



Service Definition

Co-Managed Business Solutions



Contents

1.	Operational Services.....	3
1.1.	Service Description	3
1.2.	Service Tiers	3
1.3.	Terms and Definitions	4
1.4.	Service Operations	7
2.	ANS Co-Managed Business Solutions Service - Standard	11
2.1.	Power Platform Monitoring	11
2.2.	Evergreen Business Applications	12
2.3.	Copilot Studio Agents	13
2.4.	Power Platform Governance	15
3.	Optional Bolt-On Services- Standard Tier	16
4.	ANS Co-managed Business Solutions Service – Premier	18
4.1.	Advanced Platform Monitoring	18
5.	Optional Bolt-On Services- Premier Tier	18
6.	Incident Management	19
6.1.	Incident Priority Table:	19
6.2.	Incident Response and Escalation Table:	19
7.	Change Management	20
7.1.	Change Risk Assessment Matrix	20
7.2.	Change implementation targets Table:	20
8.	Service Levels, Key Performance Indicators and Service Credits	21
9.	Exclusions	22
10.	Customer Responsibilities.....	23
11.	Assumptions.....	24
12.	Pre-Requisites	25
13.	Partner of Record	26
14.	Administrator Roles	26

1. Operational Services

1.1. Service Description

ANS' Co-Managed Business Solutions Service offering provides comprehensive support and maintenance across the Microsoft AI Business Solutions ecosystem, including Dataverse, Dynamics 365 first-party applications, and Power Platform solutions. This unified service is designed to ensure operational excellence, platform stability, and strategic alignment with business objectives.

Through a co-managed framework, ANS collaborates with the customer to deliver expert guidance, proactive monitoring, and hands-on support across application and platform layers. The service empowers internal teams while providing access to specialist expertise, including escalation to Microsoft Premier Support where required.

Support is provided for onboarded solutions only, ensuring high-quality service for business-critical components. Applications and platform elements not formally reviewed and onboarded remain outside the scope.

This integrated approach ensures customers benefit from a secure, scalable, and optimised digital environment, enabling innovation while maintaining control and compliance.

The Supplier has 2 tiers that support the Co-Managed Business Applications Service. The tier level relevant to the Customer is agreed at the point of sale.

The optional bolt-on services allow the Customer to consume additional IT services from the Supplier, to further enhance their Business Solutions capabilities. Access to a broader range of expert support allows organisations to swiftly respond to and capitalise on innovative technologies, reducing the administrative burden on internal teams.

1.2. Service Tiers

Tiers	Services Included	Optional Bolt-on Service
Standard	- Power Platform Monitoring - Evergreen Business Applications - Copilot Studio Agents - Power Platform Governance	Centre of Excellence (CoE)*

*Minimum committed CoE hour contract

1.3. Terms and Definitions

The definitions used in the Terms shall have the same meaning when used in this Service Definition. The additional terms used in this Service Definition are defined as follows:



One Archway
Birley Fields
Manchester, M15 5QJ

0161 227 1000
enquiries@ansgroup.co.uk
ans.co.uk

Co. Reg No. 3176761
VAT No. 245684676

Term	Definition
Normal Business Hours	9:00 -17:30, Monday to Friday (excluding bank holidays in England and Wales)
Working Day	8.5 Normal Business Hours
24 x 7	24 hours a day, 7 days a week
Annex Document	sets out the terms for any additional services the Customer purchases as stated on the relevant Quotation alongside the core Co-Managed Service Tier applicable to the Customer as stated on the relevant Quotation. The terms are additional to those applicable to the relevant Co-Managed Service Tier.
ANS Glass	the portal where the Customer can log/view Service-related tickets, alerts and performance dashboards.
Business Critical Incident	Incidents that cause complete outage or failure of systems or services identified by the Customer as crucial to normal business operations.
CAB Approval	Change approval of the CAB required as part of the Change Management Process for Normal Changes.
Change	the addition, modification, or removal of anything that could have a direct or indirect effect on Services.
Change Management Process	the Supplier's structured approach to managing Changes.
Change Request Form	template that allows the Customer to submit requested Changes to the Supplier as part of the Change Management Process.
Co-Managed	The Supplier and the Customer share the responsibility of managing the solution. This hybrid approach allows the Customer to remain in control over certain aspects of the solution, while outsourcing more complex or resource intensive tasks to the Supplier
Customer Success Engineering	technical resource provided by the Supplier to provide architectural validation and technical expertise
Customer Success Manager (CSM)	non-technical resource provided by the Supplier to facilitate delivery of value to the Customer as part of the Managed Service
Customer Success Review	regular meeting delivered by the Supplier focused on performance and value of the Managed Services contracted.

