



IRIS Intelligence Ltd

Service Definition Document – G-Cloud 9

For

**Analytics and Business Intelligence, Collaborative
Working, Operations Management, Project
Management and Planning, and Software
Development Tools on**

***IRIS Intelligence Risk, Issue and Opportunity
Management Software v6.6***

(Cloud Software)

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Table of Contents

1.	Overview	3
2.	Functional Overview.....	4
	Risk Process and Planning	4
	User Specific Homepage	4
	Qualitative Risk Assessment	4
	Quantitative Risk Assessment.....	4
	Risk Mitigation and Contingencies	5
	Risk Burndown / “Waterfall” Charts	5
	Risk Matrix	5
	Other Graphs & Charts	6
	Supporting Risk Management Documentation	6
	Risk Identification support.....	6
	Roll-up and transfer of Risk items	7
	Candidate Register	7
	Custom Data Fields and Meta-Data Tags	7
	User Access.....	7
	Integrations.....	8
	Information Assurance	8
	Miscellaneous.....	8
3.	IRIS System Screenshots	9
	User Home Page.....	9
	User Personal Timeline	9
	Project Setup and Export	10
	Risk Identification Support	10
	Cost/Benefit Analysis	11
	Waterfall and Burndown Charts	11
	Roll-up for Risk Registers	12
4.	Non-Functional Overview	12
	What it does and Why it is valuable:	13
5.	System Requirements	14
6.	Architecture	14
7.	Pricing	16
8.	Service Management.....	16
9.	Service Desk and Escalation	16
10.	User Training	17
11.	Ordering and Invoicing Process	17
12.	Termination Terms	17
	By Consumers	17
	By The Supplier	17
13.	Data Restoration / Service Migration	17
14.	Consumer Responsibilities	18
16.	Details of Any Trial Service Available	19
17.	Additional Information	19

1. Overview

IRIS Intelligence is a world leader in the field of Enterprise and Project Risk Management. We provide award winning software together with associated training and consultancy services.

High profile government institutions across the world (as well as private sector companies from SMEs to Multinationals), have trusted IRIS to provide a risk management system to guide them through their projects. Sample customers include NASA, NOAA, the Homes & Communities Agency, Nalcor Energy and the US Geological Survey.

Successful teams understand that managing risk is the most cost effective way of ensuring project delivery. In their study on *Developing Strategies for the Effective Delivery of Capital Projects* Accenture found that “As project complexity increases, **only 30 percent [of projects] are being delivered on budget, and only 15 percent are on time.**”

Without risk management, the cost of resolving problems can escalate quickly as risks become issues and issues become crises. By identifying potential problems before they happen, **risk management** helps reduce the chance of problems occurring and their potential impact. The Project Management Institute estimates this **leads to average cost savings of 18% across the entire project portfolio.**

IRIS software supports you throughout the whole risk management lifecycle, helping you to

- Embed best practice risk management techniques across a team, creating a risk aware culture
- Consequently identify more risks faced by the organisation
- Ensure consistent risk assessment criteria are applied
- Develop the most cost effective risk mitigation strategy
- Generate reports instantaneously and establish a clear audit trail of risk activity
- Demonstrate a clear return on investment (ROI) from risk management activity to your stakeholders

We offer affordable solutions for teams of all sizes and a highly configurable system to match your needs.

Our software was the first risk management tool to be accredited by the Association of Project Managers, whilst our technical director served as the UK Liaison for Risk SIG at the Project Management Institute. He assisted in the development of the Management of Risk (M_o_R) principles drafted by the Office for Government Commerce (OGC) which were subsequently fundamental to developing the International Standard - ISO 31000:2009.

2. Functional Overview

Risk Process and Planning

- Ability to align with Technical Project Management Risk Standards (e.g. PMBOK from the Project Management Institute)
- Ability to align with International Standard on Technical Risk Management (ISO 31000:2009)
- Ability to align with provisions set out in ISO 27001:2013 and the ISO27000 Series
- Ability to flex detailed application of risk management processes and terminology to specific client requirements

User Specific Homepage

- Customisable welcome message
- Users provided with personalized action plan for risk reviews, mitigating and contingency actions on their home screen
- Users provided with personalized time line of their action responsibilities in Gant Chart format
- Links to key documentation, internet and intranet sites accessible from homepage

Qualitative Risk Assessment

- Conforms to formal risk management assessment guidance
- Assess risks on a five point qualitative scale (Very High, High, Medium, Low, Very Low ; 1-5 ; or as defined by user)
- Ability to define five point scale independently for each risk register in order to match the size and complexity of the business or project area (e.g. £1m risk may be Very High impact for small project, but only Medium for a large project)
- Ability to assess risk in terms of Cost and Schedule and Technical Impact
- Ability to consider additional risk impact dimensions as required (e.g. Safety, Reputation)

