Service Definition: MooD Application Deployment Environment

The MooD Application Deployment Environment (ADE) is a Platform as a Service (PaaS) offering that enables deployment of MooD software applications to drive effective, transparent and outcome-focused business decision management.

A MooD application take inputs from data sources, search and analytics systems, and situates these within a picture of the business landscape to create insights into what is happening, and how the business is performing. Configuration of MooD applications is not supported by this service, which assumes availability of an application to be deployed.

Key to a MooD application is the enterprise business model that captures domain knowledge of the moving parts of an enterprise, in terms of what really drives what in a business – a dynamic, layered, risk-focused model that accommodates human judgement as well as hard data.

Through the MooD ADE service, user communities can achieve highly-visual, interactive, web-based access to MooD applications, synchronising with live data sources, to drive business improvement.

February 2013
Prepared for Government Procurement Service

© MooD International Software limited, 2013, All Rights Reserved Commercial in Confidence
INTRODUCTION

The MooD software comprises two integrated environments: an application configuration environment, and an application deployment environment, as shown below:

**Configuration Environment (not included with this PaaS offering)**
The configuration environment – MooD Business Architect — is deeply configurable, to enable rapid, non-programming, customer-facing development of business applications.

**Deployment Environment**
The MooD Application Deployment Environment – MooD Active Enterprise – provides a platform service for deployment of MooD applications.

The MooD ADE service drives business improvement by providing user communities with highly-visual, interactive, web-based access to MooD applications that deliver effective, transparent and outcome-focused business decision management.

The software is licensed on a “per month subscription” for a specified size of user community. This cost includes all infrastructure software and hardware, all support, training, and software upgrades. There are no additional / hidden charges.
MooD ADE Functionality

MooD ADE provides a platform service for efficient execution and deployment of MooD applications to deliver highly visual, interactive business decision functionality across user communities. The service does not provide for configuration of MooD applications.

Key features of MooD ADE include:

- Navigation through an customer-configured UI, giving highly visual and compelling support to complex end-to-end decision processes, including access to data and functionality to understand, assess and act on actual and potential business activity, performance and outcomes
- Role-based access, home pages and permissions, down to the granularity of individuals and single data points
- Enables users to engage directly with the Enterprise Business Model and data associated with the MooD application
- Synchronises data from multiple existing sources, building and sustaining connections across silos to provide joined-up perspectives not previously available.
- Exploiting standard enterprise web technologies to deploy configured MooD applications addressing all aspects of business improvement and transformation across user communities
- Scheduled updates to and from enterprise data sources
- Alerting on significant events and reporting / off-line working with essential data and decisions. Note that additional costs may apply to this function.
- Configuration functions and a comprehensive platform-as-a-service offering to enable rapid deployment of a solution that closely supports the particular situation, and extends to meet future need.
- Supports integration across all service contracts, including multi-vendor performance management, including joined-up reporting and portfolio decision management
- On-demand delivery model removes the need for large initial capital outlays typically required for licensing of on-premise software
- Makes MooD applications available across mobile devices to enable staff to work while away from the office.
INFORMATION ASSURANCE

The MooD ADE service, together with its embedded infrastructure components is suitable for IL0, IL1, IL2 and IL3 data.

All data centres are highly resilient Tier3 and UK sovereign.

On-Boarding and configuration processes are accredited under MooD International's ISO 9001 quality system.

Connectivity via the internet or a government secure network (PSN, GSI, PNN, N3, etc.) is standard.

BACKUP/RESTORE AND DISASTER RECOVERY

Specific application functionality is provided through services responsible for delivering MooD applications over the MooD ADE PaaS.

In general, the platform is backed up once per day and stored for 24hrs. Customers can restore from this but this requires a support case to be raised.

As standard, localised failures are tolerated within the MooD ADE infrastructure by eliminating all single points of failure (including server failure or disk failure). Further, organisations have the option to back data up or take “snapshots” and “clones” of VMs which can provide additional protection.

Optionally, our Iaas and partner can replicate data to a second UK locale which provides a robust solution for more substantial failure of the primary environment.

ON-BOARDING & OFF-BOARDING

On-Boarding

On-Boarding of MooD ADE may be linked with a specific MooD application service, or a Specialist Cloud Service configuring a MooD application. As such, the specific areas of activity associated with MooD ADE On-Boarding are limited to the technical tasks required to provide access to a MooD environment within which the MooD application can be executed.

