

# G-Cloud Service Definition

UCNS Managed IT

Cloud Service Desk for IT Support

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**Version:**

2019.1

**Date:**

8<sup>th</sup> May 2019

**Status:**

Draft / Review / **Approved**

**Classification:**

**Public** / Internal / Confidential

**Review Interval:**

Ad-Hoc / Weekly / Monthly / **Annually** / NA

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## 1.0 About UCNS Managed IT

UCNS Managed IT is a well-established and dynamic company privately **formed in 2010**. The leadership team are IT professionals who have years of experience in the design and delivery of IT services and projects in an **agile and flexible manner**, in many verticals both Public and Private.

Our focus is to bridge the gap between tier 1 premium service providers and the shortfalls that are often associated with the final solution delivery to the customer. UCNS Managed IT are committed to providing fixed price service offerings with **no hidden charges** that are highly **cost effective**, permitting effective budgeting and planning. Ultimately we aim to do whatever our customers need us to do, financially, technically and with service quality being the core focus.

The UCNS Network Operations Center **operates from Berkshire UK**. The business and associated services are independently accredited by a UKAS approved body to **ISO 27001** for information security, providing confidence to our customers that our IT practices are safe and secure.

Our overall business practice is governed by **ISO 9001** for Quality Management and is again independently accredited by a UKAS approved body to ensure our business practices and partners follow the coveted ISO standards. Ultimately we have invested in these accreditations to demonstrate our stability and effective business stature in order to protect and serve our customer business interests.

## 2.0 Service Definition

### 2.1 Cloud Service Desk for IT Support

The service desk operates at 3 standard service levels for guidance only as many customers prefer a service level that meets their own bespoke requirements. The service functionality can be provided as a triage service only, triage plus technical resolution and overflow only models;

### 2.2 Standard Service Level

Service is provided against SLA metrics between 09:00 and 17:00 Monday to Fridays excluding UK Bank Holidays

### 2.3 Enhanced Service Level

Service is provided against SLA metrics between 08:00 and 18:00 Monday to Fridays excluding UK Bank Holidays

## 2.4 Premium Service Level

Service is provided against SLA metrics between 24x7x365

## 2.5 Optional Services

- VIP and Executive escalation services
- Proactive monitoring
- Asset inventorying and management
- Customised service portal for tracking and updating
- Integrated Change Management DB

## 2.6 Priority Level Classification

| Priority | Classification   | Response     | Resolution |
|----------|------------------|--------------|------------|
| P1       | Emergency / VIP  | < 5 minutes  | < 1 Hour   |
| P2       | Degraded Service | < 15 minutes | < 2 Hours  |
| P3       | BAU Request      | < 30 minutes | < 4 hours  |
| P4       | Information      | < 30 minutes | 24 hours   |

## 3.0 Service Management

### 3.1 On-boarding

During the high level service design a business transformation plan will be developed and agreed by the customer to meet the customer requirements. UCNS Managed IT shall take full ownership of the service on boarding and assign a dedicated point of contact.

A project plan and timeline shall be agreed and executed accordingly with at minimum weekly service updates. Essential components of the on-boarding process include;

- Project plan
- Implementation plan
- Training and documentation
- Work flow testing and pre staging
- Go-Live support

### 3.2 Off-boarding

UCNS Managed IT are privileged to have an exceptionally high customer retention rate however should a customer decide to migrate their services away, our off-boarding services are inclusive and will ensure a professional and helpful transition is achieved with minimal fuss, including a post termination grace period of 5 business days free of charge.

### 3.3 Service reviews and reporting

A dedicated account manager shall be assigned to the customer and will be the single point of contact for any service related issues. As an ISO 9001 accredited 'Quality Management' business, service and quality are at the heart of our mission and our customers are our focus each and every day.

### 3.4 Continuous service improvement

UCNS Managed IT performs continual service improvement by leveraging the following data sources;

- Helpdesk SALs/OLAs
- Business intelligence statistics
- Customer satisfaction surveys
- Service review feedback
- Internal process reviews
- Daily handover reports

### 4.0 Procurement Process

Please email [gcloud@ucns.com](mailto:gcloud@ucns.com) to gain assistance with regards to the procurement process. As a flexible business, we are happy to work within any constraints that may be presented and will naturally follow the G-Cloud call-off contract and associated order form.

Our general procurement process is built on the following basic blocks;



### 5.0 Further information

Please contact us for further information or to customise your service further

|          |  |
|----------|--|
| Email    | <a href="mailto:gcloud@ucns.com">gcloud@ucns.com</a> |
| Main Tel | 0330 113 5000  |
| Website  | <a href="http://www.UCNS.com">www.UCNS.com</a>       |