Quantitative Risk Assessment

- Ability to attach quantitative data to risk assessments in terms of £ (Cost) and days (Schedule)
- Ability to define best case, worst case and most likely quantitative risk assessments
- Ability to drive quantitative assessments automatically from qualitative assessments
- Ability to link with Monte Carlo engine for statistical analysis of risk exposure

Risk Mitigation and Contingencies

- Set up of risk mitigation actions against each risk entered into the system
- Ability to allocate ownership of mitigating actions to people other than the risk owner
- Consideration of cost of risk mitigating action in the context of the reduction in risk exposure it is expected to generate
- Automatic calculation of the Return on Investment (ROI) of each mitigating action
- Display of mitigating actions in Gant Chart format for each risk, project, program and business area
- Ability to export risk mitigating actions to MS Project, Primavera etc.
- Development of contingency actions as a fallback plan if risk mitigating activity is unsuccessful

Risk Burndown / “Waterfall” Charts

- Auto-creation of Risk Burndown charts
- Burndown charts created at risk level display actual progress in reducing risk exposure against the mitigation plan
- Individual action items labelled on the Risk Burndown Charts
- Ability to display the original Burndown plan as well as the latest Burndown plan and compare against the current state risk assessments
- Risk Burndown charts available for each of the Impact Dimensions (Cost, Schedule, Technical Performance, etc.)
- Roll up of Burndown charts from risk level to provide a view for the whole risk register (department, project, business area, etc.)
- Clear demonstration of overall risk exposure for each risk register (department, project, business area, etc.), comparing the current actual exposure and the anticipated exposure based on the mitigation plan against the overall risk appetite or tolerance for that area (e.g. the Management Reserve that has been set aside for contingency)
- Ability to roll up Risk Burndown charts higher up the organization (e.g. division, program)

Risk Matrix

- Risk Matrix display, able to display risks in a customisable heatmap format (Probability x Impact)
- Ability to display Risk Matrix by each individual impact dimension (Cost, Schedule, Technical, etc.) and by the highest overall impact assessment
- Dynamic Matrix display, able to click through to the detail of the risk items directly from Matrix once the high priority items have been identified

- Ability to trace progress of risk through the heatmap (initial assessment, current assessment, target assessment)
- Ability to roll up risks into higher level Risk Matrices using quantitative risk assessment data (e.g. Risk 001 is “Very High” in Project A but rolls up to “Medium” when considered in the context of the overall Program)

Other Graphs & Charts

- Wide variety of chart displays (risks by owner, risks by immediacy, risks by area, etc.) in a variety of different formats (bar, line, pie, bubble, table, etc.)
- Custom dashboards to highlight key high level information as selected by client on a single click (e.g. Overall Risk Profile, Risk Burndown status, Top 10 risks, number of overdue mitigations)
- Ability to view reports based on a range of scopes from “big picture” (Corporate level) to “detail view” (individual risk data)
- Instant export of graphs and charts to PowerPoint with a single click
- PowerPoint templates customized with client specific logos and templates
- Ability to create new charts based on client specific requirements

Supporting Risk Management Documentation

- Document attachment to provide additional info at risk level
- Document attachment to provide additional info at higher levels (department, project, etc.)
- Support for attachment of MS Office documents and other docs (e.g. raw technical data)
- Ability to attach URLs against risks and higher level risk registers
- “Blog” capability to allow risk owners to provide commentary on latest risk management status

Risk Identification support

- Incorporation of International Risk Governance Council “Brainstorming Prompts” to help prepare for new and previously unknown risks
- Import of checklists to determine whether specific risks previously identified may occur in the current environment
- Use of Milestones / KPIs / Success Criteria / Objectives to help identify what is at risk
- Ability to build up a taxonomy of risks or “Risk Library” over time to highlight the types of risks that may be experienced in certain contexts and what the best mitigation strategy has been in the past

Roll-up and transfer of Risk items

- Risks at lower levels automatically rolled up to upper level risk registers
- “Auto-rescaling” takes place to enable impact of risk to be considered in the wider context (e.g. Very High at project or department level may be Medium at program or divisional level)
- Ability to view risks in a heatmap format comparing their impact in the wider context compared to their importance at their “home” level
- Ability to duplicate risks that may also be experienced elsewhere to other risk registers (either to a specific individual register or to a Risk Library where it will be available for all risk register owners to consider)
- Use of meta data tags to enable impact of high volume of low level risks to be viewed in aggregate across the program or organization
- Ability to transfer risks to a different area if they can be managed more effectively elsewhere (subject to relevant access rights and approval process)

