarding / Service Transition

Kortext provides guided onboarding including data and modelling validation, connector setup, identity integration, model configuration, and training. Completion of onboarding requires customer acceptance of data feeds and dashboard outputs.

7. Authentication & Access Management

The service integrates with institutional identity systems via SAML, OpenID Connect (OIDC), OAuth2, and Microsoft Entra ID. SSO + MFA is supported. RBAC ensures users see only appropriate dashboards and datasets, and scoped tokens govern secure API/system-to-system access.

8. Data Ingestion & Connectors

Data flows into the platform through secure, automated ETL microservices, typically on a nightly schedule. Institutions provide data aligned to predefined schemas; the platform performs automatic validation to ensure consistency and integrity before processing. Kortext insights leverages data from VLE, SIS, programme/course metadata, and resource usage data from the Kortext platform.

9. Analytics & Reporting Features

Kortext insights equips institutions with interactive dashboards, engagement scoring models, trend and time-series analysis, cohort/comparative analytics, predictive indicators, and exportable PDF reporting. These capabilities support both high-level strategy and granular academic decision-making.

10. Environments Provided

Production (live), UAT/Staging (when appropriate, driven by nature of updates), and optional Sandbox (on request).

11. Post-Implementation Support

Institutions receive a launch warranty period following go-live, 9×5×5 helpdesk coverage via a dedicated Service Desk, and relationship management. L1: Kortext Service Desk; L2: Kortext Engineering. Escalations follow a structured path with defined communication expectations and response targets.

12. Incident Management

Issues are categorised using standard priority definitions with target response and resolution times as shown below.

Priority	Description	Response time	Target resolution time
P1 – Critical	Entire platform is down and inaccessible.	Within two Normal Business Hours	Four Normal Business Hours; continuous effort with customer cooperation

P2 - High	Severely degraded operations or major components unavailable; report by phone only.	Within four Normal Business Hours	Within two Business Days after initial response
P3 - Medium	Non-essential features impaired; major components remain functional.	Within 12 Normal Business Hours	Within seven Business Days after initial response
P4 - Low	Cosmetic/minor issues with little impact.	Within 24 Normal Business Hours	Next software release

Response times are measured from the moment the university submits a support request via the agreed support process. SLAs pause when status is 'with customer'.

13. Complaints Handling

Complaints may be raised via the Service Desk and are acknowledged within one business day. Complaints bypass incident workflow and follow a customer Success-led review process.

14. Change Management

Standard changes (pre-approved), Normal changes (reviewed and scheduled), and Emergency fixes (fast-tracked for critical issues). Kortext manages all SaaS updates, ensuring enhancements are deployed with minimal impact.

15. Data Management & Security

Data is retained for the contract duration; archival mechanisms are used as needed. Upon request or termination, data is securely and

permanently deleted. Practices align with ISO 27001, with robust controls and multi-tenant isolation.

16. Customer Responsibilities

Provide validated, compliant datasets; facilitate access to systems and key contacts; adhere to agreed schemas; participate in UAT for major releases; maintain a functioning identity provider (SAML/OIDC); ensure secure network routing; provide timely responses to data-quality queries.

17. Service Exclusions

Exclusions include misuse of the platform, unauthorised modifications, use in unsupported environments, and uncontrollable external events (force majeure).

18. Service Levels (SLA)

Kortext insights targets $\geq 99.9\%$ availability and is hosted on resilient cloud infrastructure with automatic failover. Point-in-time recovery provides an RTO of 4 hours and an RPO of 5 minutes. Maintenance occurs outside core hours; continuous monitoring supports proactive issue identification. If availability falls below agreed levels, remediation follows the SLA framework and defined escalation routes; any credits are assessed case-by-case.

19. Software Update Policy

Continuous delivery pipeline with zero-downtime updates, ensuring consistent availability.

20. Exit & Decommissioning

Upon termination, Kortext provides a final data extract and coordinates secure deletion of institutional data, supporting transition activities as defined in the contract.

21. Fees & Commercials

Subscription fee covers standard SaaS platform (hosting, analytics, updates, support). Cloud Data Hosting cover the cost of hosting and data management. Professional Services for bespoke analytics or connector work are via separate Statements of Work. Data aggregation services may carry additional fees based on scope and complexity.

22. Professional Services Offering

Optional services include advanced data modelling, custom dashboards and reports, and development of additional data connectors beyond initial scope.