

Issue Management

G-Cloud 15 Cloud Software
Service Definition

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Service definition – Issue Management

1. Introduction to tlmNexus

tlmNexus is an agile and innovative SME that develops and supports managed application services that are used to solve through-life acquisition and support management issues for the Defence and related sectors. The Company supports its customers' teams to enable them to work strategically, collaboratively and effectively to maintain and streamline the delivery of capability.

We have an outstanding record of delivering web-based tools and services that align people, processes and information to bring workflow efficiency, watertight compliance and better value for money. Our shared experiences, first-hand knowledge of the market and deep understanding of how government departments operate allows us to know what's needed, when and how. Our services can easily be configured to benefit almost any Government organisation.

We are an ISO 27001 Information Security Management System and ISO 9001 Quality Management System certified company.



2. Highlights of the service

- Applied governance for end-to-end engineering, business and project processes.
- Connects the entire team with a highly-configurable evergreen product.
- Exploit your data with integrated data visualisation and analytics.
- Outstanding levels of service reliability and availability.
- UK-based company with UK Government security cleared personnel.
- Information Technology Infrastructure Library (ITIL)-based Service team.
- Training delivered on-site or remotely using collaboration tools, including e-Learning.
- Secure Government and commercial cloud hosting options.

3. What are the features of the service?

- Provides a framework for managing issues in any user domain.
- Accelerates issue resolution timescales and reduces resource burden.
- Enables identification, visibility, management and mitigation of key risks.
- Provides the process required to get priority issues resolved effectively.
- Supports both reactive and proactive decision-making to drive efficiencies.
- Facilitates trend analysis and longer-term system improvements.
- Links all supporting evidence, actions, decisions and associated issues.
- Provides a secure history of decisions and risk mitigation actions.
- Provides a corporate knowledge base by retaining issue data.
- Supports business process compliance with regulatory requirements.

4. What are the benefits of the service?

- Efficiency: improves issue recording and faster resolution.
- Auditability: provides a record of actions and decisions over time
- Value for Money: configurable workflow and different service components
- Security: accessed through secure web browser portal, including MODNET
- Visibility: records and progression status available to permitted users
- Ownership: records and workflow allocated to individual users
- Scalability: can grow with increasing team size and workload
- Controlled: only users with required permissions can conduct activities
- Knowledge: ability to understand what data is managed and modified
- Decision Support: management information, visualisations and business analytics



5. An overview of Issue Management

Resolve includes a range of issue and case management features that can be configured to accommodate organisational policy and individual working processes. The service has been designed to deliver a structured, configurable framework enabling the recording, assessment, progression and resolution of emergent issues.

The improvements in efficiency over using emails and spreadsheets are significant. Resolve enables fully auditable ownership, visibility, categorisation and progression of issues by the appropriately authorised individuals and lessons learned are not forgotten when individuals move to different jobs. Progress towards issue resolution can be monitored using an extensive range of management information.

Data from other customer and supplier information systems can be merged with the Issue Management service to provide the user with access to information covering the end-to-end process, thus enriching data leading to more effective decision-making.

Case study example: Resolve currently helps a large number of Delivery Teams within the MoD DE&S organisation to manage Safety, Engineering and Airworthiness.



5.1. Portal Services

All our services are provided through a Portal that enables single sign-on across multiple service instances controlled by fine-grained, Role/Attribute/Capability-based Access Control (RBAC/CBAC). The Portal service enables the integration of the Issue Management with other tlmNexus Service components and with other portal-based business functions such as Collaborative Working Environments (CWE).

In addition, various common information is managed in line with GDPR requirements using Portal; this includes user contact details, passwords, system maintenance and training notifications and training event booking.

6. On-Boarding and Off-Boarding processes

6.1. On-Boarding

The specification of the Service On-Boarding will be defined and agreed with the customer to deliver a set of available features from the tlmNexus service.

If a specific configuration or support element is required that is related to a customer's unique business requirements, this can be ordered through the Lot 3 Cloud Support service, priced in accordance with our SFIA Rate Table (see Pricing Document).

Once an order has been received the on-boarding process will begin the deployment of the configuration agreed with the customer. This will include detailed planning activities that will include any work from an associated Lot 3 Cloud Support order such as additional configuration, data migration or enhanced integration support. Awareness demonstrations and product training timings will be scheduled, and a go-live release window will be agreed. Suitably qualified and experienced tlmNexus personnel will remain in communication with the customer throughout the on-boarding process.

Once the live service has commenced, a period of early-life support will ensure that users are content with how the service operates. If appropriate, floorwalkers can be made available at the various customer sites to assist users as required; this capability can also be provided remotely using collaboration tools. The Service Desk will be available for users to raise any tickets, queries or service requests.