Candidate Register

- Ability to enter new risks in draft format on a watch list or candidate register rather than the live risk index
- Ability to draft mitigation plans prior to final agreement
- Ability to review candidate risks and transfer items to live risk index upon review by Risk Review Board, Project Manager or other relevant authority
- Movement of risks to an archive once risks are closed or rejected

Custom Data Fields and Meta-Data Tags

- Use of custom data fields to enable clients to capture data items most relevant to them (e.g. Immediacy of Risk Event, Department, etc.)
- Use of meta-data tags to enable clients to attach any number of data properties to a risk (e.g. Name of Customer, Component Type, Projected Delivery Dates, etc.)
- Ability to organize meta-data tags into defined hierarchies
- Ability to view risk profile against each custom data field and meta-data tag, including a Risk Index and an Expected Value Calculation for all risks associated with those properties (i.e. display risk register for all risks associated with Component A across entire database)

User Access

- Ability to assign ownership to risks, risk registers and higher program authorities
- Ability to assign mitigating and contingency actions to separate users

- Read only and read write access available
- Access restrictions on a register by register basis
- Ability to further restrict access to sensitive risk items
- Customisable password protocols (min characters, use of special characters, number of log-in attempts, password expiry, etc.) or use of Active Directory

Integrations

- Single click PowerPoint Exports
- PowerPoint templates customised to client needs so auto-generated reports can be instantly Presentation Ready
- Single click Excel Export
- Excel template customised to specific client requirements
- MS Project / Primavera export capability
- Email integration
- Unique URLs to enable posting of links to other applications (Email, SharePoint, etc.)
- Use of ASP.NET framework and XML to integrate with other systems as required

Information Assurance

- Includes military grade encryption levels at SHA-128, SHA-256 used as standard options.
- Encryption at SHA-512 is available on request.

Miscellaneous

- Ability to manage Issues and Opportunities in parallel to risk system
- Closure of a risk leads to creation of an issue or transfer of risk to the archive
- Snapshot profile of each register from higher levels
- Built in Preferences Register for swift adaptation of the system to match client terminology etc.

3. IRIS System Screenshots

User Home Page

IRIS Intelligence

Risk, Issue & Opportunity Management System

Welcome to IRIS Intelligence

IRIS Intelligence is a software tool designed to help you manage risks within your organization. The system may be set up to cover risk management across the enterprise or it may be employed within a specific project, program, department, division or other organizational area.

Your Reminders

Due Date	Type	Name
2/9/2012	Action End Date	Define job spec
2/15/2012	Action End Date	Final review board
2/20/2012	Risk Review	Recruitment
2/27/2012	Action Start Date	Publish job spec in trade press
2/29/2012	Action End Date	Conduct stress test on pipe

Useful Info

- [IRIS Risk Management Training Slides](#)
- [OGC Management of Risk](#)
- [Risk Management Guide for DOD Acquisition](#)
- [USAF Risk Identification: Integration & Initiatives \(RIS\) Guidebook](#)
- [Air Force Cost Risk and Uncertainty Analysis Handbook](#)

Quick Links

- My Risks
- My Actions
- Library
- Help
- Settings

On log-in, users see their own personal upcoming tasks (actions or risk reviews)

They can also navigate to their own personal risk register and action plan (see next slide)

Client specific hotlinks to user training, best practices and regulatory guidance

User Personal Timeline

IRIS Intelligence

Risk, Issue & Opportunity Management System

Home >> My Actions

Navigation Pane

- Programs
 - Aerospace
 - Construction
 - Energy
 - Government
 - Telecoms
- Location
- Library
- My Risks
- My Actions
- Tags
- Custom Data Fields
- Settings

My Actions

Action Description	Action Owner	Action Cost	ROI Future Cost / Time	Start Date	End Date	Action Timeline
Requirements definition workshop	admin	2.00	0.00	1/22/2012	1/27/2012	Completed (100%)
Final review board	admin	1.00	0.00	2/15/2012	2/15/2012	Completed (100%)
Define job spec	admin	2.00	0.00	2/6/2012	2/9/2012	Completed (100%)
Publish job spec in trade press	admin	20.00	0.00	2/27/2012	3/29/2012	Completed (100%)
Conduct stress test on pipe	admin	10.00	0.00	2/20/2012	2/29/2012	Completed (100%)
Cover with non-flammable coating	admin	20.00	147.56	3/11/2012	3/30/2012	Overdue (20%)
Set up SLA with Supplier	admin	3.00	0.00	2/6/2012	2/29/2012	Completed (100%)
review board	admin	0.00	0.00	2/23/2012	2/29/2012	Completed (100%)

