

Non-Functional / Operational Requirements

Hours of Service/Delivery – Hours of Service Delivery are expected to be 08:30-18:30 Monday to Friday, excluding Bank Holidays.

However, considering the online nature of the service, it would be desirable for the training to be available on demand, to suit the training users' needs.

In terms of response to any queries and/or incidents, then there will be a Service Desk available from 09:00-17:00 Monday to Friday, excluding Bank Holidays.

Security of data – All data collected, stored or used by the Contractors will be managed in accordance with security principle ISO27001 or agreed equivalent.

Exit of Contract – At the point of completion of the contract, at end date or at the end of an agreed notice period, then all data held by the contractor will be returned to NHS Digital.

System Recovery Timescales – In the event of system loss of the training service, identified as a Severity 1 incident (a total loss of service), then it is expected that the service will be fully recovered and operational, with no loss of data within 48 hours.

5. Service Levels and Key Performance Indicators (KPIs)

Service Levels and KPI's for this service will consist of measures noted against availability and quality of training provided.

In terms of availability, due to the online nature of the courses, it is expected that 95% of course applicants will have access to the training course according to their first choice.

Upon completion of all courses, exam vouchers to be available to the Authority within a 48 hour elapsed period.

In terms of quality of training provided, it is expected that suppliers will maintain and progress a continual service improvement plan, reflecting areas of note as highlighted by the NHS Digital Live Services representatives within the monthly service review meetings as noted in Section 6 below.

6. Contract Management and Review

The approach to contract management and review will be monthly service review meetings, held between nominated representatives of NHD Service Management directorate and the Contractor for the services.

The review and performance against the services will be measured against those Service Level Measures and KPI's specified in Section 5 above.

7. Sustainability

Contractors to provide evidence of having an active sustainability plan in place, stating their targets and reductions made so far.

8. General Data Protection Regulation (GDPR) and Data Privacy Impact Assessments (DPIA)

Subject matter data will consist of subject name, contact details, including personal contact number and email address along with their role within NHS Digital. Further data will consist of details of all booking requirements and the outcome of any training and associated exam results. In terms of duration, it is expected that the data will be held for the duration of the contract.

All data is owned by NHS Digital as the nominated Data Controller for this purpose.

Following completion of the assessment form for Data Privacy Impact Assessments (DPIAs), it is assumed that a full DPIA will be required prior to the commencement of the service provision.

9. Project/Contract Period

It is expected that this service will be in place for a period of 2 years plus 1 year agreed extension period, with an intended start date of **1st September 2021**.

APPENDIX 1

CHANGES THAT CAN OCCUR DURING THE LIFETIME OF A PROJECT/CONTRACT

- 1. Duration of Contract:** Any requested additional duration to the contract will be covered within the stated one-year optional extension period of a 2 year contract plus 1 year's optional extension period.
- 2. Value and Scope of Contract:** At the request of the Authority, any additional training provision exceeding the maximum number of [REDACTED] courses within a twelve-month period, will be dealt with under agreed change control.
- 3. Change to Government Legislation:** It is expected that any change to government legislation, impacting the provision of training to NHS Digital Live Services may constitute a reason to provide notice of termination or change in scope for the contract.
- 4. Innovation, Changes to Technology and Business Methods:** It is expected that the Contractor will provide innovation and flexibility in the provision of all services and will remain current with changes to technology and associated working methods. All additions to training services will be agreed at monthly service review meetings and will form a key component to all Continual Service Improvement plans, maintained and managed by the Contractor.

Industrial Action and Lack of Continuity of Service: In the event of industrial action causing a lack of continuity of provided service, then it is expected that payment will be withheld as appropriate for the duration of the action.

Annex 3 – Supplier Response to Invitation Tender C35326

AQ1 - COURSE AVAILABILITY

ITSM Zone currently offer the following accredited courses –

ITIL V3 Service Strategy (SS)

ITIL V3 Service Design (SD)

ITIL V3 Service Transition (ST)

ITIL V3 Service Operation (SO)

ITIL V3 Continual Service Improvement (CSI)

ITIL V3 Operational Support and Analysis (OSA)

ITIL V3 Planning, Protection and Optimization (PPO)

ITIL V3 Release, Control and Validation (RCV)

ITIL V3 Service Offerings and Agreements (SOA)

ITIL V3 Managing Across the Lifecycle (MALC)

ITIL 4 Foundation

ITIL 4 Specialist Create, Deliver and Support

ITIL 4 Specialist Drive Stakeholder Value

ITIL 4 Specialist High-velocity IT

ITIL 4 Strategist Direct, Plan and Improve

ITIL 4 Managing Professional Transition

Foundation Certificate in DevOps

SIAM Foundation

VeriSM Foundation

VeriSM Essentials

VeriSM Plus

Business Analysis Foundation

Cloud Computing Foundation

Agile Scrum Foundation

Agile Project Management Foundation

ISO/IEC 20000 Foundation

RESILLIA Foundation

RESILLIA Practitioner

Business Relationship Management Professional

Certified Business Relationship Manager

OBASHI Foundation

COBIT 5 Foundation

SIAM Professional will be available Q4 of 2021

COURSE AVAILABILITY cont

ITSM Zone also offer the following non-accreditation courses

ITIL 4 Lite

Spotlight on Kanban

Spotlight on Process Improvement

All above courses are produced, maintained, and supported by ITSM Zone.

