

G Cloud 7



Centerprise
INTERNATIONAL

Service Definition: Service Desk as a Service (SDaaS)

RM1557vii

Introduction to Centerprise International Limited

Centerprise International Limited was established in 1983 as an engineering and manufacturing company, specialising in designing and building tailored products and solutions. The Company began by supplying PCs into the Private and Public Sectors.

By 1991 Centerprise had established a reputation within the MoD as a forward thinking SME capable of responding in an agile manner to emerging and challenging requirements. Centerprise has since diversified its Defence portfolio, which now ranges from high volume, low-end system integration services to the delivery of complete high assurance mission capable ICT systems.

In 2005 Centerprise invested in a best in class Government Approved manufacturing and logistics centre in Caerphilly, South Wales. This investment significantly enhanced the Company's scale of delivery of manufacturing and supply chain management capability as evidenced by Centerprise's contribution to the MoD's DII Programme.

Since 2012 Centerprise has continued to increase its presence across Public Sector and now delivers managed services into the Education sector and Central Government. In relation to the former, the Company has contracts to deliver end to end ICT solutions to over 20 (twenty) schools and academies; and with regard to the latter, Centerprise provides a range of managed ICT services to both the MoD and HMT.

Centerprise's ever-growing portfolio of services now boasts a range of cloud services that have been tailored for use within Public Sector.



Overview of Centerprise's Service Desk as a Service

Centerprise International's ITIL-aligned Service Desk offers a single point of contact between end-users and their suppliers for all supported services be that a service disruption, a service request or a change request.

Our extensible and highly configurable service management toolset, combined with our mature processes and experienced service management practitioners enables Centerprise to offer a scalable Service Desk that guarantees the effective management of our IT services and those that we manage on behalf of our customers. It interfaces with all of our IT service management disciplines and provides an effective communications channel that spans across Centerprise's complete service delivery organisation and customer base.

The Service Desk actively monitors service availability through the use of its service management toolset and undertakes trend analysis to identify and resolve Problems before they become service affecting. Users are able to raise incidents to the Service Desk via telephone, email and/or a web portal. Our Service Desk comprises both Level 1 and Level 2 analysts. The Level 1 analysts are trained to a high competency level which, combined with access to our extensive Knowledge Base, enables them to resolve a high percentage of incident on first contact. The Knowledge Base provides fixes for known issues and also offers workarounds for users experiencing more involved problems that cannot be resolved immediately. Incident and Problem Management processes ensure that the Knowledge Base is updated dynamically to ensure its currency. A robust Incident Management process ensures more complex incidents are managed through to resolution in the shortest time possible thus minimising business impact. The Incident Management process is based on a standardised approach for classifying incidents. The Service Desk's ability to use a non-standard incident category is highly restricted, which serves to enable faster access to troubleshooting information from within the Knowledge Base. Incidents are prioritised and managed in line with the service requirements and service levels defined by the customer. The Service Desk monitors service level achievement and escalates incidents that are approaching a service level failure. The Service Desk coordinates and issues timely and effective communication to those users impacted by a service affecting incident, ensuring the communication is concise and relevant. To ensure relevance, every effort is made to communicate using business terms.

The Service Desk undertakes Service Measurement and Reporting (SM&R) activities that monitor and capture supporting data relating to service performance and request fulfilment. The data is collated from the Configuration Management System (CMS) which serves as the repository for all service management information. The CMS is audited daily by the Service Desk to ensure the accuracy of the data. Reportable data is provided to an allocated Service Delivery Manager who is responsible for analysing it and producing a report that is subsequently distributed to our customers via email or presented at Service Review Boards, depending on the level of customer governance in operation. The SM&R product provides a means for Contracting Body's to assess service delivery performance in relation to Centerprise's contractual commitments and the wider needs of the business.