Once the customer’s account has been created, the Administrator receives a URL and authentication details. The Administrator is then able to commence the On-Boarding process for the relevant MooD application.
Off-Boarding – Data Extraction

The Off-Boarding process is triggered upon the communication of termination by the customer. The customer’s access to the Service will be terminated on the effective date of termination.

On termination, MooD International will return all consumer generated data (e.g. content, metadata, structure, configuration etc.) and a list of the data that will be available for extraction. Where there is a risk of confusion, data that will not be available for later extraction will also be published. The customer will be able to access their data using industry standard formats including xls, xml, and flat files.

MooD’s data extraction services are provided subject to an agreed statement of work. The fee payable will depend on the volume and complexity of data to be extracted. MooD will purge and destroy consumer data as per the security accredited level.

PRICING

The core pricing for this service is £10,500 per month, for a minimum initial term of 12 months. Core pricing level of this service assumes the following parameters:

- User population: maximum of 25 named (5 concurrent)

Additional users can be added to the core service at an additional cost of £500 per month per user. The period for additional users must be co-terminous with the term for the PaaS order.

All prices are subject to assessment of the final solution.

SERVICE MANAGEMENT DETAILS

The MooD ADE service is available to any consumers or suppliers accepted on the G-Cloud Framework.

The service is managed by MooD International, in partnership with sovereign providers of required IaaS services, and there are no additional charges.

A comprehensive secure online portal provides the common Service Management functionality and addresses standard requirements.

Support services are provided my email, via online portal and over the phone.

SERVICE CONSTRAINTS

All future changes to the MooD ADE service are clearly documented and offered to customers as a forward schedule of change. The current roadmap includes the addition of components and modules to enhance application functionality and performance, and these are made available to users following quality assurance and required accreditation.
Customers are updated regularly on the availability of new and improved functionality and modules. Automated upgrades are provided where possible, however depending on customisations made by the user, these upgrade paths may require data migration and other additional services.

MooD International shall provide the Client with at least twenty four (24) hours’ advance notice of any planned maintenance, i.e. pre-planned maintenance of any infrastructure relating to the Services.

Whenever possible, MooD International shall provide the Client with at least six (6) hours’ advance notice of any emergency maintenance of any of the infrastructure relating to the Services.

SERVICE LEVELS
Support is included in the MooD ADE service, and costed into the monthly per user subscription fee. The support services cover all standard functionality. Support incidents may be raised by email, via the MooD user portal, or via the support help line.

MooD International will investigate reported issues, rate their severity level, and use reasonable endeavours to respond to the user within the response times specified below. The User is expected to assist this process by providing details of the issue in a form that assist MooD in replication.

MooD ADE support does not include the provision of services in relation to:

- Recovery from user or operator error;
- any problem in the user's equipment or operating environment; and
- assistance with consultancy, the resolution of business problems and the provision of training.

These additional services may be provided at MooD International’s discretion and shall be chargeable in addition to MooD ADE service, on a time and materials basis at MooD International’s standard rates.

The following severity definitions and response times apply:

**Severity Levels**

- **Severity 5** (Information): Informational issue that does not have a productivity impact on the User.
- **Severity 4** (Minor): Minor issue that does not have a productivity impact on the User.
- **Severity 3** (Standard): Important issue that does not have a significant productivity impact on the User.
- **Severity 2** (Critical): Critical, high-impact problem where the User's service is operational, but significantly impaired. The User should begin to provide additional information required by MooD International to resolve the issue within
Service Definition: MooD Application Deployment Environment

one day of reporting the issue. The User should then apply any solution provided by MooD as soon as is reasonable.
  o  Note Any Severity 2 situation should be critical enough to the user that they will commit resources to resolve the issue.
•  Severity 1 (Emergency): A problem that causes complete loss of service with severe business impact. In this situation the service is not available to the user in an acceptable fashion. Has one or more of the following characteristics:
  o  Data corrupted
  o  Critical function is not available
  o  System hangs indefinitely, causing unacceptable or indefinite delays for resources or response
  o  System crashes repeatedly after restart attempts

Response Times

Within Business Hours:

Severity 1 – within one hour
Severity 2 – within four hours
Severity 3, 4 and 5 – within eight hours

FINANCIAL RECOMPENSE MODEL FOR NOT MEETING SERVICE LEVELS

Any recompense model is covered by MooD International’s standard terms and conditions.

