stormid

SERVICE DEFINITION DOCUMENT

This service definition document outlines how the service works

Activity, Sleep and Nutrition Tracking Service

G-Cloud 12

Prepared by

Craig Turpie
Director

Tel +44 (0)131 561 1250
Email craig.turpie@stormid.com

Service Definition Document

Activity, Sleep and Nutrition Tracking Service

The Activity, Sleep and Nutrition Tracking Service allows patients to securely share activity, sleep and nutrition data, gathered from apps and wearables. The data can be used by healthcare professionals to design and provide support for a range of conditions, including chronic long term conditions, to improve health outcomes.

Data Backup and Restore

Service data is backed up.

Data backups are managed by the Storm ID WebOps Team who work with customers to define backup regimes and schedules. The service is supported by multiple datacentres with disaster recovery.

To restore from data backup, customers liaise with the Storm ID WebOps Team or the Storm ID Account Manager.

Business Continuity and Disaster Recovery

Storm ID has a Business Continuity Management System (BCMS) to ensure preparedness for and reduce the potential impact of an incident related to several scenarios including:

- Adverse publicity
- Bank disruption
- Disruption due to severe weather
- Financial loss through fraud
- Fuel shortages
- Pandemics
- Loss of a key customer, partner or supplier
- Loss of cloud environment
- Loss of internet connectivity
- Loss of personnel
- Loss of premises (short-term, long-term, permanent)
- Loss of source code
- Loss of utilities (electricity, water, gas)
- Security incident
- Theft or vandalism of equipment or facilities

© Storm ID Ltd

The BCMS includes procedures that support and ensure timely recovery of required critical activities and services. The recovery plans must be certified at least annually with the BCMS policy compliance process through the BCP team.

Onboarding and Offboarding Support

To support customers with onboarding at start-of-contract we offer tailored training for the service which can be delivered remotely or on premise. Onboarding documentation can be provided.

To support customers with offboarding at end-of-contract we offer an approach designed to suit customer requirements. Depending on the tasks associated with offboarding at end-of-contract, there may be additional costs.

Implementation Plan

Implementation commences with a project initiation meeting.

The Storm ID Project Manager will prepare a Project Initiation Document (PID), which will capture:

- Project goals
- Scope
- Project organisation
- Business case
- Constraints
- Stakeholders
- Risks
- Project controls
- Project reporting mechanisms

The PID will act as a key project artefact and will be referenced throughout project delivery. The Storm ID Project Manager will liaise with the Production Manager to mobilise the Storm ID team assigned to deliver the project associated with the service.

Project delivery may require elements of the service to be delivered over a series of ‘sprints’.

The Storm ID Project Manager will regularly liaise with the customer Project Manager. Highlight reports capturing progress on ‘sprints’ as well as overall progress will be circulated on a regular basis. End stage reporting may also be provided.

At the end of the engagement, or at the end of a stage, a retrospective may be held between Storm ID and the customer to identify what went well during delivery and to identify areas for improvement.

© Storm ID Ltd

Pricing Overview

Storm ID work on a time and materials basis and will price projects based on project roles using the SFIA skills matrix and the relevant day rate from the SFIA Rate Card. Please refer to the separate SFIA rate card.

Storm ID will also work to a fixed budget where the defined project deliverables are based on our estimate of the effort involved.

Volume Discounts

Storm ID offer volume discounts, typically:

- 0-70 days Discount on rates not applicable
- 71-150 days 5% discount on quoted rates
- 151-220 days 7% discount on quoted rates
- 220+ days 10% discount on quoted rates

Service Constraints

None.

Customisation

Almost any element of service can be customised to meet specific customer needs. Customisation is available to support the need to scale, to support specific security standards, monitoring and reporting or to provide extended help desk cover.

Customisation requirements are typically informed through early stage work in determining user needs and organisational goals. For a live service, further customisations can be considered in response to analytics, user feedback and product enhancements.

The Storm ID Account Manager can action any customisations to the service that are required.

Service levels like performance, availability and

Support requests are prioritised as follows:

- Urgent 1 hour
- High 4 hours
- Medium 8 hours
- Low 16 hours

Response times for weekends, public and bank holidays are negotiated separately.

Support Hours

Standard support hours are 09:00 to 17:00 (UK time), Monday to Friday.

Support hours for out-of-hours, weekends, public and bank holidays are negotiated separately.

© Storm ID Ltd

Meeting Service Level Agreements

If the service level falls below what is stated in the Service Level Agreement (SLA) we commit to driving service improvement and applying penalties. Penalties can include service credits being made available to a customer account.

Ordering and Invoicing Process

A Purchase Order (PO) should be provided by the customer for the work being commissioned.

The Storm ID Account Manager will use the Purchase Order (PO) Number when invoices are issued. Staged invoicing may be required depending on the duration of the contract and a staged payments schedule can be negotiated by the Storm ID Account Manager and customer.

Contract Termination

Terms and Conditions of business provide details of how the contract can be terminated by either party, the notice periods for termination and post-termination events and obligations.

After Sales Support

Customers have access to a named Storm ID Account Manager.

The Storm ID Account Manager will proactively look at the operation of the live service to identify where there are opportunities for continual improvement.

In addition, customers have access to the Storm ID WebOps Team for ongoing support. The Storm ID WebOps Team operate a helpdesk system where customers can raise support requests (tickets) which can be prioritised. The helpdesk system provides customers visibility of how support requests (tickets) are processed.

Technical Requirements

None.

© Storm ID Ltd