Customer Supported Assets	The specific customer owned systems, resources, configurations, or service components that have been formally onboarded into the managed service, meet all prerequisite conditions, and fall within the Supplier's agreed scope for support, monitoring, incident management, and change management. These assets must be in a valid supported configuration, carry appropriate licensing and vendor support, and be accessible to the Supplier with the necessary administrative permissions to deliver the service. Only assets meeting these conditions are treated as "supported," with all other customer assets considered outside the service scope.
Customer Unsupported Assets	The customer owned systems, resources, configurations, or service components that fall outside the scope of the managed service because they have not been onboarded, do not meet prerequisite conditions, or are otherwise excluded from the service. These assets are not monitored, maintained, managed, or supported by the Supplier, and remain entirely the Customer's responsibility.
Emergency Change	a Change required in order to resolve or implement a tactical workaround for a P1 incident
Enhancement Request	a formal proposal to improve or add new functionality to an existing IT service, system, or process. Submitted when stakeholders identify a desirable change that is not the result of a fault or failure.
Feature Requests	a request from a stakeholder for new functionality or capabilities to be added to an existing IT service or product.
Impact Assessment	information the Customer is required to provide as part of logging an Incident with the Supplier.
Major Incident	Incidents categorised as P1 using the incident priority table in this document.
Managed Services Handbook	document provided by the Supplier to provide the Customer with key supporting information regarding Managed Service provision.
Microsoft Premier Support	Supplier owned support contract with Microsoft.
Power Platform	a collection of low-code development tools that allows users to build custom business applications, automate workflows, and analyse data.

Normal Change	Change that is not a Standard or Emergency Change. It goes through the Change Management Process, including assessment, authorisation and scheduling.
Project Change	Change delivered by way of the Supplier's Professional Services.
Resolution	The criteria for resolution are agreed as part of the impact Assessment. When the criteria is met, the Incident will be marked as resolved and we will contact you to confirm the authority to close the Incident.
Root Cause Analysis	A process used to identify the underlying cause(s) of Incidents or problems.
Service Hours	the applicable hours for provision of the Service as outlined in the column headed Service Hours below.
Standard Change	a pre-authorised Change that is low risk and follows a documented process for implementation
Security Incident	an Incident that actually or potentially jeopardizes the confidentiality, integrity, or availability of an information system or the information the system processes, stores, or transmits or that constitutes a violation or imminent threat of violation of security policies, security.
Service Transition Process	the Supplier's structured approach to the transition of new or changed services into the Customer's contracted Managed Service.
Sev B	a priority classification from Microsoft Premier Support. Priorities are defined as; A – Critical impact, B – Moderate impact, C – Minimal Impact.
Software Defect	a deviation between the actual and expected output of deployed solutions
Valid Supported Configuration	a configuration of an IT service or component that is formally approved, tested, and supported by the organisation and vendor.
Well Architected Framework	a set of best practices and principles designed to help architect secure, high-performing, resilient, and efficient infrastructure.

WMI	Windows Management Instrumentation.
-----	-------------------------------------

1.4. Service Operations

Operations Baseline		
Activity	Service Operations	Service Hours
Glass Portal Access	Customer access to ANS GLASS portal providing visibility of all Service-related tickets, alerts and performance dashboards.	24 x 7
Problem Management	The Supplier's Problem Management processes are adhered to for Enhancement Requests, Bug Remediation and Root Cause Analysis. The Supplier conducts proactive problem management to identify and rectify recurring incidents triggering and trend analysis. Problems are reviewed during the Service Management Review.	Normal Business Hours
Root Cause Analysis	Applicable to P1 Incidents only, following a successful resolution of a Platform P1 Incident, the Supplier will perform Root Cause Analysis. In the case of recurring Incidents (regardless of priority) further analysis may be undertaken via the Problem Management process to identify the underlying cause.	Normal Business Hours
Incident Management		
Incident Management	The Supplier is responsible for conducting incident management via ANS Glass, telephone, Microsoft Teams, mail, and remote connection for Priority 2-5 support in normal business hours.	Normal Business Hours
Major Incident Management	The Supplier is responsible for conducting incident management via telephone and remote connection for Priority 1 scenario support 24x7x365. Priority escalation to Microsoft Premier Support is also included	24 x 7
Priority Escalation to Vendor for faults	High Priority escalation to vendor through partner channels for Priority 1 business critical faults for Public Cloud Platform.	24 x 7
Change Management & Advisory		
Operational Advisory	The Supplier provides access to Change advisory for: - Platform architecture & configuration. - Platform Optimisation. - Code validation. - App & Agent design. - Security and Governance.	Normal Business Hours
Expert Access	The Supplier provides access to qualified professionals for question/query Service Requests.	Normal Business Hours