Showing 1 to 8 of 8 entries (first) (previous) (next) (last)

Each user receives a personal action plan and email reminders to help them stay task focussed and keep risks up to date (items are red flagged when overdue)

Users also receive a personalised risk register view for any risks that they are responsible for across all programs, projects and WBS elements

Project Setup and Export

IRIS Intelligence
Risk, Issue & Opportunity Management System

Home >> Program >> Training Program >> Test Project

Navigation Pane: Library, Program, Extended Layers, My Risks, My Actions, Tags, Custom Data Fields, Settings

Summary Index Matrix Waterfall Timeline Charts Candidates Archive Documents Analysis

Test Project in Training Program

Code	Owner	Review	Status	Risk Profile	Overdue Items Risk/Actions	Total Mitigation Budget \$k	Mitigation Budget Remaining \$k	Current Total EV
TST	admin	28 days	Active	0	6 / 12	80.5	89.5	2402.8 \$k 52.5 days

Description: Enable the Business to operate and to provide it with the tool sets and resources necessary to meet its business objectives

Impact Dimension Thresholds

	Cost	Time	Performance
Nil	0	0	0
Very Low	0	100	100
Low	100	300	300
Medium	300	500	500
High	500	1000	1000
Very High	1000	3000	3000
Overall Tolerance Level	5000		

Additional Information

Project Milestones

1. Achieve 80% customer satisfaction
2. Ensure maximum data integrity
3. Ensure compliance with Global Standards

Project Settings Back to Training Program View Dashboard Powerpoint Export

Each Risk Register has its own threshold limits to define high, medium etc. This ensures consistency within registers but allows flexibility between registers (e.g. based on differing project budgets)

Single click exports to Custom PowerPoint templates are available for risk summary (e.g. Matrix) and detail views (e.g. Risk 01)

The projects can also select their own risk review frequency, e.g. monthly / weekly based on time to delivery deadline

Executive dashboards are included. These can be customised and will be included in the single click PowerPoint templates

Risk Identification Support

IRIS supports the risk identification process in four ways:

- Brainstorming Prompts to inspire divergent thinking about potential unforeseen risk items (see below)
- Checklists to determine whether potential known risks impact the project (see below)
- Link to Project Milestones / Objectives / Success Criteria (bottom right corner of screenshot on Project Set up & Exports slide)
- Risk Library to collate lessons learned (accessed from the left hand Navigation Menu) (top left corner of screenshot on Project Set up & Exports slide)

Risk, Issue & Opportunity Management System

Home >> Project Portfolio >> Aerospace >> Component Manufacture

Summary Index Matrix Waterfall Timeline Charts Candidates Archive Documents Analysis

Risks Issues Opportunities Captured Opportunities

Show 10 entries Search:

Motion	Code	Name	Probability	Cost	Time	Performance	Score	Strategy	Owner	Next Review	Current EV	ROI Future
↑	CMR004	Production Availability	Medium	Very High	Medium	Medium	15	Mitigate	Chris	7/11/2012	900.0 \$k 5.6 days	76.1 0.5
↑	CMR001	Requirements definition	Medium	Medium	Very High	Very High	15	Mitigate	MikeB	7/11/2012	180.0 \$k 11.3 days	23.9 1.6
↑	CMR005	Staff availability	Medium	Medium	High	High	12	Mitigate	SarahC	7/11/2012	180.0 \$k 7.9 days	5.5 0.2
↑	CMR003	Raw material 1	Low	Very Low	Very High	Very High	10	Mitigate	Chris	7/11/2012	10.0 \$k 5.0 days	0.1 0.0
↑	CMR002	Change of scope	Low	Medium	Medium	Medium	6	Mitigate	Chris	7/11/2012	80.0 \$k 2.5 days	7.0 0.2

Showing 1 to 5 of 5 entries
First Previous 1 Next Last

New Prompts Checklist Analyse

The Analyse button exports data direct to an Excel template of your choice

Cost/Benefit Analysis

Throughout the data set, IRIS will highlight the return on investment from risk mitigating activity. This is shown for individual mitigating actions and for the overall mitigation strategy for a risk as a whole.

