UNSC GWG

Global Platform of Data, Services and Applications (GP)

Platform Service Management

1. Service Management

Suppliers are expected to collaborate with each other and their service management tools should integrate with the GP service management tool.

| Ref | Description | Type | Priority |
| --- | --- | --- | --- |
|  | The Supplier MUST ensure the service is available 99.8%, 24x7, calculated over a calendar month excluding maintenance and detail all Service Levels associated with the service. | Non-functional | Must Have |
|  | The Supplier SHOULD ensure 100% of transactions are processed by the service without error | Non-functional | Should Have |
|  | The Supplier MUST ensure the Authority is given sufficient notice of upgrades that will affect the internal IT infrastructure of contracting authority supporting the service – at least 6 months. | Non-functional | Should Have |
|  | The Supplier MUST ensure there is a clear escalation and dispute resolution policy that the Authority can invoke at the convenience of the Authority. | Non-functional | Must Have |
|  | The Supplier MUST ensure there is regular monthly reporting of charges, consumption, faults, SLA compliance / non-compliance, service credit application and changes applied or planned. | Non-functional | Must Have |
|  | The Supplier MUST ensure an account manager is assigned to the Authority to conduct regular review meetings, act as a point of escalation, and report on points in requirement 18 above. | Non-functional | Must Have |
|  | The service SHOULD provide access to their Service Management logging console / data for real time visibility and sharing information / updates | Non-functional | Should Have |
|  | The service MUST provide in advance for all joint agreements, details of the agreed SLAs for all processes | Non-functional | Must Have |
|  | The service MUST provide details of their forward schedule of changes and; where we have timing conflicts; ability for the contracting authority to influence scheduling | Non-functional | Should Have |
|  | The service MUST provide lead times for changes, detailed configuration documents, implementation plans, risk assessment and test plans for review and early visibility of updates. | Non-functional | Must Have |
|  | The service MUST provide an available test environment and ability to approve any exceptions found before live implementation | Non-functional | Must Have |
|  | The service MUST provide escalation and contact details for all Service Management processes, not generic contact numbers | Non-functional | Must Have |
|  | The supplier is expected to collaborate with other suppliers, as services will be provided by other third parties. | Non-functional | Must Have |
|  | The Supplier MUST provide details of their patch management policies and procedures and how these may impact their environments. This understanding should be reflected in the contract. | Non-functional | Must Have |
|  | The Supplier MUST detail the minimum requirements for the service, including browser and bandwidth requirements. | Non-functional | Must Have |
|  | The Supplier MUST provide details of the maximum data retrieval period, that the Authority can retrieve a copy of their data from the service. | Non-functional | Must Have |
|  | The Supplier MUST provide details of the data retention period in which the Supplier will retain backup copies of the Authority's data during the termination process (in case of problems with the retrieval process or for legal purposes) | Non-functional | Must Have |