Change Advisory Board Authority	The Supplier will act as CAB for all Change Requests considered Standard Changes or Normal Changes for the Customer Supported Assets. Feature Requests are delivered as Project Changes.	24 x 7
Change Management Process	The Supplier will take full ownership of the Change Management Process for the Customer Supported Assets. Changes constitute anything that can be completed by an engineer within a two hour window.	Normal Business Hours
Emergency Changes	Following a Security Incident or Business Critical Incident the Supplier will implement Emergency Changes.	24 x 7
Advice and guidance on platform components and administration	the Supplier will provide advice and guidance on Dynamics 365 and Microsoft Power Platform components, such as Power Apps, Power Automate and Copilot Studio. Where the appropriate tooling is installed, the supplier can also provide guidance on application level usage and administration activities. The Supplier reserves the right to monitor the customers usage of this component and apply additional charges if customer usage is deemed to be excessive.	Normal Business Hours
Environment Architecture guidance	The Supplier will provide best practice guidance on Environment Architecture, including: • Environment management. • Power Platform DLP. • Application Lifecycle Management (ALM). • Orphaned/suspended Apps & Flows. • Customer led support & operations policies. Where the customer has non-standard or more complex requirements, The Supplier reserve the right to recommend a chargeable workshop engagement.	Normal Business Hours
Onboarding & Documentation of customer solutions into support	The Supplier will work with the customer to document any onboarded solutions to a suitable level, at the point of onboarding. It is expected that, where the solution has been built by the customer, they will be able to provide an adequate level of documentation, or access to appropriate subject matter experts. All onboarded solutions need to be reviewed and their functionality documented before they can be brought into service. The Supplier will charge additional fees to health check and onboard the solutions where appropriate.	Normal Business Hours
Customer Success		
Customer Success	The Supplier will provide access to a Customer Success team to provide architectural validation and technical expertise, working with the customer to understand their long-term goals.	Normal Business Hours
Customer Success Manager	The Supplier will provide a Customer Success Manager to facilitate delivery of value to the Customer as part of the Managed Service.	Normal Business Hours

Wave Release/Deprecations Awareness	The Supplier will make the customers aware of any relevant new/deprecated features in a timely manner.	Normal Business Hours
---	---	--------------------------

Co-Managed Business Solutions Standard

Power Platform Monitoring | Evergreen
Business Applications | Copilot Studio
Agents | Power Platform Governance

2. ANS Co-Managed Business Solutions Service - Standard

ANS' Co-managed Business Solutions Service provides core capabilities designed to support organisations in maintaining a secure, efficient, and well governed Microsoft Business Applications environment. This section defines the foundational services included within the Standard offering—spanning platform monitoring, business application support, agent management, and Power Platform governance. Together, these capabilities provide customers with a balanced blend of operational stability, expert guidance, and collaborative management, ensuring their digital ecosystem remains resilient, compliant, and aligned to evolving business needs.

2.1. Power Platform Monitoring

This section outlines the Monitoring capabilities included within the Standard service tier, detailing how the Supplier proactively oversees, maintains, and optimises the Customer's Business Applications platform to ensure stability, visibility, and operational resilience.

Activity	Platform Monitoring	Service Hours
Deployment of Platform Monitoring tools	The Supplier will deploy and configure appropriate monitoring tooling as required.	Normal Business Hours
Admin and Management/Updates of any monitoring tooling.	The Supplier will periodically update any deployed monitoring tooling as required to deliver the co-managed service.	Normal Business Hours
Monitoring of the platform via deployed tooling.	The Supplier will provide guidance on any tooling that may be of benefit to the customer. The Supplier will enable any out-of-the-box monitoring tools as requested by the customer, to notify an email address of the customers choosing.	Normal Business Hours
Capacity monitoring reviews (API and Storage)	The Supplier will periodically review the customers capacity usage and make recommendations should additional storage be required. Where the customer has non-standard or more complex requirements, The Supplier reserves the right to recommend a chargeable workshop engagement.	Normal Business Hours
User Adoption Insights	On request, The Supplier will work with the customer to review user and licence adoption of solutions within the supported Power Platform tenant. This will only be possible where the customer has allowed The Supplier to deploy the appropriate monitoring tooling.	Normal Business Hours

2.2. Evergreen Business Applications

This section details the Business Applications support provided within the Standard service tier, outlining how The Supplier investigates, maintains, and remediates issues across onboarded Dynamics 365 and Power Platform solutions to ensure reliable and efficient operation.

