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G-cloud 6 Service Definition Document

for

Roc ServiceBank™

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1 Summary and Service Definition Checklist

1.1 Service Summary

Roc's ServiceBank™ contract is a flexible resource facility designed to deliver cost effective cloud enablement services to meet clients ever changing needs, contracted on an annual basis. Through the service clients are able to benefit from a pre-contracted resource pool that can be used to deliver cloud infrastructure enablement such as network, data centre or end user computing design, implementation or migration projects.

1.2 Service Definition Checklist

<i>G-cloud Requirement</i>	<i>Roc Response Summary</i>	<i>Section Reference</i>
Overview of the G-Cloud Service	Pre-ordered bank of resource to deliver cloud infrastructure enablement.	2
Information assurance Impact Level (IL) at which the G-Cloud Service is accredited to hold and process information	Not applicable, however a large percentage of Roc's staff holds government security clearance.	2.1
Details of the level of backup/restore and disaster recovery that will be provided	Not applicable.	N/A
On-boarding and Off-boarding processes/scope etc.	On-boarding process includes initial contract setup, production of Service Delivery Plan and client management setup. Off-boarding process includes renewal option or contract expiry process.	4.1
Pricing	Pricing is based on procurement of ServiceBank Credits which are redeemed against services at differing levels depending on the resource requirement.	6
Service management details	The management of the service is provided through the appointment of a Service Delivery Manager and Client Manager. The service performance is reviewed on a regular basis.	5.5
Service constraints	The contract is time bound and typically renewable on an annual basis.	N/A
Service Levels	The service is typically provided between the hours of 9am and 5.30pm on week days however services can be provided out of normal working hours.	5.3

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<i>G-cloud Requirement</i>	<i>Roc Response Summary</i>	<i>Section Reference</i>
Financial recompense model for not meeting service levels	This service does not include a service credit regime.	2.2
Training	Not applicable.	N/A
Ordering and invoicing process	Ordering details are outlined within this document and invoicing is typically monthly based on usage during previous month.	4
Termination terms for consumers or by the Supplier	Termination for convenience would result in an invoice being raised for usage to date plus 15% of the remaining monetary value of the contract.	5.6
Data restoration / service migration	Not applicable.	N/A
Consumer responsibilities	Responsibilities will be defined within the initial SoW or Project Initiation Document.	5.4
Technical requirements	Not applicable.	N/A
Details of any trial service available	Not applicable.	N/A
Support Service	Not applicable.	N/A

2 Service Description

Roc's ServiceBank™ contract is a flexible resource facility designed to deliver cost effective cloud enablement services to meet clients ever changing needs, contracted on an annual basis.

Through the service clients are able to benefit from a pre-contracted resource pool that can be used to deliver cloud infrastructure enablement such as network, data centre or end user computing design, implementation or migration projects.

Another major advantage of the service is to allow clients who know they will have a resource requirement throughout the year, but are uncertain as to the actual level and quantity needed, to pre-order an agreed amount of resource and then call this off in line with their needs, be it engineering, consultancy, training or change management.

The service can be used in conjunction with other 3rd party support agreements and managed services, ensuring full and comprehensive support by encompassing activities which are deemed out-of-scope of a typical break/fix maintenance contract.

The service is based on customers procuring a specific number of ServiceBank Credits which are redeemed against resources as required. The discount enjoyed by customers is increased based upon the level of upfront commitment made to the contract.

Resources available within the service include:

- **Consultancy Services:**
 - CIO Advisory
 - Infrastructure Consultant
- **Project Services:**
 - Project Administrator
 - Project Co-ordinator
 - Project Manager
 - Senior Project Manager
 - Programme Manager/Director
- **Technical Services:**
 - Cabling Engineer
 - Deployment Engineer
 - Senior Engineer
 - Technical Architect

- Principal Consultant
- **Training, Change and User Adoption Services:**
 - Cloud Applications Trainer
 - Senior Trainer
 - Change Manager
 - Communications Manager
- **Operational Services:**
 - Installations, Moves, Adds and Changes (IMAC)
 - Remote patching and management
 - Remote Incident/Problem Management
 - On-site Incident/Problem Management
 - Change Management

2.1 Information Assurance

Roc has extensive experience of working in high security and military environments and therefore has employees with the highest level of security clearance that regularly work on systems up to and including IL6.

Roc has implemented a formal information security management system to ISO/IEC 27001 standards that is intended to put security at the forefront of our risk management approach.

This service is not accredited to a specific Business Impact Level as the nature of the service does not warrant accreditation.

2.2 Financial recompense model for not meeting service levels

Roc's standard contract does not provide financial recompense for breach of service levels. The customer can cancel its contract if Roc materially breaches its obligations around Service Levels which provides service assurance.

One of Roc's 5 core values is centred on delivering on our promises, and we always strive to meet and exceed the agreed levels of service we commit to.

3 Service Ordering

Roc provides four ServiceBank contract types with differing levels of minimum commitment. These are:

- Platinum
- Gold
- Silver
- Bronze

A contract is established by purchasing one of the above options and then customers can top up their ServiceBank credits at any time in increments of 10 credits.

3.1 Invoicing

ServiceBank Support contracts are invoiced in two stages. 25% of the contract value is invoiced on contract initiation. This is to cover the costs of initiating the service, which may require the purchase of hardware or services.

The remaining value of the contract is invoiced monthly in arrears based on usage.

