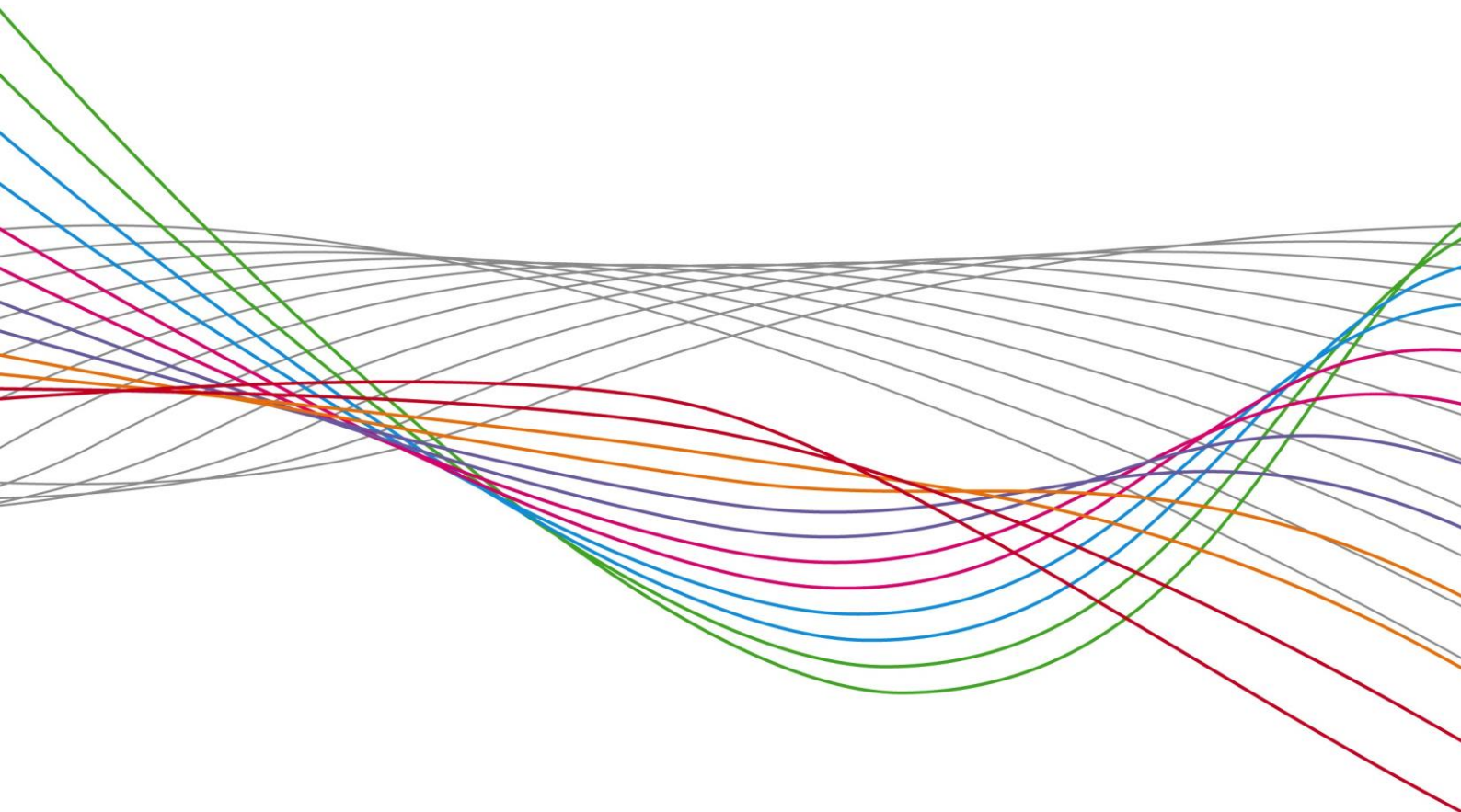


MicroStrategy for UK Government

Secure, scalable and resilient Cloud based M.I.S M.I. MIS
MI BI reporting solution

G-CLOUD 8 SERVICES

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1. Service Overview

Introduction

MicroStrategy for UK Government is a secure, scalable and resilient Cloud based M.I.S M.I. MIS MI BI reporting solution, designed specifically for the public sector user. Via a simple per user monthly subscription fee, it provides access to the industry's leading BI platform to deliver intelligent insight and actionable analytics to drive change.