Activity	Business Applications & Agents	Service Hours
Dynamics 365 Applications	The Supplier will investigate and where possible remediate issues relating to the following Dynamics 365 Applications and associated customisations, for Customer Supported Assets that have been onboarded into service: • Dynamics 365 Sales. • Dynamics 365 Customer Insights Journeys. • Dynamics 365 Customer Service. • Dynamics 365 Contact Centre Digital. • Dynamics 365 Field Service. • Dynamics 365 Project Operations Lite. Where the Supplier has not deployed the Dynamics 365 Applications for the customer, a full onboarding review will need to be conducted first by the Supplier. Where remediations are required before support can be provided, these will be discussed with the customer.	Normal Business Hours
Power Pages	The Supplier will investigate and where possible remediate issues relating to Power Pages Portals, for Customer Supported Assets that have been onboarded into service.	Normal Business Hours
Power Automate	The Supplier will investigate and where possible remediate issues relating to Power Automate Cloud Flows for Customer Supported Assets that have been onboarded into service as part of a wider App/Solution.	Normal Business Hours
Model Driven Apps	The Supplier will investigate and where possible remediate issues relating to Model Driven Apps for Customer Supported Assets that have been onboarded into service as part of a wider App/Solution.	Normal Business Hours
Canvas Apps	The Supplier will investigate and where possible remediate issues relating to Canvas Apps for Customer Supported Assets that have been onboarded into service as part of a wider App/Solution.	Normal Business Hours
Custom Pages	The Supplier will investigate and where possible remediate issues relating to Custom Pages for Customer Supported Assets that have been onboarded into service as part of a wider App/Solution.	Normal Business Hours
Dataverse	The Supplier will investigate and where possible remediate issues relating to Dataverse tables for Customer Supported Assets that have been onboarded into service as part of a wider App/Solution.	Normal Business Hours

Solutions built on SharePoint Lists	The Supplier will investigate and where possible remediate issues relating to solutions where the data store is a SharePoint list, for Customer Supported Assets that have been onboarded into service as part of a wider App/Solution.	Normal Business Hours
Custom Code: Plugins/Actions/Custom Workflow Assemblies	The Supplier will investigate and where possible remediate issues relating to C# based extensions for Customer Supported Assets that have been onboarded into service as part of a wider App/Solution.	Normal Business Hours
Custom Code: JavaScript	The Supplier will investigate and where possible remediate issues relating to JavaScript based extensions for Customer Supported Assets that have been onboarded into service as part of a wider App/Solution.	Normal Business Hours
Custom Connectors	The Supplier will investigate and where possible remediate issues relating to Custom Connectors for Customer Supported Assets that have been onboarded into service as part of a wider App/Solution.	Normal Business Hours
Virtual Tables	The Supplier will investigate and where possible remediate issues relating to the configuration of Virtual Tables for Customer Supported Assets that have been onboarded into service as part of a wider App/Solution. The Supplier will not provide support for the 3rd party system or associated data that the virtual tables are exposing.	Normal Business Hours
SQL Server Reporting Services (SSRS)	The Supplier will investigate and where possible remediate issues relating to SSRS reports for Customer Supported Assets that have been onboarded into service as part of a wider App/Solution.	Normal Business Hours

2.3. Copilot Studio Agents

This section outlines the support and governance provided for Copilot Studio agents, detailing how the Supplier assists with configuration, oversight, and best practice guidance to ensure responsible and effective agent operation.

Activity	Agent Management	Service Hours
Copilot Studio Agents	The Supplier will provide configuration guidance for custom, copilot studio (Full experience) built agents that have been onboarded into service. The Supplier is not responsible for the quality of the data consumed or responses generated by the agent. The supplier will investigate where the customer reports a configuration issue with the agent. Where the agent is not generating expected responses, The supplier will provide guidance, but ultimate responsibility for data quality and responses resides with the customer.	Normal Business Hours

Agent Governance guidance	Where appropriate, for Customer Supported Assets, the supplier will make recommendations on AI governance to The Customer, to help ensure agent accuracy and responsible AI use, including use of content filters and moderation. Agents are non-deterministic and require continuous oversight and assessment by The Customer to ensure quality and accuracy of responses. The Customer is solely responsible for the quality of domain data, agent prompts and generated outputs.	Normal Business Hours
Prompt Failure Diagnosis	At The Customers request, The Supplier will Investigate unexpected outputs, low quality responses, hallucinations or prompt breakdown, for Customer Supported Assets that have been onboarded into service. Agents are non-deterministic and require continuous oversight and assessment by The Customer to ensure quality and accuracy of responses. The customer is solely responsible for the quality of domain data, agent prompts and generated outputs.	Normal Business Hours
Prompt & System Message Adjustments	At The Customers request, The Supplier will make minor updates to prompts or system messages for Customer Supported Assets that have been onboarded into service, in line with change management processes. Where the agent is not generating expected responses, The supplier will provide guidance to The Customer however, ultimate responsibility for data quality and responses resides with the customer.	Normal Business Hours
Agent Knowledge Guidance	At The Customers Request, for Customer Supported Assets, The Supplier will work with The Customer to review knowledge sources and provide recommendations on how to structure and integrate their domain knowledge. The Supplier will act as a bridge between technical setup and domain expertise. The customer will retain all responsibility for domain knowledge.	Normal Business Hours
Agent Review and guidance	The supplier will work with the customer on an agreed cadence to periodically review agents onboarded into service. The supplier will work with the customer to make recommendations on the following areas: - Agent Health. - Agent adoption & engagement. - Interaction reviews & response anomalies. - API consumption and copilot credit (formerly AI builder credit) consumption. - Enabling Cost Saving tracking.	Normal Business Hours

2.4. Power Platform Governance

This section outlines the governance, administrative controls, and management activities the Supplier provides to help customers maintain a secure, compliant, and well-structured Power Platform environment.

