

SERVICE TRANSITION	
CONTRACTED SERVICE HOURS	
08:45 – 17:30 GMT/BST on a Working Day	
SERVICE PURPOSE	
To carry out those predetermined tasks to provide the capability for Acora to deliver the agreed Services to the Customer by obtaining and documenting relevant Customer information in relation to the Supported Environment and managing the implementation of Acora’s systems and processes in relation to the Services and Supported Environment.	
SERVICE SPECIFICS	
Service Transition Period	The period of time over which the Service Transition is planned to take place
Services	Agreed Services that are to be provided by Acora to the Customer
Service Specifics	Service Specifics related to each of the agreed Services being transitioned
Management Systems and Portals	Those items of Acora systems required to underpin relevant Services
Interim Support	Whether Interim Support is to be provided and the Interim Support Period (if any)
Remediation Reporting	Whether there is to be a Remediation Report provided to the Customer
SERVICE DESCRIPTION	
<u>Service Transition Activities</u>	
<ul style="list-style-type: none"> ➤ Process: Acora will use its standard Service Transition methodology and processes, which are designed to ensure that the appropriate level of preparation is conducted to provide Acora with the basis on which to provide the agreed Services. ➤ Customer Assistance: The successful completion of Service Transition relies on the co-operation and assistance of the Customer throughout the process and any failings by the Customer in this regard will delay completion of Service Transition and the commencement of relevant Services. ➤ Service Transition Management: a dedicated Service Transition Manager will be assigned to the Customer who will be responsible for defining and planning the necessary deliverables with relevant Acora Service management and for managing the process of Service Transition in relation to those deliverables and within a predetermined Service Transition Period. ➤ Due Diligence: Both technical and Service related audits of the Supported Environment will be carried out by Acora to a level appropriate to the nature of the Services. ➤ Service Transition Design: Acora will create a document that summarises the Service Transition deliverables and Customer assistance required, that will then be agreed with both the Customer and relevant Acora Service management and form the basis of the Service Transition for that Customer. ➤ Knowledge Transfer: A knowledge transfer plan will be developed by Acora, based on the standard requirements for the relevant Services and, in part, on the outputs from the due diligence process. Acora will provide details of the knowledge transfer plan to the Customer and agree with them the support required from the Customer to complete the plan. ➤ Support Documentation: The pre-defined standard documentation, required to support Acora’s capability to deliver the agreed Services, will be created and published within Acora, with copies of relevant documents being provided to the Customer for information purposes. ➤ Service Management Systems: the necessary elements of its service management systems to underpin the agreed Services will be procured, installed and configured by Acora. This will include the setting up of the Customer, Services and Supported Environment details with Acora’s ITSM System. ➤ Service Commencement: The final stages of the Service Transition will provide for the start of the relevant Services and closure of Service Transition activity, including communications within Acora and with the Customer. 	
<u>Remediation Report</u>	
<ul style="list-style-type: none"> ➤ Where Acora have agreed to provide a Remediation Report, this will represent an enhanced form of the due diligence process carried out under Service Transition and will consist of a detailed technical audit report to document a high level performance/quality status for agreed elements of the Supported Environment and/or other aspects of the Customer’s IT infrastructure and its associated effects upon the Services. 	

ACORA MANAGED SERVICE DESCRIPTIONS

- ▶ The Remediation Report will be conducted on parameters agreed with the Customer and any adverse findings in relation to the Supported Environment and/or other aspects of the Customer's IT infrastructure will be highlighted in the Remediation Report, together with any risks or issues that affect the performance of the Supported Assets and/or which may impact upon the delivery of relevant Services and/or SLAs being provided by Acora.
- ▶ Acora will make recommendations, where applicable, for the resolution or minimising of such risks and issues and will review the Remediation Report with the Customer to agree whether and to what extent the Customer wishes to accept Acora's recommendations.
- ▶ Any recommendations accepted by the Customer will require additional transformation project activity, which will be subject to a separate commercial discussion and agreement and will require a separate set of scoped and charged project.
- ▶ Where the findings of the Remediation Report determine that any aspect of the agreed services cannot be performed as envisaged (including any SLAs), the relevant services will be delivered by Acora within the limitations highlighted by the Remediation Report until the relevant remediation activity has been completed.

Interim Support

- ▶ Where Acora has agreed to provide Interim Support, this will be a short term, Incident Management based support service that will relate to specifically identified Supported Assets.
- ▶ Interim Support will be provided over a pre-agreed Interim Service Period, which will run at the same time as the Service Transition Period, and will be preceded by an agreed basic knowledge transfer period to enable Acora to obtain sufficient information from the Customer to enable the Interim Support to commence.
- ▶ Acora will provide the Interim Support on a remote telephone basis via the Service Desk during the Incident Management Standard Hours.
- ▶ Interim Support is provided on a reasonable endeavours basis, will not be subject to the Incident Management SLAs and will be subject to the timely and accurate completion of the relevant knowledge transfer activities required by Acora.

SERVICE TRANSITION REPORTING

Acora will determine the reporting frequency of Service Transition progress, following its standard protocols and agree these with the Customer prior to commencement of the Service Transition Services, with each such report detailing:

- ▶ Updated progress status of each Service Transition activity
- ▶ Completed Service Transition activities in the previous reporting period
- ▶ Service Transition activities planned in the next reporting period
- ▶ Current risks and issues captured in the Acora standard format.

Where included in Service Transition, the following Remediation Report will be produced in relation to the agreed aspects of the Supported Environment:

- ▶ Supported Environment performance status summary (based on known Supported Assets and IT Services)
- ▶ Detailed narrative covering the findings of the Supported Environment audit
- ▶ Where forming part of the Supported Environment, business application performance status summary
- ▶ Detailed narrative covering the findings of the business applications audit
- ▶ Recommendations for any remediation activity discovered in the audit(s) in relation to the Supported Environment
- ▶ Variances from the Acora standard Services (including SLAs) required to accommodate effects of the remediation items