The MicroStrategy solution is easy and intuitive to use and provides effortless self-service analytics. CDS is able to support implementation and on-boarding activities through our BI MI Consultancy Services listing on Lot 4 Specialist Cloud Services.

Data can be either uploaded to our private cloud store or connected to an on-premise data warehouse. Services are hosted on a tier 1 private cloud offering 99.9% availability and security compliance to ISO 27001.

CDs also provide a range of complimentary software and services to enhance your solution and meet your needs.

Features and Benefits of our Solution

Features

1. No upfront investment or infrastructure required
2. Secure hosted environment ISO27001 certified
3. Create responsive, device-agnostic solutions
4. Support via ITIL and ISO20000 compliant Service Desk
5. Quick and cost effective deployment
6. Expert training by MicroStrategy specialists
7. Access to on-boarding experts to support deployment
8. Dedicated testing team certified to ISO20000 service management
9. Hosting via tier 1 provider with 99.9% availability per month

Benefits

1. Access to MicroStrategy's entire BI platform
2. In-depth analysis from the world's leading BI software
3. Designed to empower non-technical users to explore their data
4. Designed to deliver actionable analytics to drive change
5. Scalable based on user / business needs
6. Easy and intuitive to use
7. 1 year term license - save one third of list price
8. Secure handling of sensitive or personal data is assured
9. Accessed via browser, tablet and mobile
10. Quickly see return on investment

2. On-boarding and off-boarding processes

On-boarding

On-boarding of data will involve an analysis phase. Working with the customer, we will identify the data sources the customer has or wishes to access as part of the proposed solution. Once agreed, CDS will work with the customer to extract data from the identified sources into the data warehouse.

Training

To support the transition to Cloud based BI solution, CDS and MicroStrategy are able to provide a range of training courses.

Introductory training is offered free of charge at MicroStrategy's premises in West London. This is based on joining a "public" training course with other customers.

CDS is also able to provide bespoke training to help support the deployment. All training is "hands-on", delivered by one of CDS' experienced BI experts. Training sessions can be delivered either on-site or at one of CDS' offices in Leeds, Cheltenham or London.

Professionally written user documentation can be provided at an additional cost which will include step-by-step instructions and screenshots of your delivered system. This provides excellent post-training support and supports knowledge sharing.

Additionally, MicroStrategy offers a series of professional accreditations (MicroStrategy Certified Developer Programme).

Testing

On receipt of the data, CDS will test the validity of the data in a test warehouse environment. Once testing is complete, data will be migrated to the production environment.

CDS operates a dedicated test team which forms an integral part of our certification to ISO20000 service management process.

On-boarding services will be charged for based on effort required and our SFIA rate card.

Off-Boarding

Ownership of the data contained in the solution belongs and rests with the client/customer. As the service is decommissioned the data will be extracted in its native format and transferred to the client via trusted hand.



The service offering will hold data in a fully relational database (sql server) and all data held as part of the service will be made available to the customer in the following options.

- Disconnected copy of the database
- Full data extract into csv file format
- A full documented data dictionary to define the data structure

Our reporting structure means that the data is always maintained separately from the reporting and metadata layer. This guarantees that it is always possible to move customer data to and from our service or utilised in tandem with another service.

CDS are ISO27001 certified for data security and would adhere to these standards at all times including data removal and destruction

3. Support

Access to CDS ITIL Support Desk is provided within the SaaS subscription cost. The level of support will be defined, as part of the analysis phase and will be based on the number of data sources.

CDS operates a dedicated support helpdesk service via email and telephone, based upon ITIL Service Management Methodology and managed using an industry leading call logging, service tracking and resolution reporting system. Our service desk forms a key part of our ISO20000 accredited service management process.

CDS' support desk service includes:

- Helpdesk support Monday - Friday, 9.00am - 5.00pm
- 24hr Access to email hotline
- An ITIL standard service level agreement for target response and resolution
- On-line access to support incidents
- Email updates
- Options for out of hours support, up to 24x7 cover
- Service reviews

Support and Maintenance Agreement

Access to the service desk is subject to establishing a Support and Maintenance Contract with us. This would include a minimum level of support provision per month, appropriate to the size and complexity of your project. This provision enables us to maintain the level of resources required in order to provide an efficient and responsive service across all aspects of your delivered system, to the agreed service levels.