Activity	Power Platform Governance	Service Hours
Environment Restore	The Supplier will perform Ad-hoc environment restores as requested by the customer, via change management processes. Where further work is required to, for example, recover data or customisations, this will fall outside of the scope of this service.	Normal Business Hours
Configuration of Server-Side Synchronisation	On request, The Supplier will update the Server-Side Synchronisation configuration within the Power Platform on behalf of the customer, via change management processes. The Supplier is not responsible for the configuration of any components outside of the Power Platform.	Normal Business Hours
Licence Management	Where The Supplier is the named CSP, The Supplier will manage and maintain Power Platform/Dynamics 365 Licencing, as directed by the customer, via change management processes. Where The Supplier is not CSP, The Supplier will work with the customer and any third-party licence provider, to ensure users are sufficiently licenced. Where The Supplier is not the CSP, ultimate responsibility for licence assignment resides with the licence provider.	Normal Business Hours
Environment Management (creation, deletion etc)	The Supplier will perform Environment management tasks on behalf of the customer, as requested via change management processes.	Normal Business Hours
Power Platform DLP Policy Management (change request/approval/rejections/actioning)	The Supplier will perform the configuration of Power Platform DLP policies on behalf of the customer, as requested via change management processes. It is assumed that the customer has at least the minimum Power Platform DLP policies in place, as per The Supplier's best practice guidelines.	Normal Business Hours
Reassignment to new owners	The Supplier will re-assign apps, agents and flows to new owners, as directed by the customer via change management processes.	Normal Business Hours
Connector Management	The Supplier will periodically review connectors used within The Customers environment and report on any issues found. The implementation of any corrective actions will fall outside of the scope of this contract.	Normal Business Hours
Administration and management of Tenant level Power Platform settings	The Supplier will provide best practice guidance on the configuration of Tenant level power platform settings. The Supplier will action changes to tenant level Power Platform settings, as requested by the customer via change management processes.	Normal Business Hours

	Where the customer has non-standard or more complex requirements, The Supplier reserves the right to recommend a chargeable workshop engagement.	
Identification of business-critical components	The Supplier will work with The Customer to periodically review and identify critical Apps and Flows, making recommendations around their governance and support. Where an App or Flow requires support from The Supplier, the app will need to be onboarded into the service.	Normal Business Hours
Cleanup Operations	The Supplier will recommend clean-up activities that should be considered by the customer. Should the customer wish The Supplier to complete the cleanup activities, The Supplier will manage the request through a chargeable engagement or CoE consumption.	Normal Business Hours

3. Optional Bolt-On Services- Standard Tier

The Customer has the option to consume additional Services to the Digital Standard Tier where relevant to their business requirements. The Terms outlined in this Service Definition will also apply as a minimum baseline for any Bolt-On Services provisioned for the Customer.

Where a Bolt-On Service is purchased in addition to the Co-Managed Digital Standard Service, the specific Terms, activities, exclusions, responsibilities, Assumptions, and Pre-Requisites relating to the Bolt-On will be outlined in an Annex document. These are additive to the Terms outlined in this document.

Bolt-On Services applicable at the Standard Tier are;

- Centre of Excellence (CoE)

Service Definitions for all optional bolt-on services can be found here: [Service Definitions | ANS Service Definitions](#)

4. Incident Management

Incident Management for software issues is used for initial response and triage of the software issue and its impact. Resolution of the Incident may be a Change Request to roll back another Change, a Software Defect problem record being raised or a New Feature Request problem being raised.

4.1. Incident Priority Table:

Affect	Business Impact		
	Minor	Moderate	Major
System/Service Down	P3	P2	P1
System/Service Affected	P4	P3	P2
User Down/Affected	P5	P4	P3

4.2. Incident Response and Escalation Table:

Priority	Response SLA	Specialist Review	Escalation Manager	Escalation Director	Notification Frequency	Target Resolution KPI
P1	30 Minutes	1 Hour	Immediate	Immediate	Hourly Email	4 hours
P2	1 Hour	2 Hours	4 Hours	None	GLASS Portal	1 Day
P3	4 Hours	1 Day	2 Days	None	GLASS Portal	10 Days
P4	1 Day	Never	Never	None	GLASS Portal	30 Days
P5	2 Days	Never	Never	None	GLASS Portal	None

For an Incident, "Response" is the time from when the ticket is first logged within ANS Glass to the time that the Supplier employee responds whether via an email, ANS Glass update, telephone call or in person. For detailed process flow see the current Managed Services Handbook. Support to provide a resolution shall be provided within Service Hours from the time of Response until the Incident has been resolved.

From the time of Response until resolution, updates shall be provided to the named contacts and/or escalation contacts on the Customer's account by email or ANS Glass updates at such frequencies as set out in the table above.

