Gaiasoft International Limited

G-Cloud 8

# Service Definition Document

For

# Beyond Overload by Gaiasoft


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# Service Definition for Gaiasoft Beyond Overload

## 1 Overview

Gaiasoft Beyond Overload is designed to multiply the impact of investment in projects and knowledge by enhancing the effectiveness of knowledge work and learning. Beyond Overload aims to improve the quality and usability of cloud based services and the ability of users to use those cloud services.

Cloud services can provide access to virtually unlimited data. This can lead either to information overload, or it may lead to a sense of empowerment and mastery over information. Beyond Overload provides useful tools to access and provide information for greater efficiency, effectiveness and impact.

Hundreds of thousands of documents will be overwhelming unless the user access to those documents has been well designed and implemented. This depends on ease of search or navigation and on the way that documents have been constructed. Once accessed a document could be flat text or tables of numbers, or it could be carefully structured to allow navigation and search through the document to discover the most relevant content.

Beyond Overload addresses:

- Improving the human skills to use cloud services, documents and data to discover knowledge, to develop insights and to make evidence based decisions.
- Training of cloud service users to get more value in less time from cloud services using digitally adapted approaches to speed reading, accelerated learning and memory.
- Improving comprehension, insight and experience through instructional design.
- The value of a document to a user depends on whether the document is in the right medium (poster, book, report, infographic, web site) for the user and whether it matches the learning style of the user (for example visual, auditory or kinaesthetic).

Use of cloud based information enables the user to access, understand, synthesise and make decisions. Beyond Overload builds understanding of how cloud services can be used and developed for greatest impact. For example, the capacity to develop better business requirements and to guide instructional design and user experience (UX) design.

Use this service to develop better specifications for cloud services to improve processes including Capacity Building, Culture Change, Monitoring & Evaluation and Learning (MEL), Quality Improvement, performance management and plan implementation.

## 2 Functional Overview

Beyond Overload is delivered through task-focussed action learning workshops leading to specific deliverables. Workshops draw on disciplines such as accelerated learning, instructional design, user experience design, multi-channel content delivery, data visualisation, information design, quality management, M&E, learning process design and performance management.

Deliverables may include:

- Cloud service requirements documents including user experience designs, functional designs, specifications, associated processes, practices and plans.
- Cloud service applications for capacity building, M&E and learning, plan implementation, stakeholder engagement and visual communication.
- Knowledge products, capacity building and scale-up tools.

## 3 Commercial

### 3.1 Pricing

Pricing is based on packaged services, purchase or hosted, maintained and supported users and day-rate consultancy. Additional security requirements and integration with other systems are charged on a time and materials basis according to the applicable Gaiasoft G-Cloud rate card. Please refer to the separate pricing document.

### 3.2 Service Management

Each project is assigned an accountable Service Manager to coordinate delivery, data integration, user on-boarding, training and support according to the Service Level Agreement and the call-off order for the service provided.

### 3.3 Service Desk and Escalation

Our Service Desk provides support and informs alongside the relationship and service oversight role of the Service Manager. Requests for assistance can come through online ticketing, email (Service@Gaiasoft.com), online chat with an agent, or a telephone call, as the user prefers. In the event that a member or the departmental customer feels that an issue has not been resolved to their satisfaction then a simple three stage escalation procedure is provided.

### 3.4 Financial Recompense Model for Not Meeting Service Levels

Our commitment is based on a normal working day. If service levels are not met, then there will be a service credit available as agreed before commencement.

### 3.5 Training

Training and 'how-to-use' can be provided on site and / or by web conference. Gaiasoft also encourages and uses training of end users of our solutions, such as DFID's implementing partners. Our local consultants may provide one-on-one or group training for training of trainers. Wider desk-side training can be provided, sitting with the trainee and guiding their use without touching mouse or keyboard.

Web conference sessions are also used for support purposes where appropriate.