The support and maintenance contract entitles you to the equivalent in hours of support time at standard daily rates. Additional time required is chargeable at the agreed contract daily rate.

As support requirements vary, the provision can be reviewed every six months to ensure it fully meets your requirements.

CDS' typical Service Level Agreement includes Service Desk support Monday - Friday, 9am – 5.00pm (flexible). We can extend our support to include out of hours (on-call) up to 24x7 on prior request.

Details of Response Times

Priority levels (P1 to P5), **Response times** and **Resolution times** are shown in the table below.

Priority	Description of task/problem	First contact	Feedback frequency	Target resolution time
1	Business Critical Business critical problem e.g. the CMS is un-operational, database error etc.	15 minutes	Every 30 minutes	2 hours
2	Critical A major site function not working, e.g. Users cannot register, content not displaying	30 minutes	Every 2 hours	4 hours
3	High Priority Significant site function not working, e.g. Search, site admin tools	1 hour	Every 4 hours	1 day
4	Medium Priority A minor error limited to one page or area of the site that that does not affect the rest of the website e.g. broken link, display error	4 hours	Daily	3 days
5	Low Priority Does not affect website operations e.g. technical support, content author help/set up	1 day	Daily	10 days

Service constraints (e.g. maintenance windows, level of customisation permitted, schedule for deprecation of functionality/features etc.);

Please refer to SLA extract contained in service management

Hosting

Services are hosted on a tier 1 private cloud offering 99.9% availability measured over the month.

Any planned downtime for maintenance would be communicated to all customers in advance.

4. Ordering and invoicing process

A monthly invoice will be generated based on the number of active users in each of the 3 products: Architect / Administrator, Web or Mobile.

Customers are able to, via an online portal, increase or decrease the number of users/units of service they require in each of these 3 products and change on a monthly (one month in advance) basis.

Invoicing can be supplied via email from our portal or post.

Usage data is available in real-time within the service portal (available to the Administrator.)

Termination terms

By consumers (i.e. consumption)

3 month termination notice in writing. E-mail termination by approved contact is sufficient

By the Supplier (removal of the G-Cloud Service)

3 month termination notice in writing. E-mail termination by approved contact is sufficient.



5. Data Restoration

The data storage offering is a full enterprise level data warehouse. This implements 1 hourly transaction backups and nightly full backups supporting restoration of data within these transaction limits.

Our service also provides the capability to implement user datasets in memory intelligent cubes for bespoke analysis. These cubes are generated from user datasets and therefore are not held on the platform.

6. Customer Responsibilities

The Customer must ensure that CDS are notified of any change in Customer personnel. This may be caused by changes in roles or staff leaving and joining the organization who are users of the Service.

The customer must contact the CDS service desk to advise of any changes.

Equally the customer must ensure that any Technical Changes to the customer's communications and data Network, Data sources (size, availability, format etc.) are communicated to the CDS service Desk. This includes Customer / client service providers who may submit client data when acting on behalf of or for the client.

The customer is required to:

- Provide unimpeded access to the source data required without third party costs to be borne by CDS.
- Provide an expert user who understands the data and how and why it is structured.
- Provide an expert business user who understands the outcomes they require from the service
- To either allow CDS to upload that data to our shared services or provide a highly available and high bandwidth connection between the server(s) storing the data and the CDS environment.
- Where appropriate, design and implement the user specific reports as required.
- To train end users to use the reports created.



Contact Details

Company Name: CDS

Correspondence Address: 7 Eastgate
Leeds LS2 7LY

Registered Address: As above

Telephone Number: 0113 399 4000

Fax Number: 0113 399 4200

Website: www.cds.co.uk

Name of Contact: James Davis / Jonathan Astin

Telephone Number: 0113 399 4076 / 4023

Fax Number: 0113 399 4200

Email Address: sales@cds.co.uk

Certificate of Quality Assurance

A copy of CDS' quality accreditation to BS EN ISO9001:2000 is provided below.