AQ2 - OVERVIEW

ITSM Zone is committed to supporting all learners by delivering a media rich, engaging and enjoyable online learning experience that will effectively prepare the student for any associated exam. Our range of courses has been developed to support ITSM professionals at all levels of their career, allowing them to learn in a format and training portal that is familiar to them.

We pride ourselves on our levels of support and include real world, experienced, qualified IT services professionals on our team.

THE COURSES

Courses are presented in a web-based training portal that can be accessed on a range of devices, including laptops, PCs, MACs, mobiles and tablets.

They are written in a way that promotes full learning and understanding. Lessons are “locked” to be opened sequentially, giving a flow to the information presented. Once students have completed a lesson, they can review as many times as needed, ensuring they understand the concepts and principles before moving on.

Lessons are short, interspaced with exercises and questions to check understanding, ensuring that it remains engaging and easy to fit around work commitments.



24/7 HELPDESK

Our dedicated team are on hand every 24/7, 365 days of the year. Regardless of when a student requires assistance, they will receive a response within a maximum of 2 hours. Students have easy access to the support team, with dedicated links to Technical and General support plus the ability to request their exam voucher all from their training portal.

TUTOR SUPPORT

Every student has access to our team of tutors. These are experienced industry professionals who have worked in IT support and who hold all relevant qualifications. Tutor support is directly available from within the student's portal and students will receive a response to their questions within a maximum of 24 hours. This will be by email, so students can refer to the answer(s) as many times as needed.

OTHER RESOURCES

ITSM Zone provides additional resources, such as "Mind Maps" and "On a Page" overviews which can be downloaded from the main site. To support a wider learning experience, we have also created a YouTube channel, with sessions focussing on industry issues, challenges and more. This can be accessed at <https://www.youtube.com/c/TheITSMCrowd>

SUPPORTING GROUP LEARNING

ITSM Zone recognises that learners often start from different positions. Students who are new to IT Services may require more time to work through course material than one who has years of experience. However, the flexible nature of ITSM Zone courses means that groups of learners can study during the same time frame, using the study trackers to plan sessions where they can discuss their learning and how to apply it in their workplace.

AQ3 – ACCREDITATIONS

ITSM Zone is recognised as an "Accredited Training Organisation" (ATO) by Peoplecert, APMG International, EXIN and BCS

We are an official AXELOS Training Provider.

Additionally, ITSM Zone are registered as an "Accredited Examination Organisation" by Peoplecert, allowing us to sell exams only to students who wish to self study.

The following courses are accredited by Peoplecert –

ITIL V3 Service Strategy

ITIL V3 Service Design

ITIL V3 Service Transition

ITIL V3 Service Operation

ITIL V3 Continual Service Improvement

ITIL V3 Operational Support & Analysis

ITIL V3 Planning, Protection & Optimization



ITIL V3 Release, Control and Validation
ITIL V3 Service Offerings and Agreements
ITIL V3 Managing Across the Lifecycle
ITIL 4 Foundation
ITIL 4 Specialist Create, Deliver and Support
ITIL 4 Specialist Drive Stakeholder Value
ITIL 4 Specialist High-velocity IT
ITIL 4 Strategist Direct, Plan and Improve
ITIL 4 Managing Professional Transition
ISO/IEC 20000 Foundation
RESILLIA Foundation
RESILLIA Practitioner
COBIT 5 Foundation

The following courses are accredited by Exin –

SIAM Foundation
VeriSM Foundation
VeriSM Essentials
VeriSM Plus
Business Analysis Foundation
Cloud Computing Foundation
Agile Scrum Foundation

The following courses are accredited by APMG International –

Business Relationship Management Professional
Certified Business Relationship Manager
OBASHI Foundation
Agile Project Management Foundation

The following course is accredited by BCS, via affiliation with the DevOps Group –