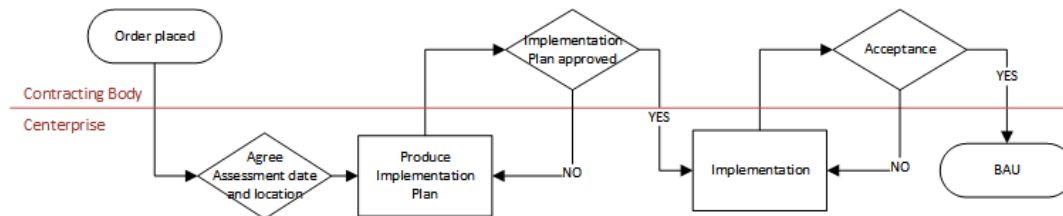
Centerprise's Service Desk is managed under the governance of a mature Quality Management System (QMS) certified to the ISO 9001 standard. The QMS encompasses accreditations in relevant standards such IT Service Management (ISO20000:2011), IT Security Management (ISO 27001:2005) and Customer Satisfaction (ISO 10002:2004).

Backup/Restore and Disaster Recovery

The Centerprise Service Desk is based in the South of England and we have a full BCDR complex available for use in South Wales. Centerprise's service management toolset is cloud-based and is hosted in a Tier III Data Centre. This offers maximum flexibility and resilience in service provision.

On-boarding and Off-boarding

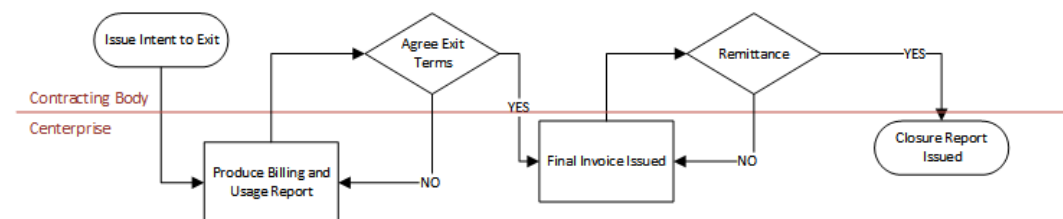
Centerprise will appoint an Account Manager (AM) and a Service Delivery Manager (SDM) to the Contracting Body. The SDM will undertake an on-boarding assessment of the customer's service delivery requirements. During the on-boarding assessment the SDM will work with the customer to identify the services to be managed, the associated service level agreements (SLAs), all existing suppliers of the services, and the service interfaces. This information will be used to produce an agreed Implementation Plan, which will detail the necessary service transition activities required to ensure a successful on-boarding of the services. Contracting Body's requiring wider consultancy support with their service transition and integration needs are able to make us of Centerprise's professional services offerings listed on Lot 4. These are provided on a day rate basis in accordance with the SFIA pricing schedule.



The result of the Assessment shall be the production of the following products:

- Service interfaces and agreed SLAs.
- Stakeholder map detailing key customer and supplier personnel.
- An agreed Implementation Plan.

Off-boarding is designed to be simple and agile to allow the customer to exit services with ease at the end of the contract period.



Service Management

Centerprise's Service Desk comprises over 30 (thirty) analysts all of whom have undertaken an 18 (eighteen) month apprenticeship covering process, service ethos and technical subject matter. The Analysts are allocated customer accounts in order to build an understanding of the exigencies of the business they are supporting. Each Analysts reports to a team leader who in turn reports to the Services Manager. The Services Manager is responsible for overseeing the performance of the Service Desk. He is supported by a team of SDMs, who are also allocated a number of customer accounts. The Services Manager and SDMs report to the Service Delivery Director who has overall responsibility for service delivery assurance.

Each customer account is assigned a dedicated AM who owns the customer relationship and is responsible for all commercial and business interests. The Services Manager and respective SDM are responsible for ensuring the AM is suitably apprised on service related matters. All operational performance data is analysed by the appointed SDM who is responsible for providing regular and comprehensive reporting to the AM and in turn, the Contracting Body. This same reporting is used by the wider service management team to identify opportunities for service or infrastructure improvements as part of a rolling service improvement plan.