5. Change Management

Change Management is used to manage the cloud infrastructure not software Changes. All Changes require a Change Request Form to be completed on ANS Glass and submitted detailing the required Change. The Supplier will reject unapproved or incomplete Change Request Forms.

Changes will follow the Change Management Process as defined in the Managed Services Handbook. It should be noted that Emergency Changes will only be carried out in the event of a P1 scenario (either pro-active or reactive) and/or a major Security Incident where the Supplier deems appropriate.

5.1. Change Risk Assessment Matrix

Impact on Service	High	Significant 3 CR3	Major 2 CR2	Critical 1 CR1
	Medium	Minor 4 CR4	Significant 3 CR3	Major 2 CR2
	Low	Candidate for Standardisation 5 CR5	Minor 4 CR4	Significant 3 CR3
		Low	Medium	High
Probability of Negative Impact Until Change is Successfully Completed				

5.2. Change implementation targets Table:

Change Type	Implementation Start Date
Normal CR1	1 Working Day from CAB Approval
Normal CR2	2 Working Days from CAB Approval
Normal CR3	3 Working Days from CAB Approval
Normal CR4	4 Working Days from CAB Approval
Normal CR5	5 Working Days from CAB Approval
Normal CR6	Project Changes (Informational and Approval only)
Standard	Change to be completed within 4 Working days from logging on ANS ITSM Tool
Emergency	Change to completed in conjunction with Incident Management Process (P1)

6. Service Levels, Key Performance Indicators and Service Credits

Category	Service Level Target	Minimum Service Level	Service Credits
P1 Incidents	100% of Incidents responded to within 30 minutes – 24x7 Service Hours.	100%	1st Incident missed response time – 5% Service Credit 2nd Incident missed response time – 10% Service Credit
P2 Incidents	100% of Incidents responded to within 1 Normal Business Hour.	Service credits apply from 2 nd failure within a calendar month	1 st Incident missed response time – 0% Service Credit 2 nd Incident missed response time – 5% Service Credit 3 rd Incident missed response time – 10% Service Credit
P3 Incidents	100% of Incidents responded to within 4 Normal Business Hours.	80%	<80% - 5% Service Credit
P4 Incidents	100% of Incidents responded to within 1 Working Day.	None	No Service Credit
P5 Incidents	100% of Incidents responded to within 2 Working Days.	None	No Service Credit
Root Cause	100% of P1 Incidents to receive a Root Cause Analysis within 10 Working Days of Resolution.	None	No Service Credit
CR1 Change	100% of Changes start implementation within 1 Working Day from CAB Approval.	100%	1 Change missed implementation time – 5% Service Credit 2 Changes Missed implementation times – 10% Service Credit
CR2 Change	90% of Changes start implementation within 2 Working Days from CAB Approval.	85%	5% Service Credit

CR3 Change	90% of Changes start implementation within 3 Working Days from CAB Approval.	None	No Service Credit
CR4 Change	90% of Changes start implementation within 4 Working Days from CAB Approval.	None	No Service Credit
CR5 Change	90% of Changes start implementation within 5 Working Days from CAB Approval	None	No Service Credit
Standard Change	100% of Changes implemented within 4 Working Days.	90%	5% Service Credit

Service Credits are calculated as a percentage of the monthly Base Charge and in any event, shall not exceed 10% of the monthly Base Charge in the month that the Service Credit arose. Where a Service Credit is due it shall not accumulate with any other Service Credit and only one Service Credit can be offered within the monthly period.

7. Exclusions

The following are listed as exclusions, but this list shall not be considered complete or exhaustive and the applicable Terms should be consulted.

- Issues resulting from misconfiguration by the Customer outside of the Demarcation Zone resulting in impact to the Customer's Supported Assets.
- Issues resulting from failures in maintenance/administration by the Customer outside of the Demarcation Zone resulting in impact to the Customer Supported Assets.
- Issues resulting from unauthorised access by the Customer of Customer Supported Assets.
- End User or 1st line support.
- Technical advice to any persons not listed as a named contact on the Customer's account.
- Failure to meet the SLA due to outage(s) of the public cloud provider (Microsoft, AWS or Google).
- Normal Changes requiring more than 2 hours of implementation time are excluded from the Service and will be subject to Additional Service Charges.
- Project Changes (Normal CR6) are excluded from the service and will be subject to Additional Service Charges. Project Changes are recorded within ANS Glass for informational and approval purposes only.
- Emergency Changes that are not a direct output of a Priority 1 incident may be subject to Additional Service Charges e.g. poor planning from a Customer managed project.
- Applications without accurate services information for on-boarding the Service will be removed from scope and excluded from on-boarding.