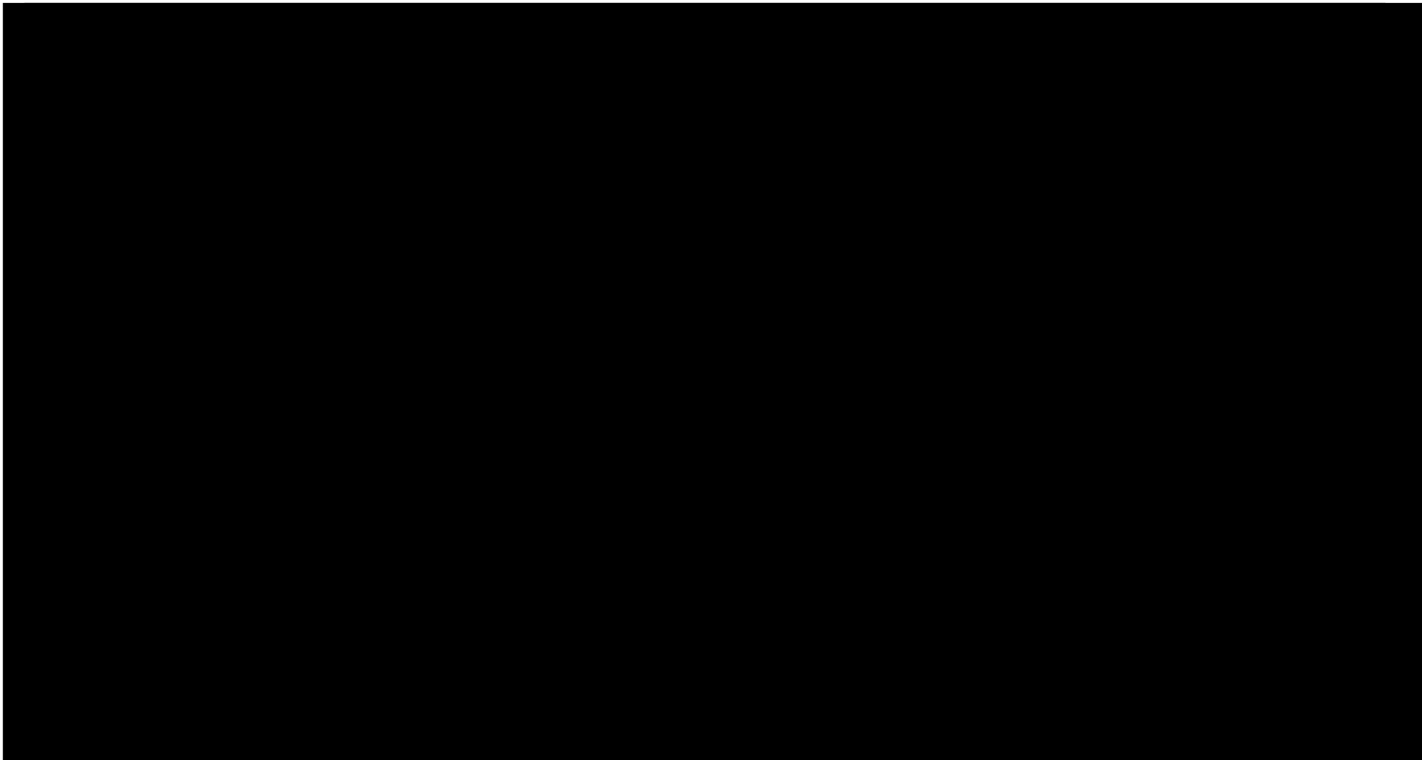
Foundation Certificate in DevOps








AQ4 – E-LEARNING PLATFORM

ITSM Zone provides customised portals for the online delivery of e-Learning courses to customers with larger scale or ongoing requirements. This allows organisations to modify elements of the portal including the branding, the domain, automated messaging, and the welcome page. Training administrators can be copied into communications with students and can pull reports to show progress.



DOWN TIME

There has been no notifiable outages or down time during the last 12 months, of any of the ITSM Zone learning portals.

AQ5 – COURSE ACCESSIBILITY

ITSM Zone is committed to providing a flexible learning solution, that is easily accessible on any device and in any place that a student wishes to study.

ACCESSING THE COURSE(S)

ITSM Zone courses are accessed on a web-based platform, meaning that they can be studied on a variety of suitable devices, with a reliable internet connection. Students have successfully studied using a variety of browsers, versions, and devices.

Our recommendation for the optimal online training experience is a minimum of:

- PC or Laptop running at least Windows 7 or above, or alternatively a MAC computer; minimum specification of 128 MB (256MB recommended) RAM and a minimum of a 500MHz Processor.
- Minimum Screen Display Size of 15" (17" widescreen or above recommended).
- Headphones or speakers connected to your computer – to listen to video tutorials.
- A Web Browser capable of streaming HTML5 content.

A reliable Internet connection of at least 1 Mbps – to view video tutorials.

COURSE COMPOSITION

Over the last 14 years, ITSM Zone has committed to using training best practice. Our courses are built using short lesson durations that allow students to fit lessons / modules into their working day or around home life.