Once the deployment of the service has been completed, continuous monitoring and support will be provided for the period of the call-off. The appointed tlmNexus Customer Account Manager will be available to handle any day-to-day queries regarding the operation of the Service and discuss any associated emergent requirements.

The customer will have access to tlmNexus resources to assist the user base including ongoing training throughout the duration of the service contract.

An example Issue Management on-boarding for a small team could comprise the following:

Service Charge			On-Boarding	Monthly
Lot 2	Resolve	Standard Onboarding	See Pricing Document	See Pricing Document
Lot 3	Additional Configuration	Priced from SFIA Rate card	See Pricing Document	
	Data Migration	Priced from SFIA Rate card	See Pricing Document	
	Enhanced Integration Support	Priced from SFIA Rate card	See Pricing Document	

6.2. Off-Boarding

A customer can choose to off-board from the service by giving 30 working days' notice in writing in advance of the required off-boarding date. During the notice period the existing service charges remain payable.

Off-boarding requests will be acknowledged and the necessary off-boarding schedule, including data repatriation, will be agreed with the customer. Data will be off-boarded in a format in line with Government Open Standards Principles.

If the customer has any non-Standard data repatriation requirements then an additional off-boarding charge may apply. This would be agreed as a Lot 3 Cloud Support order and priced in accordance with the SFIA Rate Card.

7. The Service

7.1. Service Levels

Service Level Agreements (SLAs) appropriate to the customer needs can be agreed and these could include:

- Availability Management
- Service Desk
- Training Management
- Service Request Management
- Capacity Management
- Service Management
- Service Continuity Management
- Access Management
- Incident Management
- Problem Management
- Change Management
- Release Management
- IT Asset Management
- Information Security Management

Areas of particular interest are highlighted below.

7.2. Availability

The Service is hosted on scalable, secure infrastructure and is built on proven technologies. The service is offered as a fully managed service meaning that customers are not required to invest in any additional resources (hardware, software and support staff).

All tlmNexus services are hosted in UK-based, fully resilient Data Centres. Services are continuously monitored utilising industry-standard tools, with systems in place to ensure business continuity and disaster recovery. Dedicated isolated hosting environments are created thereby ensuring no cross-contamination of data.

Customers who prefer to host the services on their own environments can be accommodated and arrangements can be discussed.

7.3. Service Desk

The tlmNexus ITIL-based Service Desk provides a Single Point of Contact for user account management, technical support and the provision of communications to the user base. All of our UK-based support staff are suitably qualified and experienced, with detailed knowledge of the Service modules. We encourage a collaborative working relationship between technical and customer support experts thus ensuring a high-quality, comprehensive and cohesive support service.

7.4. Training

Our training courses give candidates a working knowledge of the key capabilities of our Service Modules to ensure they are equipped with the practical skills necessary to fulfil their roles.

Training is carried out by our suitably qualified and experienced training team to ensure effective knowledge transfer to all Service users. Training is delivered face-to-face on the customer premises using either customer provisioned workstations or our interactive training system. Alternatively, training courses may be delivered using remote collaboration tools such as Microsoft Teams. The training can be supplemented by online help, e-learning courses and user guides. Courses can be tailored to meet individual requirements and emphasis is placed on each delegate's training needs. External training facilities can be made available.

7.5 Change Management (Evergreen Compliance)

Modifications to the service resulting from Customer policy changes which affect the relevance and usability of the Service framework in normal operation can be included as part of the service. tlmNexus will endeavour to provide updates to incorporate the required changes as soon as reasonably practicable.

As part of the Service, tlmNexus will take all reasonable measures to ensure its services remain compliant with the following standards and policy documents:

- Government ICT Strategy
- Greening Government: ICT Strategy
- Government Open Standards Principles
- Information Principles for the UK Public Sector

Changes not included as part of the service can be ordered through the Lot 3 Cloud Support service, priced in accordance with our SFIA Rate Table (see Pricing Document).

7.6. Customer Responsibilities

Customer Responsibilities are agreed in the call-off schedule and customers are expected to provide the necessary resources to enable tlmNexus to meet its obligations under the call-off agreement. Customer input is required to ensure the necessary On-Boarding configuration specification. Appropriate customer sign-off is required to agree that the Service has been configured and delivered in accordance with the requirements of the Order.

The customer is required to ensure that all necessary approvals are granted to allow tlmNexus and its sub-contractors to receive and have access to access any customer data required for on-boarding and ongoing service operation.

The customer is required to inform tlmNexus as soon as any event or activity is foreseen that may hinder the delivery or use of the service.

8. Ordering and invoicing process

For further information about the tlmNexus services please contact the tlmNexus Sales Team by telephone on 01273 545960 or by emailing enquiries@tlmnexus.com.

The sales team will answer any queries and will help to define the specification and service level to configure an initial deployment.

A Trial Service may be available. Contact the tlmNexus Sales Team on 01273 545960 or email enquiries@tlmnexus.com to request this.



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