



# Service Definition

Co-Managed Copilot

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# 1. Operational Services

## 1.1. Service Description

The Co-Managed Copilot service provides organisations with a structured and secure approach to maintaining and monitoring AI capabilities within their Microsoft 365 environment. The service focuses on ensuring that platforms, data, and applications are configured and maintained to meet security, compliance, and governance requirements while enabling AI functionality.

ANS will work collaboratively with the Customer to:

- Assess and validate readiness for Microsoft Copilot, including licensing, configuration, and prerequisite services.
- Maintain security controls, identity management, and data protection measures aligned with organisational policies and regulatory standards.
- Monitor and optimise Microsoft 365 services to support Copilot functionality, ensuring integration with existing workflows and applications.
- Provide guidance on responsible AI usage, including governance frameworks and best practices for data handling and user enablement.
- Deliver ongoing support and co-management, ensuring the environment remains secure, compliant, and optimised for AI-driven productivity.

The service is designed to enable organisations to adopt AI responsibly and at scale, without compromising security or operational integrity.

## 1.2. Service Components

Co-Managed Copilot is delivered using the following packaged Services:

| Tiers                   | Services Included                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Optional Bolt-on Service                                                                                               |
|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| <b>Copilot Standard</b> | Co-Managed Security Standard <ul style="list-style-type: none"> <li>• Posture &amp; Exposure Insights</li> <li>• Security Framework Assessments</li> <li>• Information Security &amp; Compliance</li> <li>• Posture &amp; Exposure Monitoring</li> </ul> Co-Managed Business Solutions Standard <ul style="list-style-type: none"> <li>• Power Platform Monitoring</li> <li>• Evergreen Business Applications</li> <li>• Copilot Studio Agents</li> <li>• Power Platform Governance</li> </ul> | <ul style="list-style-type: none"> <li>• XDR</li> <li>• SOC Services</li> <li>• Centre of Excellence* (CoE)</li> </ul> |
|                         | Standard Tier Services and;                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Centre of Excellence* (CoE)                                                                                            |

|                        |                                                                                                                                                                                                                                                         |  |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>Copilot Premier</b> | Co-Managed Data Premier <ul style="list-style-type: none"> <li>• Data Platform Monitoring &amp; Governance</li> <li>• Data Visualisations</li> <li>• Fabric Spark Analytics</li> <li>• Real Time intelligence</li> <li>• Fabric Data Science</li> </ul> |  |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|

Service Definitions for all Co-Managed services can be found here: [Service Definitions | ANS Service Definitions](#)

### 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:

| 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 the Service.                                                                                                                                                                                             |
| Customer                   | the party receiving the support & maintenance services from the Supplier                                                                                                                                                                                                                                   |

|                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Customer Success Engineering | technical resource provided by the Supplier to provide architectural validation and technical expertise.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Customer Success Manager     | non-technical resource provided by the Supplier to facilitate delivery of value to the Customer as part of the Managed Service.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 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. |
| Demarcation Zone             | Infrastructure or solutions being provided as Customer Supported Assets by the Supplier. Anything outside of this is considered out of scope of the Service.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| General Availability         | marks the point when a product or feature is considered fully developed, stable, and ready for production use.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Normal Changes               | Change that is not a Standard or Emergency Change. It goes through the Change Management Process, including assessment, authorisation and scheduling.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Preview                      | a pre-release version of a product, feature, or service made available for testing and feedback before its full release.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Project Change               | Change delivered by way of the Supplier's Professional Services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 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.                                                                                                                                                                                        |
| 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, or 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                                                                                                                                              |
| Valid Supported Configuration | a configuration of an IT service or component that is formally approved, tested, and supported by the organisation and vendor.                                                                                                                                                                 |

## 1.4. Service Operations

The activity listed below is additional to the activities outlined in the, Co-Managed Security and Co-Managed Business Applications Service Definitions.

| Activities         | Service Enablement                                                                             | Service Hours         |
|--------------------|------------------------------------------------------------------------------------------------|-----------------------|
| Copilot Enablement | The Supplier will make enablement content available to the customer for on demand consumption. | Normal Business Hours |

## 1.5. Incident Management

### 1.5.1. 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    |

### 1.5.2. Incident Response and Escalation Table:

| Priority | Response SLA | Specialist Review | Escalation Manager | Escalation Director/Vendor | Notification Frequency | Target Resolution KPI |
|----------|--------------|-------------------|--------------------|----------------------------|------------------------|-----------------------|
| P1       | 30 Minutes   | 1 Hour            | Immediate          | Immediate                  | Hourly Email           | 4 hours               |
| P2       | 1 Hour       | 2 Hours           | 4 Hours            | 6 Hours                    | 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               |

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 the 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 account by email or ANS Glass updates at such frequencies as set out in the table above.

