

MSM Software Service Definition Document



1 An Overview of the G-Cloud Service	2
1.1 Service Summary.....	2
2 Implementation Services	3
3 Assurances.....	4
3.1 Data Backup and Disaster Recovery Plan	4
3.2 Backups	4
3.3 Business Continuity Plan	4
3.4 On-boarding Processes	4
3.5 Off Boarding Process	5
4 Data Centre Location	5
5 Constraints, Customisations and Maintenance	5
5.1 Service constraints	5
5.2 Tool Configuration.....	6
5.3 Scheduled Maintenance.....	6
5.4 Service Levels	6
5.5 Monitoring	6
5.6 Support Hours and Versions.....	6
6 Training and ordering.....	7
6.1 Ordering and Invoicing Process.....	7
6.2 Termination terms.....	7
6.3 Data restoration / service migration	8

1 An overview of the G-Cloud Service

1.1 Service Summary

MSM V14 is a powerful integrated IT Service Management (ITSM) software solution, with an SQL database, providing the ultimate combination of ITSM process automation and integration, functionality and flexibility, delivering a comprehensive ITIL®, ISO/IEC 20000 and ISO/IEC 27001, Cyber, IT4IT, Cobit, Siam, devOps compatible solutions.

Marval has been successfully certified against:

- AXELOS Software ITIL process compliant to gold level
- ISO/IEC 20000 accredited organisation
- ISO27001 accredited organisation
- BS15000-1 accredited Service Desk Institute certified reporting

PinkVERIFY accredited against 16 ITIL processes:

- | | |
|---|--|
| - Incident Management | - Service Level Management (SLA/OLA/UC) |
| - Event Management | - Service Asset & Configuration Management |
| - Problem Management | - IT Service Continuity Management |
| - Change Management | - Service Portfolio Management |
| - Request Fulfilment | - Service Catalogue Management |
| - Release & Deployment Management | - Availability Management |
| - Knowledge Management (FAQ's, Known error, workarounds etc.) | - Capacity Management |
| - Asset Management | - Financial Management |

Top features include:

- Immediate deployment of the most commonly adopted ITIL processes
- Graphical workflow and business rules engine for design and automation of business processes
- Progressive capture enables the system to adapt to unique service scenarios - Heads up display provides instant visibility of current status of requests
- Self-Service and peer-to-peer support drives low-cost issue resolution
- Knowledge and expert opinions are captured from requests
- Configurable "request for service" web pages in minutes
- Fully-featured mobile interface keeps users connected and informed
- Reporting and dashboards empower decision making
- Upgrades do not affect your customisations
- Mobile app for iOS and Android devices

Other functional areas include:

- Customer satisfaction surveys
- Risk configuration & dependency viewer
- Staff skills matrix (with support for SFIA) - Workload, calendar & resource management
- Major incident management
- Outage and unavailability tracking
- Business rules engine
- Email rules engine
- SLM breach monitor and reporting
- Advanced and powerful search engine

All of the above are underpinned by service reporting. Marval is a 100% web-based solution, delivering a zero footprint, fully functional thin client solution to any browser enabled desktop or mobile device. ITSM process automation, continual service improvement, functionality, flexibility and scalability are all built into MSM, which ensures reliable management of IT and service infrastructure. This enables increased productivity and adaptability in service provision.