The cost of risk mitigating activity is considered against the benefit of the expected reduction in risk exposure following completion of the mitigation. Risk action plans are therefore prioritised according to the greatest return on investment (ROI) to facilitate the most effective prioritisation of budgets

Risk, Issue & Opportunity Management System

[Home](#) >> [Project Portfolio](#) >> [Aerospace](#) >> [Component Manufacture](#) >> [Production Availability](#)

Summary **Mitigation** Contingency Waterfall History Documents

Mitigation
Show 10 entries

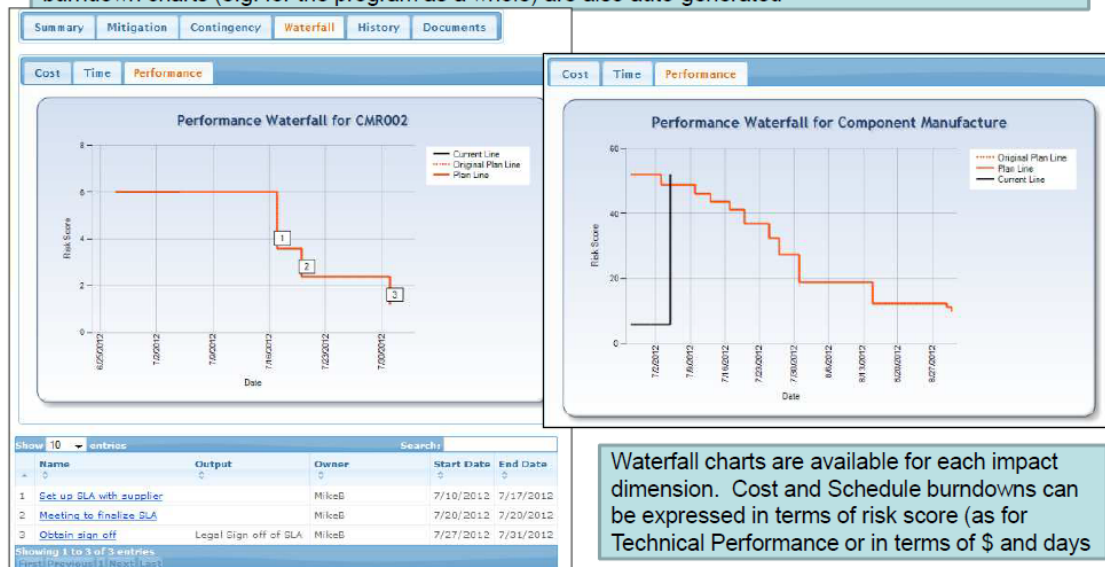
	Action Description	Action Owner	Action Cost	ROI Future Cost / Time	Start Date End Date	Action Timeline
Edit	Request capacity for Sep 2014	MikeB	2.00 \$k	200.00 1.25	7/16/2012 7/31/2012	<div style="width: 10%; background-color: #0070C0; border: 1px solid #0070C0;"></div> In Progress (10%)
Edit	Determine outsourcing options	MikeB	10.00 \$k	18.00 0.11	7/17/2012 7/31/2012	<div style="width: 0%; background-color: #0070C0; border: 1px solid #0070C0;"></div> Planned (0%)

Showing 1 to 2 of 2 entries
[First](#) [Previous](#) [1](#) [Next](#) [Last](#)

[Create New](#)

Waterfall and Burndown Charts

Risk Waterfall Charts are available throughout the system. On the left you can see an individual risk burndown chart with the planned mitigation actions marked up. On the right, is a project level burndown chart showing the aggregate risk score from all of the identified risks within that project. Higher level burndown charts (e.g. for the program as a whole) are also auto-generated



Roll-up for Risk Registers

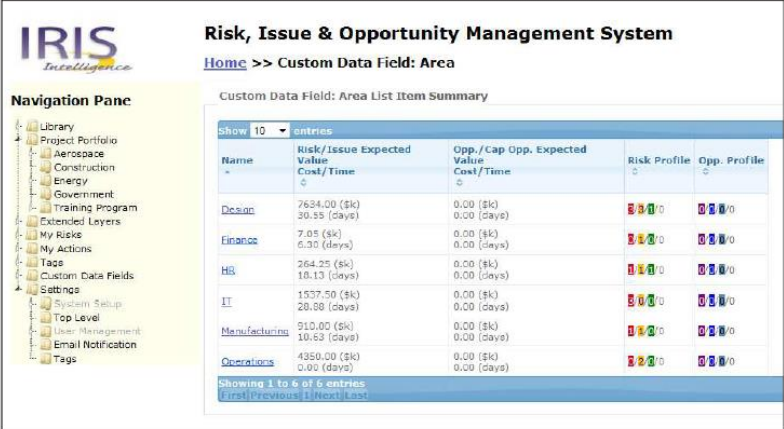
At higher levels, all of the risks are collated from multiple risk registers. Here the Risks from all projects within the Aerospace Program are displayed in an aggregated Risk Matrix.