- k. Escalation to Microsoft Premier Support is limited to Major incidents, subject to Major Incident Manager approval. Escalation of Sev B or lower cases is subject to Additional Service Charges.
- a. Failure to meet SLA due to lack of disaster recovery services due to application design (All applications are designed as resilient but may not be agreed by the Customer).
- b. Any integrated applications not supported by Microsoft.
- c. Bug fixes on bespoke development not approved via the Supplier's CAB.
- d. Data processing and data entry.
- e. Customer Azure DevOps management and underlying code.
- f. Proactive monitoring of the Power Platform.
- g. This co-managed service contract applies to a single customer production tenant, unless commercially agreed otherwise through a document of understanding.
- h. The Supplier can only provide support for features that are in General Availability. Features still in Preview will not be supported by the Supplier and are not recommended for production use.

8. Customer Responsibilities

Including but not limited to:

- a. The Customer shall have an established end user support function that may be validated by the Supplier.
- b. Where required, the Customer shall make available appropriately skilled employees while an Incident is being managed.
- c. The Customer is required to undertake an initial Impact Assessment before logging the Incident with the Supplier. Such Impact Assessment is to include:
 - a. affected Services
 - b. Business impact
 - c. Number & type of users affected
 - d. Recent changes on Customer's Supported Assets (regardless of perceived impact)
 - e. The Customer shall provide full administrative access to the Supplier to all the services outlined in the Impact Assessment and any subsequently identified services or provide persons with adequate access to allow investigations to proceed.
- d. The Customer is required to ensure that all Customer Supported Assets are appropriately licenced and have Supplier recommended hardware and vendor support in place.
- e. The Customer is responsible for all configuration backups outside of the Supported Assets without exception.
- f. The Customer is responsible for all data and configuration backups without exception. The Supplier does not backup any Customer data.
- g. The Customer is responsible for completing a Change Request in accordance with the Supplier's Change Management Process.
- h. The Customer shall ensure that all relevant Customer employees have access to and have read the Supplier's Managed Services Handbook.
- i. The Customer shall ensure an on-going availability of suitable internet connection (if not provided by the Supplier).
- j. The Customer shall ensure 24x7x365 availability of a suitable escalation contact should the Supplier need to gain approval for an Emergency Change or to engage other aspects of the Customer's support functions.
- k. The Customer shall provide suitable notice to any planned/scheduled maintenance that could affect the Customer's Supported Assets including environmental changes. Failure to do so may result in Additional Service Charges.
- l. The Customer shall request permission from the Supplier in writing in the event that the Customer wishes to change the location of the Customer Assets and/or Supplier Assets from the address specified in the Contract. Any asset that has been moved without notification to ANS will be subject to Additional Service Charges.
- m. If the Customer requires the Supplier to provide onsite hands and eyes support, then this will be subject to Additional Service Charges.

- n. It should be noted that the Customer shall report Business Critical Incidents via telephone only. The Supplier cannot offer any Service Levels or Service Credits for Business-Critical Incidents raised via email.
- o. The Customer must be able to provide the Supplier with accurate application and services information in order for the Supplier to successfully on board the Service.
- p. AI Agents operate in a non-deterministic manner and, as such, require ongoing supervision and assessment from the Customer to maintain the quality and accuracy of their responses. The Customer is wholly responsible for ensuring that the domain data, agent prompts, and any outputs generated by the agents meet the required standards. The Supplier's role is to facilitate the connection between technical configuration and domain expertise. However, the Customer retains full responsibility for domain knowledge and its application within the system. In instances where the agent does not produce responses that align with expectations, the Supplier will offer guidance to assist the Customer. Nevertheless, the ultimate responsibility for the quality of data and responses lies with the Customer.
- q. The Customer shall notify The Supplier of any app, agent or solution that they wish to be included in the support contract. Any solution must undertake an onboarding review before it can be brought into support.
- r. Responsibility for any third-party system that may provide data to an app, agent, connector or any other platform component lies with the Customer. The Supplier cannot be held responsible for troubleshooting any data stored outside of a supported Dataverse table or SharePoint list, unless explicitly covered by a support agreement elsewhere.
- s. Where the Customer has Power Platform related Cloud Gateways deployed, it will remain the customers responsibility to ensure the gateway and underlying infrastructure are patched and maintained, unless explicitly covered by a support agreement elsewhere.

9. Assumptions

- a. All Customer Supported Assets and production Azure accounts within the Demarcation Zone within the Contract are covered by a valid software maintenance and support agreement in line with applicable Service Levels.
- b. All Customer Supported Assets are in a Valid Supported Configuration at the Commencement Date.
- c. All Customer specific pre-requisites have been completed before the Commencement Date.
- d. The Customer will provide a suitable specification platform, operating system for the Enterprise Monitoring collector server.
- e. The Customer will provide resource to work with the Supplier to on-board the Service.
- f. The Supplier reserves the right to restrict utilisation of the Customer Success Architect capability to 10 hours per calendar month.
- g. The following Services increase Consumption (as defined in the applicable Terms) at the Customer's expense:
 - a. DevOps – environments
 - b. Application Load Testing
 - c. Reporting and compliance tools
 - d. Licensing
 - e. Centre of Excellence Toolkit
 - f. Portal or Cloud Services associated with the D365/Power Platform Solution
- h. The Customer will allow the Supplier to deploy appropriate tooling, in order for the Supplier to provide reporting on platform health.
- i. Power Platform functionality, for example data connectors, provided by Microsoft and third parties is provided as is. The Supplier cannot be held responsible for any changes in platform functionality by Microsoft or other third parties.
- j. The Supplier reserves the right to vary this Service Definition in the event of legislative change to the extent required to comply with law or such that the Supplier remains a deployer under current legislation.