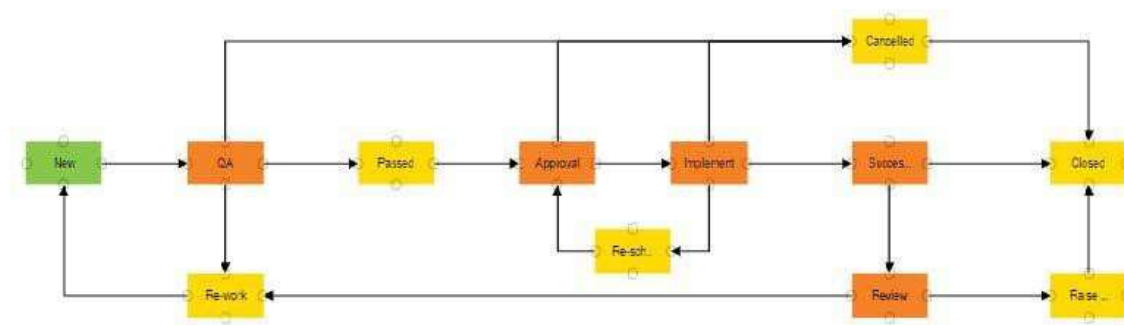


Fig 1 Graphical Workflow

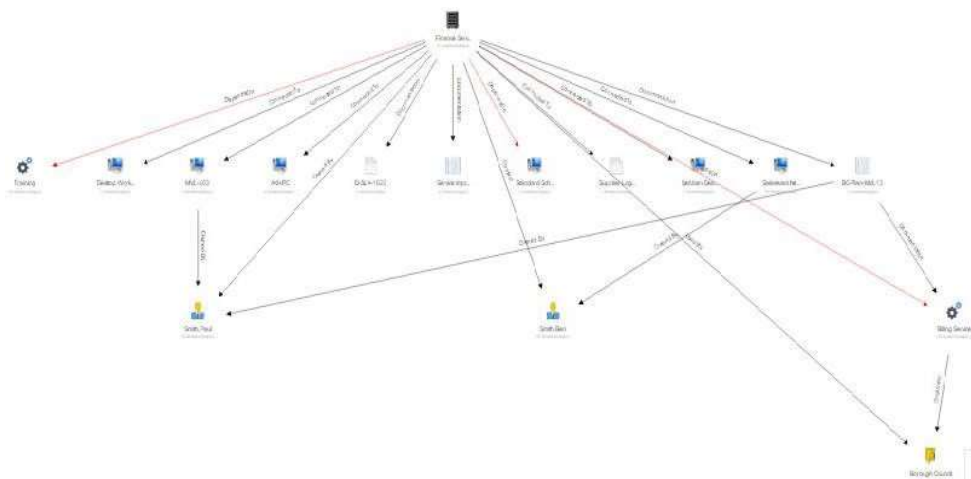


Fig 2 Configuration Viewer

2 Implementation Services

A number of packages are available to support the customer in the implementation of MSM Service Management, depending on the customer's process and configuration requirements.

- The MSM implementation activities will be performed by the Marval Project team working in partnership / close collaboration with the customer Project team.
- The customer provides project oversight, accountability and governance, subject matter expertise for internal business process, user acceptance testing, final product configuration, legacy data conversion and business support through the lifecycle of the Project.
- Marval provides implementation management, functional design, technical design, development of integration and baseline product configuration, unit testing, and subject matter expertise in MSM Software implementation required as per the scope in the Statement of Work (SoW).
- Additional organisations may be engaged to provide other specialist skills, such as Performance Testing, throughout the project as required.

3 Assurances

3.1 Data Backup and Disaster Recovery Plan

A disaster is defined as any event that would cause MSM to breach the recovery time objectives. If an event is verified, MSM will begin the process of bringing up customer servers and data in the backup datacentre. After the new services have been verified, customers are notified that their services have been restored. This process is designed for minimal impact to the customer, and communication to the customer takes place throughout the process.

3.2 Backups

All backups are encrypted both at rest and in transit. Backups are made directly to disk and replicated to a highly secure and resilient cold storage area. Daily backups are stored for thirty-one (31) days. Backups, at extra cost, can also be made bespoke. Customers are encouraged to make their own backups of the application data using built-in functionality using the MSM Administrator page.

3.3 Business Continuity Plan

The main goal of the business continuity plan is to provide a high-level view of the measures taken to ensure the ability to provide ongoing service to customers in the event of a disaster.

3.4 On-boarding Processes

The on-boarding process includes:

- Signing Marval's End-User License Agreement.
- Discussing and agreeing the appropriate implementation package with Marval.
- Implementation of MSM following the standard Implementation Project Life Cycle.

Marval provides a mature implementation approach, which includes the following activities and professional services throughout these structured stages:

A typical implementation project would include:

- Scoping Stage. There will be an initial Scoping Stage, out of which the build will be defined, stakeholder's expectations set and agreement/sign off obtained
- Design and Data Stage. There will be an initial Design phase, out of which the requirements will be specified, stakeholder's expectations set and agreement/sign-off obtained. This will address both technical and functional aspects.
- Build and Delivery Stage. The build and delivery stage ensures that the agreed design is configured in MSM. The stage also includes any training and UAT before sign-off and cut-over.
- Production Stage. Go-live is supported by an on-site presence and early life support. A post implementation review and handover to full support follows. Regular implementation reviews and health checks can be agreed and scheduled with the customer.

Please note that the length of the implementation cycle and the number of days required will be assessed on a per project basis to fulfil the requirements of each individual customer requirement. This includes.

3.5 Off Boarding Process

The off-boarding process will commence on termination of the contract. Customer data can be exported if required, and the MSM system will then be decommissioned. Off boarding of test records, plans, results and all other test artefacts can be provided as part of the service.