We accept that all learners are different and have taken an approach that should appeal to all – with a mixture of video content, downloads, questions and exercises. We provide real world examples throughout the course(s), helping learners to put their knowledge into context.

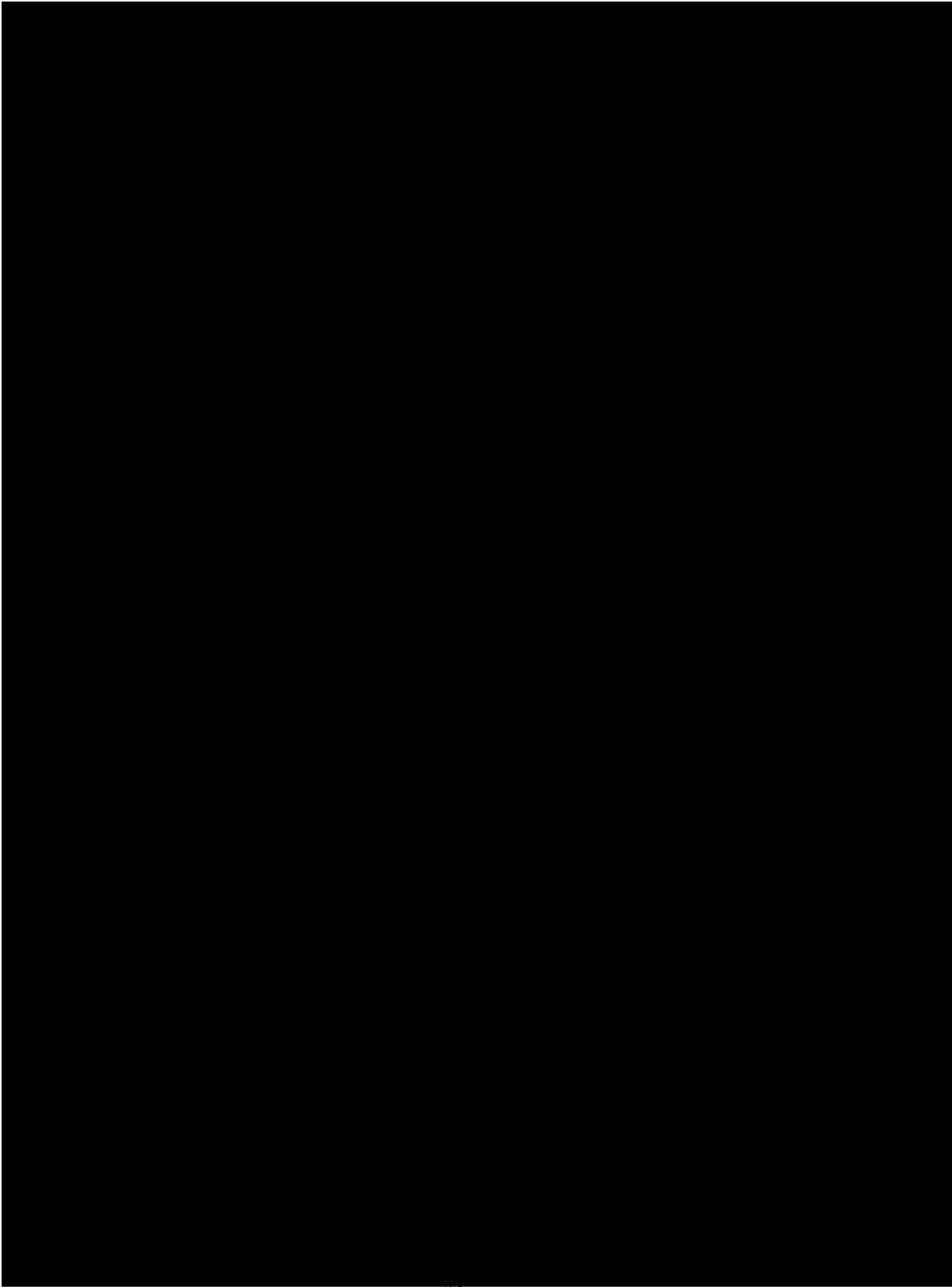
Learners have the opportunity to click for more information at pertinent points (for example for a full definition of a phrase or term) or can miss this if they are confident with the terminology being presented.

TRACKING

Students are provided with a list of modules, showing which are completed each time the course is accessed, to help them keep track of their learning.

AQ6 – COURSE FLEXIBILITY

ITSM Zone is committed to providing a flexible learning solution, that is easily accessible on any device and in any place that a student wishes to study. The training is created to allow students to control the times when they study.






AQ7 – KNOWLEDGE RETENTION TESTING

ITSM Zone is committed to best practice training methods, as standard students' knowledge and learning is tested consistently throughout their course(s).