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Service Constraints

There are no service constraints with this Service beyond the stated service descriptions. The investment in a cloud-based service management toolset, which is hosted in a Tier IV Data Centre provides for a high level of availability, flexibility and resilience.

Service Levels and Response/Resolution Times

Service Availability and Service Hours.

There are 3 (three) Service Desk packages: Silver, Gold and Platinum. Each package is defined by the Service Hours. Silver Service Hours are 0900 – 1830 Mon to Fri (excluding UK holidays); Gold Service Hours are 0800-2000 Mon – Fri (excluding UK holidays); and Platinum Service Hours are 24x7x365.

Response and Resolution Times

The table below details Centerprise's standard SLAs.

Severity Level	Incident Type	Definition	Response	Resolution
1	High	Service is completely unavailable or there is a critical impact on the Customer's business operation.	20 minutes	2 hours
2	Medium	The Service is severely degraded or there is a significant impact on the Customer's business operation.	1 hour	4 hours
3	Low	The quality of the Service is degraded and is affecting one or more users.	1 hour	24 hours
4	Service Request	Customer is seeking a change to the Service.	1 hour	48 hours

Financial Recompense Model

A Service Credit regime will be used to recompense the Customer for the service failing to meet the agreed Service Level. Service Credits shall be valued as a percentage of the related Service Charges for the month.

Service Credit Points will be allocated for Performance Failures. The total number of points accrued will be converted into a cash value. The cash value will be calculated on the basis that one Service Credit Point is worth 1% (one percent) of the Service Charges for the relevant month. Half a Service Credit Point will accrue for each 0.5% (half of one percent) below the 99.9% (ninety-nine percent) Service Level Availability.

If Centerprise fails to achieve the Service Level during 2 (two) consecutive months the second such failure shall be a Repeat Failure. If a Repeat Failure occurs the number of Service Credit Points shall be multiplied by a factor of 2 (two). The maximum value for all Service Credits accrued in respect of a month shall not exceed 15% (fifteen percent) of the Service Charges for that month.

Service Credits are a reduction of the amounts payable in respect of the Services and do not include VAT. Centerprise shall apply the value of any Service Credits against the appropriate invoice.

Centerprise's liability for Service Credits does not extend to service failures when the cause relates to the Customer (or one of its services) or a Force Majeure event.



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Training

There is no user training.

Ordering and Invoicing

Contracting Bodies are able to subscribe to this Service by submitting an Order Form to gcloud@centerprise.co.uk. Centerprise will contact the customer within one working day of receiving the Order Form and will process the order within 2 (two) working days of all required details being formalised between Centerprise and the Customer.

Invoices will be raised monthly and will be submitted to the Contracting Body's finance department in electronic format.

Termination Terms:

The terms of Termination are as per detailed in the G-Cloud 7 Framework Agreement and Call-Off Contract. Notice to terminate the Service is to be provided in accordance with Clause FW-12 of the G-Cloud 7 Framework Agreement. Notices are to be submitted marked for the attention of Jeremy Nash [Tel: 07584 216725, Email: jeremy.nash@centerprise.co.uk].

Data Restoration / Migration

Centerprise's SDaaS stores all customer data within its service management toolset, which is hosted within a Tier IV Data Centre. The toolset is backed-up every 15 (fifteen) minutes. All customer data is exportable in CSV format and can be provided to the Contracting Body on request.

Customer Responsibilities

Contracting Bodies will be required to assist Centerprise with on-boarding, i.e. identifying the services to be managed, the associated service levels, all existing suppliers of the services and service interfaces.

Technical Requirements

Nil.



Certificate No 0927842

Certificate No 6786
ISO 10002

Certificate No 6786
ISO 14001

Certificate No 6786
ISO 20000

Certificate No 6786
ISO 27001