4 Data Centre Location

Data centre located in London (UK) with an optional DR data centre in Manchester (UK).

For further information see:

<https://www.iland.com/services/locations/iland-cloud-data-center-london-uk/>

<https://www.iland.com/services/locations/iland-cloud-data-center-manchester-uk/>

5 Constraints, Customisations and Maintenance

5.1 Service Constraints

- Customer has the required staff resources available (e.g. privileged Systems staff) during project milestones and deadlines
- Staff available for agreed Training schedules
- Quality data available at the milestone dates agreed
- Suitable technical infrastructure
- Competing project deadlines

5.2 Tool Configuration

All configuration is retained in the database which makes upgrades a seamless process. Access levels are controlled via MSM's inbuilt security based on roles and permissions and security CI access levels.

MSM utilizes a SaaS 3.0 model which allows both Hosted and On-Premise deployments as well as hybrid deployments (On-Demand deployment and On-Premise pricing as well as On-Premise deployment and OnDemand pricing). The solution is portable between the options therefore, if you deploy a SaaS solution and in two years' time your business requirements change and you need to move the solution On-Premise you can do that with MSM without losing any data. MSM Software is unique in today's marketplace.

5.3 Scheduled Maintenance

All scheduled maintenance activities are agreed in advance with the customer.

5.4 Service Levels

Data Availability The data centre is designed to give customers the highest availability possible:

- Backend servers provide full redundancy using MSSQL mirroring and automatic failover
- Frontend/application servers are run in a cluster spread across multiple datacentres. A failure of a single server or datacentre will not result in a failure of the service.
- Physical Environment redundancy is across all levels, with n+1 power and environmental systems

5.5 Monitoring

Marval use multiple monitoring platforms to ensure that services are available during support hours.

These include:

- CPU utilization
- Memory usage - Disk IO
- Network performance
- All of the MSM Services
- Database connectivity
- Intrusion and security related events
- Backup jobs

5.6 Support Hours and Versions

Technical assistance with Customer's ongoing use of the Licensed Software is by default available Monday through Friday, 0800 to 1800 UK time.

Please Note: Specific requirements, critical windows (e.g. evening and weekends) or 24/7 Support are available at an additional cost.

A decision has been made by Marval for version v14.10 to be the first long term support (LTS) release. Marval will issue one long term support release per calendar year which will be fully patched with any security, performance issues and general bug fixes; until the next LTS release.

6 Training and Ordering

Marval Professional Services offers a full comprehensive training programme for all customers and partners.

- Administration training
- 1st & 2nd Line support training
- ITIL & Service awareness training
- Train the trainer training option
- Asset and configuration management training
- Change and release management
- Reporting training
- Self-Service configuration and survey training
- Marval can be contacted as a range of other courses are available

Note: customised training can be produced if required (this is a chargeable activity).

6.1 Ordering and Invoicing Process

Sales orders are processed on receipt of a Purchase Order from the customer AND a Signed Order Confirmation Form (Marval UK). Subsequent orders are processed on receipt of a Purchase Order only from a quotation provided by the sales or admin team.

The invoice is dated as per PO and payment terms are 30 days from date of invoice unless special payment terms have been agreed in the sale.

7

6.2 Termination Terms

Term and termination

- The initial term of shall be one year. Following the initial term, Customer may elect to renew this Addendum for one or more additional one-year terms by providing notice to Marval, and payment by Customer of Marval's invoice for the hosting services fees for any such renewal term shall constitute notice of Customer's election to renew.
- Customer may terminate at any time, without cause, by providing written notice to Marval, but this does not entitle Customer to any type of refund. Either party may terminate this Addendum upon written notice to the other party if the other party fails to cure a material breach of this Addendum within thirty (30) days of written notice of the breach from the terminating party.
- Termination shall not terminate the Agreement nor Customer's right to use the Licensed Software as set forth in the Agreement. Termination of this Addendum will likewise not obligate Marval to reinstall the Licensed Software on Customer's own systems or premises or provide professional or "conversion" services related thereto (unless such termination is for an uncured breach by MSM), except as mutually agreed upon by the parties; provided, however, that upon termination, Customer will have 45 days to request a copy its data, and if requested, Marval shall provide such data in an industry-standard XML or.csv file format.

6.3 Data restoration / Service Migration

For migration to an alternative MSM instance, a backup can be made of all data and configuration settings to a single file. This can then be uploaded to the new installation.

For migration to an alternative service management solution, all data can be exported to standard file types. Import of this data to the new solution is not included in the service.