Using the “Normalise” button, risks can be viewed according to their impact on the “home” registers or according to their impact on the upper registers (e.g. impact on “Component Manufacture” may be “Very High” but on the Aerospace Program as a whole may be only “Medium”



Customers may use the data slicing in the ways that most benefit them using the Tags and Custom Data Field Options. In this way, all of the risks associated with a particular data element may be viewed rolled up across all of the projects in the Portfolio.

Here we see the summary screen for the example departments such as IT, Finance and Manufacturing. This gives a high level risk profile for the risks impacting each department from across the entire project portfolio. Clicking on the link for each department leads to a full risk register with access to the detailed risk information



4. Non-Functional Overview

IRIS Risk, Issue and Opportunity Management Software provides a simple, easy to use platform for teams to identify items that may impact the successful delivery of their projects, whether these are Major Civil Construction Programs, large IT System Rollouts (e.g. ERP) or simply enhanced management of day-to-day operations.

IRIS therefore provides a solution to enhance the delivery of public service operations through helping to reduce costs, remove uncertainty and increase the ability of teams to deliver the required or expected business case benefits on time. The service consists of dashboards to provide management with accurate, timely information upon which to make decisions, email reminders to staff to ensure risk reviews and mitigating actions are completed on time, ways of working plus operational tools for daily operations, portfolio, programme and project governance, management, monitoring and reporting.

What it does and Why it is valuable:

- i. Reduces the risk of project failure by **embedding best practice risk management principles** across a team. IRIS supports ISO31000, the PMBoK by the Project Management Institute, and the Office for Government Commerce Management of Risk Principles, together with a number of other International Standards. The system is highly flexible and can adapt to specific processes developed by your team – IRIS seeks to support your desired process, not require you to follow a new one
- ii. Helps **create a risk aware culture**. With more people exposed to the risk management process, this helps to create an environment that allows teams to **identify more risks in advance**, enabling them to reduce the probability of adverse events occurring and reducing the negative impact of such events should they occur
- iii. **Ensures consistency of risk assessments** – all members of a team will have the same definition of a “High” Impact risk (although IRIS includes flexibility for different definitions of “High” between different work streams on the same project or programme, for example)
- iv. IRIS helps ensure that users can develop and focus on the **most cost-effective mitigating strategies**, enabling management to prioritise those activities that generate the **greatest return on investment**
- v. Teams can share data in a single database, overcoming the shortcomings of attempting to manage risk using Excel where there is a lack of version control. IRIS includes a **fully secure audit trail** to allow teams to demonstrate their focus on risk management should any problems arise
- vi. Management receive reports in formats that are configured to their specific needs. **Instant export to configured PowerPoint templates** ensures valuable time is spent on managing risks not making reports. This also leads to **improved decision making** in the organisation
- vii. The IRIS system will grow alongside you as your needs evolve and develop – the implementation of **custom data fields** ensures you do not require costly upgrades or re-training if you have to manage more data
- viii. IRIS is fully integrated with a variety of applications – there is an import from and export to Excel and other applications via XML. With IRIS you can **share data across teams** using SharePoint, email or simply by pasting a link to each unique page where required

- ix. Elegant **role based filtering**, however, enables access to sensitive items to be restricted, or for the risks impacting one team to be invisible from another team. A variety of user roles are available to match the various stakeholders in the organisation
- x. Systematically **captures knowledge** and experience, building **organisational memory** so that expertise is not lost on retirement or redeployment. Increases the likelihood that future portfolios and programs will succeed by **learning from experience** and correcting. Records knowledge for **continuous learning** and improvement of program, portfolio and policy.