### 3.6 Ordering and Invoicing Process

Gaiasoft G-Cloud solutions are procured based on priced and packaged Time and Materials or Fixed Price services.

A purchase order number with accompanying documentation is the preferred route for contracting.

Gaiasoft invoice at the end of each calendar month, giving a precise breakdown of the services purchased, including unit pricing, units charged, VAT and other previously agreed items.

## 4 Other

### 4.1 Termination Terms

#### By Consumers

A customer agreement may be terminated by the customer at end of the agreed contract term on giving the Provider thirty (30) days written notice. On service of a notice of termination the Provider shall continue to provide the Services in accordance with the Service Level Arrangements without degradation. On termination the Provider shall repay to the customer any advances in respect of pre-paid day-rate consulting services not provided, and provide access to the Customer or any replacement provider for up to 3 months after termination, necessary support to enable transition to take place. On termination each party will return any property including any Confidential Information, to the other, if necessary entering the others premises to do so. Some clauses of the Terms and Conditions and G-Cloud Agreement survive termination.

#### By The Supplier

Gaiasoft as the Supplier may by giving reasonable notice restructure or terminate all or part of its Services, or enter into an arrangement with another G-Cloud provider in conjunction with G-Cloud management, to take over a service to ensure continuity for customers. This form of termination is considered unlikely as the underlying commercial and customer model is robust and focused on delivering excellence to G-Cloud customers. In the event that such a termination is required, then notices of termination will be made adhering to individual customer agreements or Terms and Conditions (clause 16).
Assurances will be made in the spirit of enabling a customer to evaluate a replacement service and migrate to that replacement service.

### 4.2 Data Restoration / Service Migration

*For Service Migration* we will provide a “simple and quick” exit process to enable clients to retrieve their data in the event that the client wishes to move their performance data to another service provider. We have adopted a ‘no fuss, no delay, no charge’ approach where provided that no substantial payments are outstanding, then through the Service Desk, bulk customer data will be returned swiftly in a common format or, for example by ftp transfer, to the customer or to a new provider.

***Bulk restoration of data*** for quantitative data is a standard process. Restoration of qualitative data will use standard reporting formats or formats that have been agreed during the project

and implemented for the project. This may require special work by the Service Desk to restore that data into an appropriate format.

***Metadata*** required for a service migration of the Gaiasoft Service may not be directly transferrable, such as metadata for maturity models. This is due to the inherent uniqueness and patented features of the Gaiasoft platform such as support for maturity models. We undertake to co-operate as far as is practicable with the new provider to achieve such a service migration or to permit the service provider, on commercial terms to host and provide the service using required Gaiasoft platform components.

***Removal of client data*** will be the last action of the Service Desk following the transfer of data to the customer or a new provider. This will occur on written request of the client after a minimum of 4 weeks, to allow for any unexpected loss of data during or following the transfer process. After removal, action will be taken as defined in security accreditations for different Impact Levels, suitable over-write or physical destruction techniques will be used where appropriate.

***Data recovery*** *is* provisioned by the Service Desk for instances of lost data or the reinstatement of a user application.

Authorised users can input, edit and delete data and knowledge via the platform. Systems integration for one off or regular data uploads may be performed by the Service Desk or trained and authorised administrators nominated by the client.

***Data storage*** *locations* of all servers, data storage and infrastructure constituting a Gaiasoft application will have allocated locales, with an associated Impact Level (IL) standard. Locales may, at the client's request, be physically separate such that a catastrophic failure of one locale will not affect another. Locale's will be determined based on Impact Level requirements.

## 4.3 Consumer Responsibilities

Our Terms and Conditions for Gaiasoft SCS document define the formal responsibilities of the customer.

In summary, the focus for Gaiasoft is on the customer ensuring that customer business objectives are met.

The customer is responsible for the performance of their nominated users based on the security privileges and role granted to each user.