## 1.6. Change Management

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) as identified in the table above and/or a major Security Incident where the Supplier deems appropriate.

### 1.6.1. Change Risk Assessment Matrix

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

### 1.6.2. 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 be completed in conjunction with Incident Management Process (P1) |

Emergency Changes are dealt with in conjunction with the Incident Management process; further details of this and all other change types are detailed within the Managed Services Handbook.

Standard and Emergency Changes to the Service within the scope of the Contract will be completed by the Supplier at no additional cost.

## 2. 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<br>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 <sup>nd</sup> failure within a calendar month | 1 <sup>st</sup> Incident missed response time – 0% Service Credit<br>2 <sup>nd</sup> Incident missed response time – 5% Service Credit<br>3 <sup>rd</sup> 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<br>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.

### 3. 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 1<sup>st</sup> line support.
- Technical advice to any persons not listed as a named contact on the Customer's account.

- f. Failure to meet the SLA due to outage(s) of the public cloud provider (Microsoft).
- g. Normal Changes requiring more than 2 hours of implementation time are excluded from the Service and will be subject to Additional Service Charges.
- h. 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.
- i. 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.
- j. 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.
- l. Any works relating to the technical operation, uptime, application metrics, resilience & failover of the Cloud Environment is out of scope of the Co-Managed Security Service.
- m. 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.

## 4. 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 check hardware onsite and ensure the hardware has power and cables are connected as expected
  - f. The Customer shall check LED status of equipment where required onsite
- d. 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.
- e. The Customer is required to ensure that all Customer Supported Assets are appropriately licenced and have Supplier recommended hardware and vendor support in place.
- f. The Customer is responsible for all configuration backups outside of the Supported Assets without exception.
- g. The Customer is responsible for all data and configuration backups without exception. The Supplier does not backup any Customer data.
- h. The Customer is responsible for completing a Change Request in accordance with the Supplier's Change Management Process.
- i. The Customer shall ensure that all relevant Customer employees have access to and have read the Supplier's Managed Services Handbook.
- j. The Customer shall ensure an on-going availability of suitable internet connection (if not provided by the Supplier).
- k. 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.
- l. 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.
- m. 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.

- n. If the Customer requires the Supplier to provide onsite hands and eyes support, then this will be subject to Additional Service Charges.
- o. 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.
- p. The Customer must be able to provide the Supplier with accurate application and services information for the Supplier to successfully on board the Service.
- q. 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.

## 5. Assumptions

- a. All Customer Supported Assets and production Azure accounts (as relevant) 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 Service is provided subject to an acceptable use limit. The Customer may be liable for some Additional Service Charges based on any spikes in consumption due to Customer activities.
- h.
- i. Work done by the Supplier on the Customers environment remains the intellectual property of the Supplier.
- j. The Supplier does not share any intellectual property created in support of the service with the Customer.
- k. If the Customer requires the Supplier to provide onsite hands and eyes support, then this will be subject to additional Service Charges.

## 6. Pre-Requisites

- a. On-Boarding Health check and documentation.
- b. Platform and where applicable WMI access for all monitored services.
- c. Registered Microsoft Partner of Record
- d. Administrative access permissions for the Supplier's engineers on supported Cloud Resource Subscriptions/accounts.
- e. Run-book delivery and automation require those specific application or tasks to be on-boarded via the Service Transition Process or Customer Success Manager engagement.

## 7. Partner of Record

ANS' Managed Cloud for Azure incorporates Microsoft Premier Support for any issues that require escalation to Microsoft. In order for this to be able to be fulfilled, Microsoft leverage information collected from the Partner of Record (PoR) system to assign back-end support rights. As such the Supplier must be registered as the digital PoR on any Cloud Resource Subscriptions that contain or

contribute to assets under support or management for the entire duration of the agreement. Consequently, the Customer shall, prior to the Commencement Date arrange for the Supplier to be registered as the PoR on all Subscriptions that contain or contribute to assets under support or management for the entire duration of this agreement. The Customer will grant ANS 24 x 7 operational control and management of a Customer's Azure resources via any of the following options:

- Supplier "Global Administrator" permission within the Customer's Azure active directory tenant.
- Azure Lighthouse delegated resource management.
- Directory of guest users or service principals.