5. System Requirements

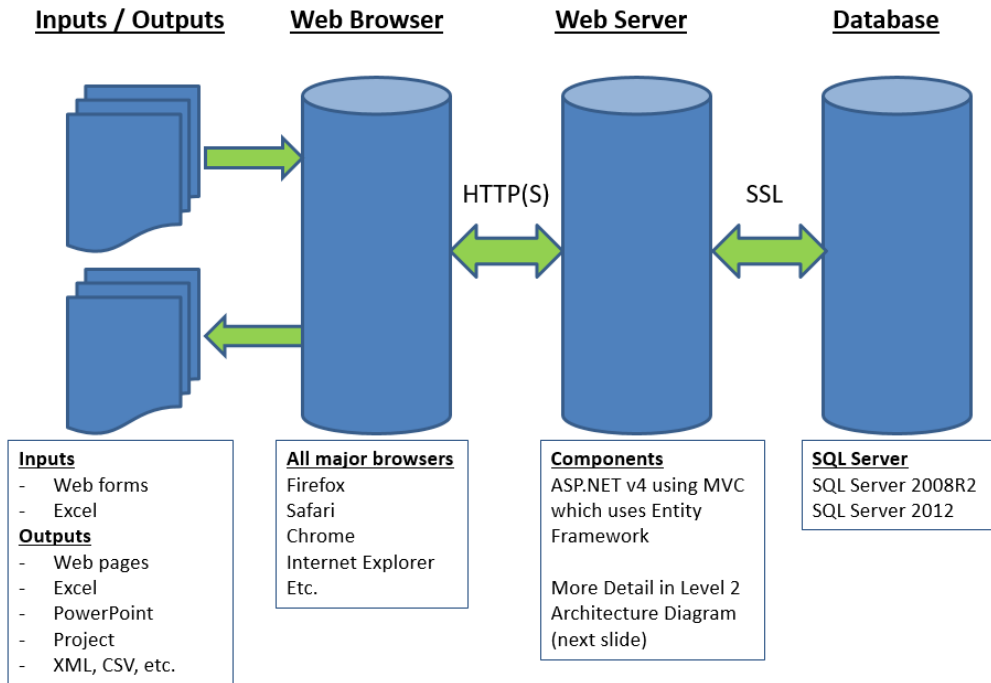
- Can be run on a shared server or dedicated server
- Recommended OS - Windows Server 2012 or 2008R2
- Recommended DB – SQL Server 2008R2, 2012 or 2014. SQL Server 2016 under testing
- Oracle and other Entity Framework ADO.net supported databases possible)
- Server RAM – minimum 2 GB free
- Can be run virtualised if the Host Machine has sufficient horsepower.
- Free Hard Disk space 5GB Minimum
- CPU – Minimum 2 core , 1.4GHz

For hosted solutions, users simply connect via any major browser (IE, Firefox, Chrome, Safari, Edge etc.) No additional plug-ins or client machine software is required.

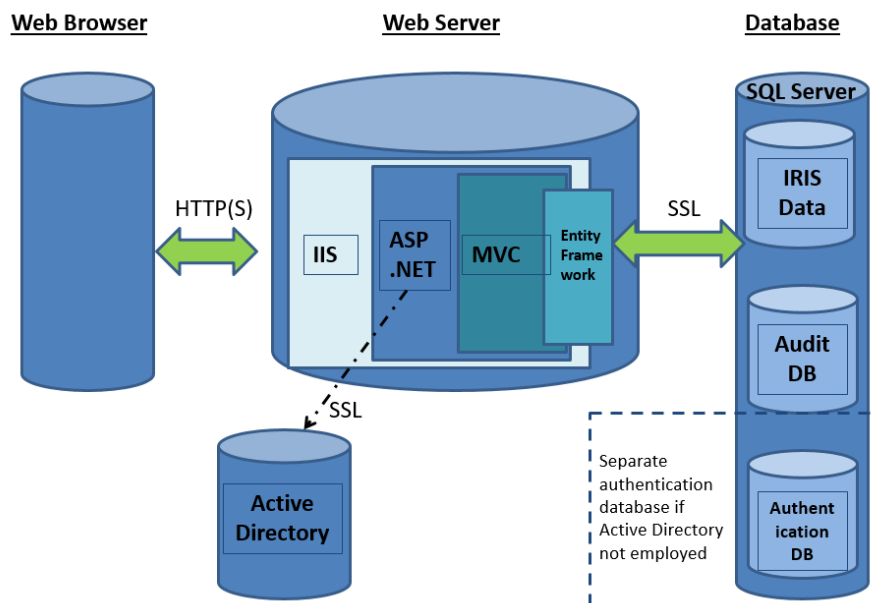
6. Architecture

- Web Browser -> IIS -> ASP -> Database
- ASP.Net v4 on windows server 2003 or 2008 with MVC3 and Entity Framework for Data access
- Recommended Database server – Microsoft SQL Server, but any full featured SQL Database can be used e.g. Oracle

IRIS Intelligence – Architecture Overview



IRIS Intelligence – Level 2 Architecture Diagram



7. Pricing

Pricing is based on a per user basis with volume discounts applying to larger teams. Please refer to the separate pricing document. Integration with MS Office applications (Excel, PowerPoint, Word, Project) and certain other tools (e.g. Primavera) is included within the per user price. Additional integration work may be subject to an additional fee.

8. Service Management

Our Service Desk manages all aspects of Service provision and monitoring, all first line support and contact for user-members through telephone, VOIP chat and email, being available over a normal UK working day (9 am to 5 pm). Assistance will expand the working day as demand for our services expands domestically.

Premium support is available to customers with larger teams or by arrangement subject to an additional fee. This includes access to 24/7 support on all software queries, named helpdesk representatives and access to a client portal for in-depth on-line help.