- The Customer shall where appropriate, make available to the Provider such internet access, office space, computer resources, materials, facilities and other support and services as may be reasonably necessary to assist the Provider in the provision of the Services.
- The Customer shall ensure that the Provider has access to its employees and any subcontractors to the extent reasonably required by the Provider for the purpose of making decisions and performing its obligations.
- The Customer shall promptly provide the Provider with all information and documents as the Provider may reasonably require or request for the proper performance of its obligations.
- The Customer shall: comply with all applicable laws and regulations with respect to its activities under this Agreement; and be responsible for procuring and maintaining its network connections and telecommunications links from its systems to the Provider's data centres.

- The Customer shall adhere to the these Terms of Service as amended from time to and make all reasonable efforts to ensure that all Authorised Users on service instances controlled by the customer adhere to the relevant parts of these Terms of Service.
- The Customer shall adhere to any applicable Acceptable Use Policy as amended from time to time and make all reasonable efforts to ensure that all Authorised Users adhere to the Acceptable Use Policy.
- The Customer acknowledges that its use of Gaiasoft is subject to its agreement to any applicable Privacy and DCMA policy as updated by Gaiasoft from time-to-time.

## 4.4 Technical Requirements

Gaiasoft takes its assignment requirements from the customer. Gaiasoft typically uses agile and interactive methods to develop solutions for clients. Core products and associated service items such as Performance Management Server, Users, Reporter, Data Bridge, Dashboard Template, Meshwork and Marketplace are purchased as standard components which are then configured to meet client needs using agile development. Where time and cost effective, new development may be performed as independent modules which will then be owned by the customer and the customer will be charged for all future development of those modules. Developments that must be performed on core products will be owned by Gaiasoft and maintained at Gaiasoft's expense.

## 4.5 Details of Any Trial Service Available

Not applicable to this service.

## 4.6 Service Roadmap

Embedded in Gaiasoft's process and methodology is a pragmatic roadmap.

This service is delivered in two stages: workshops and then deployment.

**Workshops and understanding**

The following road map is defined and varied following an agile approach to the workshops themselves.

1. We engage with the client to understand their requirements and assess them.
2. We run workshops with key groups for detailed scoping.
3. We report on those workshops and outline deliverables.
4. Seek stakeholder approval for those deliverables.
5. Implement the deliverables and apply their outcomes.
6. Operate the service based on those expected outcomes.
7. Off board any outputs and data as required.

**Online components**

Steps 1-3 are standard G-Cloud Service offerings with fixed price and defined process. On delivery and written acceptance of the initial configuration of Step 3 with minimal metadata and relevant sample data, agile development, Step 4, can commence.

The G-Cloud Call-off Order should define the outputs and acceptance criteria for Step 3.

If online components of this service are required, then the Call-off Order should define an initial Scrum Backlog for agile development. This backlog may be amended and will be prioritised by the customer prior to commencement of Step 4.

Additions to the Scrum Backlog and reprioritisation will occur with each agile development cycle at Step 4.

1. Install – commission service on G-Cloud server
2. Define – capture minimum metadata required for configuration.
   Each service has a related metadata capture process that commences during definition and continues as required during agile development.
3. Initial Configuration – configures platform with minimum metadata prior to agile development. The output deliverable of Initial Configuration is: "Demonstrable platform using sample data relevant to project requirement."
   This minimal configuration must be completed prior to agile development and configuration continues. Further configuration will occur as required by the agile development process and as a required metadata is defined.
4. Commence Agile Development
   a. Identify priorities for agile development and Scrum Backlog
   b. Implement agile development priorities
   c. Use/test platform
   d. If further agile development required, return to 4a, otherwise continue to 5.
5. Use of platform:
   a. Until further development is required: return to 4.
   b. Or until platform is to be migrated or handed off or no longer required: Continue to 6.
6. Follow migration/handoff/termination procedure for Service.

## 4.7 Additional Information

None