3.2 On-boarding and Off-boarding

The On-boarding process for ServiceBank contracts starts following the receipt of a purchase order and signed contract. On-boarding is managed by the Service Delivery Manager, supported by the client manager. The stages include:

- Service Delivery Plan (SDP) documented and agreed with customer
- Service desk setup – contact numbers, service information, documentation
- Customer specific considerations identified (site access requirements etc.)
- Special Procedures documented

Off-boarding procedures include:

- 3 months written termination of contract received and confirmed

4 Service Operation

4.1 Requesting Resource

Roc provides customers with a dedicated e-mail and telephone number for resource requests. Simply e-mail or call with your request and one of our customer service agents will acknowledge the request and provide an e-mail confirmation of next steps including timescales for response.

4.2 Hours of Service

Services are typically delivered within standard working hours between 9.00am and 5.30pm Monday to Friday, excluding public holidays with one hour for lunch.

Services are available outside of these hours for an additional charge which is outlined within the pricing document.

4.3 Service Level

Roc provides an SLA for responses to resource requests. The SLA regime is outlined below:

<i>Description</i>	<i>SLA</i>
Acknowledgement of request and scheduling commenced	2 hours
Proposed resource profiles with start dates provided	16 working hours
Start date for resources from time of PO	2 working weeks

4.4 Customer Responsibilities

The following points outline general responsibilities and further project specific responsibilities will be defined as part of the SoW or initiation process if applicable.

- The Customer is requested to communicate any changes to schedule or project requirements to Roc in written format.
- The Customer will provide all necessary information as reasonably requested by Roc to fulfil the required tasks.
- Customer and Roc personnel will work in a co-operative manner to build a one project team approach.

- The Customer will provide Roc Technical Staff with Security passes, door codes or an authorised supervisor to allow access to buildings.
- The Customer will provide secure on site accommodation for the Roc Technical staff and resources to allow connection to the relevant systems.

4.5 Service Management

The Technical Resources Service from Roc is managed by a Service Delivery Manager (SDM) and Client Manager (CM).

The CM is a commercially focussed individual responsible for customer satisfaction, contractual and financial aspects of the engagement. This individual is responsible for managing the procurement process and provides on-going commercial support.

The role of the SDM is to operationally manage the provision of all services for a customer. The SDM is the primary interface with the customer, working closely with the customer and becoming familiar with their business needs and strategy.

The goal of the SDM role is to enhance customer satisfaction, ensure end-to-end service delivery, and to act as an advocate for multiple Roc practices and other third parties where applicable. The role encompasses:

- **Acting as a trusted advisor**
 - Building relationships with a broad range of customer contacts
 - Establishing and developing mutual trust in the relationship
 - Gaining an understanding the customer's business and its needs
 - Facilitating meetings with service delivery professionals
 - Managing customer expectations
- **Point of management escalation for service failures**
 - When the normal "BAU" operational service escalation process has failed or not met with customer expectations, the SDM will be the first point for management escalation
 - Co-ordinates appropriate and relevant resources from within or external to Roc to respond to major incidents and/or complaints, e.g. the seeking of the root cause to prevent reoccurrence following repetitive failures.
- **Service Reviews**
 - Creating an agreed Communications Plan with the customer
 - Conducting (Chairing) regular Service Review meetings in accordance with the Communications Plan
 - Recording Service Review meeting minutes, documenting agreed actions and owners

4.6 Termination

For termination of a ServiceBank contract, Roc will invoice the customer for all services used to the point of termination plus 15% of the remaining monetary amount. The customer must serve the termination notice in writing.

5 Pricing

The following table outlines the standard ServiceBank SFIA rate card.

SFIA Rate Card	Role							
		Follow	Assist	Apply	Enable	Ensure/Advise	Initiate/Influence	Set Strategy/Inspire
Advisory Services								
	Business Consultant	N/A	N/A	N/A	N/A	N/A	800	1000
Project Services								
	Project Administrator	180	210	N/A	N/A	N/A	N/A	N/A
	Project Co-ordinator	N/A	N/A	250	330	N/A	N/A	N/A
	Project Manager	N/A	N/A	N/A	460	530	670	N/A
	Programme Manager/Director	N/A	N/A	N/A	N/A	670	870	1000
Technical Services								
	Cabling Engineer	110	130	170	200	N/A	N/A	N/A
	Deployment Engineer	130	170	200	N/A	N/A	N/A	N/A
	Senior Engineer (Cisco, Microsoft, Vmware)	N/A	N/A	450	530	670	800	N/A
	Technical Architect	N/A	N/A	N/A	N/A	670	800	1000
Training & Change								
	Cloud Applications Trainer	N/A	N/A	N/A	470	600	730	N/A
	Senior Trainer	N/A	N/A	N/A	N/A	730	860	N/A
	Change Manager	N/A	N/A	N/A	N/A	670	870	1000
	Communications Manager	N/A	N/A	N/A	470	670	N/A	N/A
Operational Services (Per Hour)								
	Installations, Moves, Adds and Changes (IMAC)	N/A	N/A	40	N/A	N/A	N/A	N/A
	Remote patching and management	N/A	N/A	50	N/A	N/A	N/A	N/A
	Remote Incident/Problem Management	N/A	N/A	70	90	130	N/A	N/A
	On-site Incident/Problem Management	N/A	N/A	70	90	130	N/A	N/A
	Change Management	N/A	N/A	N/A	90	130	N/A	N/A
Additions	Monday to Friday 5.30pm to 9am	1.5 times standard rate						
	Saturday	1.5 times standard rate						
	Sunday & Bank Holidays	2 times standard rate						
	Expenses outside London for overnight stays	£75						
	Expenses in London for overnight stays	£100						

Additional discounts are available from the above rates based on the following commitment levels:

	Contract Level	Minimum Commitment	Discount Level	Credits
ServiceBank™ Contracts	Roc Platinum	£100,000	6%	10000
	Roc Gold	£50,000	4%	5000
	Roc Silver	£20,000	2%	2000
	Roc Bronze	£100	0%	10
	Additional Credits	£100	0%	10



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