10. Pre-Requisites

Before engaging with the customer to provide a managed service, The Supplier will need the following pre-requisites from the customer to ensure a smooth and efficient review process:

Granular Delegated Admin Privileges (GDAP): GDAP is a security feature that provides Microsoft partners like ANS with least-privileged access following the Zero Trust cybersecurity protocol. It lets The Supplier configure granular and time-bound access to customers' workloads in production and sandbox environments. This least-privileged access needs to be explicitly granted to The Supplier by the customer before services can be supplied.

- **Onboarding Review:** The review involves a technical workshop to assess the supportability of solutions before onboarding, resulting in a documented overview for the Managed Services team and ITSM knowledgebase. It also identifies and documents potential issues, high-risk areas, and unsupported configurations, which are shared internally and with the customer. The Supplier may require remediations to be completed at the customers expense before a solution is onboarded into support. The Supplier reserves the right to charge for onboarding reviews and may have to impose lead times during busy periods.
- **Partner of Record:** The customer will associate The Supplier as their Partner of Record where appropriate.
- **Dynamics 365 Fast Track:** Where the customer is engaging on a Dynamics 365 Fast Track led engagement, The Supplier will require consent from the customer before they can be enrolled in the Fast Track program. This will allow The Supplier support teams access to additional platform level telemetry to aid with troubleshooting.
- **Dedicated Service Account for support activities:** To administer the Power Platform environment settings, create, backup, copy or restore an environment, enhanced Entra Privileges are required. These privileges are not mandatory for this service; if not granted the Customer must provide a Contact with Power Platform Administrator Role or Global Administrator role access via screenshare to provide support. Ideally, The Customer will provide The Supplier with a service account with the following as a minimum:
 - D365 or Power Platform admin entra role
 - System admin / System customiser roles for any relevant environment(s)
 - E3 User Licence

Where changes are required to an app/solution, The Supplier will also require an appropriate Power Platform or Dynamics 365 Licence assigning to the service account.

- **Dedicated Service account for monitoring tools:** This is required to install & update any monitoring tooling and provide the correct level of support to maintain operations. The account should have the following:
 - Power Platform Service Admin role in Microsoft 365
 - Mail-enabled
 - Microsoft 365 license
 - Power Apps Premium (Per User) license (non-trial)
 - Power Automate Premium (Per User) license (non-trial)
 - Power BI Pro license (if not included in standard Microsoft 365 license)
 - Set up conditional access for Power Automate, as per [this article](#).
 - If Power Platform usage information is required, access to a dedicated Azure App Registration
- **Named Key contacts:** To best support the managed service, the customer will provide named contacts in each of the following business areas:
 - Microsoft 365 administration
 - IT security
 - Change management
 - Azure infrastructure

- **Detailed Ecosystem assessment:** The customer **may** be required to undergo an Ecosystem assessment to map out their current Power Platform maturity level, across the following areas:
 - Power Platform Admin Centre / tenant settings
 - Environment management
 - DLP management
 - Dataverse & SharePoint security
 - ALM management

Where the customer is identified to have a low maturity level, they may be required to undertake a lightweight enablement engagement to raise awareness in the identified areas. This will be discussed with the customer before they are onboarded into service, to ensure they gain maximum benefit from their investment.

11. Partner of Record

The service requires either Cloud Solution Provider (CSP) or Claiming Partner of Record (CPOR) for escalation to Microsoft. Microsoft assigns support rights using data from the CPOR or CSP system therefore, the Supplier must be registered as the Cloud Solution Provider or Claiming Partner of Record on any Cloud Resource Subscriptions that contain or contribute to assets under support or management for the entire duration of the Contract. Consequently, the Customer shall, prior to the Commencement Date arrange for the Supplier to be registered as the CPOR or CSP on all Cloud Resource Subscriptions that contain or contribute to assets under support or management for the entire duration of the Contract.

12. Administrator Roles

To administer the Power Platform environment settings, create, backup, copy or restore an environment, enhanced Entra Privileges are required. Ideally, The Customer will provide The Supplier with a service account with the following as a minimum:

- D365 or Power Platform admin Entra role.
- System admin / System customiser roles for any relevant environment(s).
- E3 User Licence.

Where changes are required to an app/solution, The Supplier will also require an appropriate Power Platform or Dynamics 365 Licence assigning to the service account.