9. Service Desk and Escalation

Our Service Desk is the focus for all issue resolution on our Services. Requests for assistance can come through online ticketing, email, online chat with an agent, or a telephone call, as the member prefers. In the event that a member or the departmental customer feels that an issue has not been resolved to their satisfaction, a simple three stage escalation procedure is provided.

1st Level – When an issue arises - Online ticket or a Chat with an allocated service agent.

2nd Level - Should the remedy fail, not be fully as expected, or be beyond the stated time, then an email or phone call to the Service Desk Manager would be expected.

3rd Level – Should the 2nd level Remedy fail within the stated time, and then a direct phone call to the Service Director is entirely appropriate.

Generally, we intend to resolve these immediately and to give an estimated time to resolve at that time. When the action is taken by the Service Desk to remedy that issue, an email is sent to the originator to that effect. Our aim is to resolve 98% at the first intervention.

The Service Desk Manager will ascertain the original remedy and undertake a further remedy or request for second line assistance if a more technical remedy is required. Again a stated Time To Repair will be given at this point. Service credits will be raised if appropriate. When the action is taken by the Service Desk to remedy that issue an email is sent to the originator to that effect

The Service Director will review the case history and discuss this with the originator, before making further arrangements to amicably remedy the originators issue.

10. User Training

All customers will be provided with soft copies of self-study training exercises and user manuals. Additional training is available online and in person whichever method is preferred. This may be included at no additional fee subject to a minimum license purchase, otherwise hourly rates will apply. Additional project manager and IT support training will be conducted with project heads.

11. Ordering and Invoicing Process

IRIS products are procured based on a specified number of users. We invoice monthly, quarterly or annually in advance. Our standard payment terms are Net 30.

12. 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 each party will return any property including any Confidential Information to the other. Some clauses of the Terms and Conditions and G-Cloud Agreement survive termination.

By The Supplier

IRIS 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. Assurances will be made in the spirit of enabling a customer to evaluate a replacement service and migrate to that replacement service.

13. Data Restoration / Service Migration

For Service Migration, we will provide a “simple and quick” exit process to enable members and customers to move to a different supplier for each of their G-Cloud Services and to retrieve their data. 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, to the customer or to a new provider.

Bulk restoration of data assumes that no special processing had been put in place to commission a community, which may require special work by the Service Desk to restore that data into an original format.

Metadata associated with an actual service migration of the IRIS Service may not be directly possible to transfer a new service provider, due to inherent design differences between the two platforms. However, we undertake to co-operate as far as is practicable with the new provider to achieve such a service migration.

Purge and expungement will be the last action of the Service Desk, after a wait period of four weeks to enable the new service provider to recover from a catastrophic loss of data, following the transfer of data to the customer or a new provider. Then, as defined in security our accreditation for different Impact Levels, suitable over-write or even 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 cancelled community.

Members can upload/download (on-board and off-board) individual and bulk documents and objects to load their community or workshop, using contemporary third party formats with information content or numeric data. Large uploads would be undertaken on the behalf of members by the Service Desk.

14. Consumer Responsibilities

Our Terms and Conditions for IRIS (Cloud Software) document the formal responsibilities of the customer.

In summary, the focus for IRIS is on the customer ensuring that all users behave responsibly with the content uploaded to the platform

- i. The Customer is responsible for the performance of their own networks and devices needed to access the tool.
- ii. 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.
- iii. The Customer shall ensure that the Provider has access to its employees and any sub- contractors to the extent reasonably required by the Provider for the purpose of making decisions and performing its obligations.
- iv. 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.
- v. 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.
- vi. The Customer shall adhere to the these Terms of Service as amended from time to time 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.
- vii. The Customer shall adhere to the Acceptable Use Policy as amended from time to time and make all reasonable efforts to ensure that all Authorised Users on instances controlled by the customer adhere to the Acceptable Use Policy.
- viii. The Customer acknowledges that its use of IRIS Risk, Issue and Opportunity Management Software is subject to its agreement to the Privacy and DCMA policy as updated by us from time-to-time.

15. Financial Recompense Model for Not Meeting Service Levels

Our commitment for the IRIS Risk, Issue and Opportunity Management Service is based over the normal working day as a membership Service Credit. If not met:

1. 95% - 97.5%: 5% of the subscription or charge for the month during which the failure occurred.
2. 90% – 95%: 15% of the platform subscription during the month in which the failure occurred.
3. 89% and below: 25% of the subscription for the month during which the failure occurred.

16. Details of Any Trial Service Available

A free trial of the IRIS Risk, Issue and Opportunity Management Service can be provided for one month for a new departmental group of members.

17. Additional Information

None