Within these terms, MooD accepts no liability for any losses or damages which may be suffered by the User or any third party:

•  any indirect, special, punitive, incidental, exemplary or consequential loss or damage;
•  any loss of profits, anticipated savings, turnover, business opportunity or damage to goodwill (whether direct or indirect); nor
•  any loss of data.

arising under this Agreement even if MooD International has been advised of the possibility of such damages.

MooD International’s total aggregate liability shall in no circumstances exceed the sum equal to the service charge actually paid by the customer.

TRAINING

Once the MooD ADE service is operational, administrative users are offered training in service usage, delivered either as a classroom session (on-site, if possible) or by webinar
Service Definition: MooD Application Deployment Environment

covering relevant aspects of the service, including its usage, administration and management.

The cost of training is built into the MooD ADE service, and is included in the monthly subscription fee.

ORDERING AND INVOICING PROCESS

Orders are taken online, via the self provisioning page, which triggers a conversation between MooD International and the customer to define and scope the detailed requirements of the service and its on-boarding.

The ordering process includes completing a subscription Order Form and establishing an On-Boarding contract with MooD International. Upon MooD receiving the contract, the turnover for provisioning a system takes a minimum of 5 working days. The service is then provisioned within 24 hours, and the first invoice is issued at the point at which the service is available. Thereafter, invoices will be issued monthly over the term of the Order, in advance of service usage. The minimum initial term is 24 months.

Standard terms of 30 days apply to invoices, and payment plans may be agreed with customers assuming there is no problem with their credit rating.

The On-Boarding process operates in parallel to service provisioning. Its timeframe is dependent upon the complexity of the customer’s need, including the number of screens and decision processes to be configured, and the number of data sources to be integrated.

The service is elastic in terms of its expansion to accommodate additional end users. Such elasticity is requested by the customer by way of an order for additional end user capacity. Additional capacity is not guaranteed.

TERMINATION TERMS

At the point of termination, all consumer data, accounts and access will be permanently deleted, and will not be able to be subsequently recovered or restored.

There are no termination costs for this Service, however MooD International may make an additional charge for transferring data out of the service.

Termination by customer

At the outset, MooD International and the customer will agree for MooD to provide the MooD ADE service for a specified size of user community for a minimum defined time period. The initial term, beginning at the point of initial service availability, is 24 months.

At the end of the Initial Term, the initial order shall automatically be extended by further 1-year period (a “Renewal Term”) unless either party provides the other with at least
sixty (60) days written notice of termination prior to the end of the Initial Term or Renewal Term, as applicable.

On termination, the customer and MooD International will negotiate an appropriate Off-Boarding service for relevant data.

**Termination by supplier**
MooD International may terminate the MooD ADE service on 60 (sixty) days notice where the customer has failed to meet their obligations or has materially breached the terms of the service contract.

Following termination by supplier within the Initial Term of the service, the customer shall be liable for all outstanding fees and costs for the remainder of the Initial term.

On termination, the customer and MooD International will negotiate an appropriate Off-Boarding service for relevant data.

**DATA RESTORATION / SERVICE MIGRATION**
When approaching the close of the service agreement without intent to renew, the customer and MooD International will agree a statement of work for export of data per customer requirements. The data will be exported in industry standard formats.

**CONSUMER RESPONSIBILITIES**
Customer responsibilities during the On-Boarding configuration process are agreed and defined within the scope of work per project but see also section on On-Boarding, and the specific Lot4 service offered.

Customer responsibilities during service operation and usage include:

- The control and management of access and responsibilities for end users.
- Setting up alerts associated with thresholds.
- Scheduling of data integration activities.
- Ensuring only appropriate data (e.g. IL0-IL2 or IL3) is stored and processed by the service.
- Compliance with Security Operating Procedures (SyOps) and other information assurance requirements.

**TECHNICAL REQUIREMENTS**
MooD ADE is 100% hosted PaaS deployment delivered through a browser. Supported browsers include IE 8+, Chrome and Safari. Note: MooD ADE does not need external plugins (e.g. Flash).

Individual users will require internet access (IL0-IL2) or connectivity via a government secure network (IL3) to the Cloud Platform used to host MooD ADE service.
SUB-CONTRACTORS

MooD International partners with Skyscape, the service provider of choice for Assured Cloud Services to the UK Public Sector, to provide the IaaS and PaaS components underlying this service.

DETAILS OF ANY TRIAL SERVICE AVAILABLE

A trial service may be available on a limited basis. The customer should approach MooD International to discuss objectives and options.