

# FORESIGHT Service Definition

---

## Version Control

Version	Issued By	Issue Date	Comments
V0.1	Peter Cheetham	24 Aug 2012	First draft
V0.2	Peter Cheetham	29 Aug 2012	Peer reviewed
V1.0	Peter Cheetham	30 Aug 2012	First release

# Contents

Version Control .....	2
1. Introduction.....	4
2. Overview of the G-Cloud FORESIGHT Service .....	5
3. Information Assurance .....	6
4. Backup, Restore and Disaster Recovery .....	8
5. On-boarding and Off-boarding processes .....	9
6. Pricing .....	10
7. Service Management.....	11
8. Service Constraints.....	13
9. Service Levels (e.g. performance, availability, support hours, severity definitions etc.).....	14
10. Financial Recompense Levels .....	15
11. Training .....	15
12. Ordering and invoicing.....	15
13. Termination terms.....	15
14. Consumer responsibilities.....	16
15. Technical Requirements .....	16
16. Trial service .....	19

## 1. Introduction

1.1 This document is the TLMNEXUS Service Definition in relation to the G-Cloud services ITT. This tender:

1.1.1 Explains TLMNEXUS FORESIGHT service and how it may be obtained and operated.

1.1.2 Provides a price list for the service.

1.1.3 Provides further details on related TLMNEXUS services.

1.2 FORESIGHT is a web-enabled application (DII compliant) through life budget management tool that allows individuals to manage their through life budgets electronically across all appropriate stakeholders. Availability of through life budgets in a single centralised database is enabled by an online and fully interactive environment where through life budgets can be manipulated against evolving P9 & S9 allocations. Desk officers can manage their devolved budgets down to individual budget lines and are provided with an extensive range of associated management reports.

1.3 Key features of FORESIGHT are:

1.3.1 Foresight enables managers to have clearer visibility on spend and make better overall decisions regarding finance. It is a familiar, web-enabled solution that allows the complete management of project budgets.

1.4 Foresight will:

1.4.1 Ensure project managers are closer to their financial data and always know what, when, how and why money is being spent

1.4.2 Present one clear view of all project budgets

1.4.3 Enable project managers to provide shareholders with detailed, consistent reporting on specialist funding lines across global projects

1.4.4 Link with TLMNEXUS APPROVE so that business case information is connected within the budget

1.5 FORESIGHT also offers the following:

1.5.1 Advanced granular reporting in Excel or PDF formats

1.5.2 The ability to cut and dice budget figures depending on category or customer scenario

1.5.3 An option to create 'communities' so people can easily view budget information that is particularly relevant to them

## 1.6 SUMMARY

1.6.1 The FORESIGHT Service enables UK MoD finance & commercial officers to manage, at the team level, their through life budgets. It enables identification and impact assessment of the through life budgets at the earliest possible point in the process. It ensures the process of budget management is rigorously carried out and is compliant with the MoD Smart Procurement process and is compliant with JSP 886.

1.6.2 Additionally, the associated business management information (BMI) that is generated from the service gives customer teams the ability to accurately project through life candidate expenditure against future budgets.

## 2. Overview of the G-Cloud FORESIGHT Service

2.1 This TLMNEXUS offering under LOT3 is the FORESIGHT service. This consists of the following:

*2.1.1.1 Use of an RLI hosted, "role-based access" controlled, through life budget management tool (FORESIGHT) for the duration of the contract.*

*2.1.1.2 Business data load services based on the capture of past present and future budget/spend detail of up to -1 to +2 years of budgets into FORESIGHT.*

*2.1.1.3 Preparation and load of customer specific reference data as required to operate the tool*

*2.1.1.4 Commissioning of the customer User Account Base (priced on up to 50 register users)*

*2.1.1.5 An initial hosted service capacity based on 50 Users and 5GB of business data (This is scalable to customer identified need).*

*2.1.1.6 Training of the first 50 Users (including Super Users) in the operation of the FORESIGHT tool set. This includes training for staff turnover in the first 12 calendar months of contract.*

*2.1.1.7 Implementation of Business Transformation services required to align the customers current working practices with the FORESIGHT centred best of breed approach.*

*2.1.1.8 Integration of FORESIGHT with other TLMNEXUS services such as APPROVE providing both services are purchased at the same time.*

*2.1.1.9 Access to a pre-production FORESIGHT service, which does not contain live data. This service is used for training and software update purposes.*

2.2 Cloud hosting services are provided by TLMNEXUS via our IL3 cloud hosting service provider (Devonport Royal Dockyard Limited (“Babcock Business Systems”). These services are contracted directly from the hosting providers based on a forecast usage pattern agreed with the customer. Hosting charges are documented in the Pricing Section (Section 6 of this document)

2.3 The TLMNEXUS FORESIGHT service offering for Lot 3 is based on the Restricted LAN Interconnect (RLI) Hosting provided by Babcock Business Systems from the Keynsham Data Centre (KDC).

2.4 The hosting service is explained in further detail in the following document which can be provided on request:

2.4.1 Q040050086 TLMNEXUS ITLM Toolkit Application Hosting on the RLI Statement of Technical Requirements version 3 dated 10/4/2012 (Babcock Business Services) or later version.

## 3. Information Assurance

### 3.1 Business Context

3.1.1 The purpose of the FORESIGHT service is to provide approved and registered users with an IL3 level tool set with which to manage their teams through life budgets. The service is hosted by the Babcock Business Services team who manage the accredited RMADS and any relevant Code of Connection (CoCo) documentation for the pre-production and live services. Copies of these documents can be provided by TLMNEXUS on customer request. The service is also compliant with the following MoD policies and leaflets:

3.1.1.1 JSP 329 – Information Coherence for Defence

3.1.1.2 JSP 440 - Security Standards

3.1.1.3 JSP 507 – Investment Appraisal and Project Evaluation

3.1.1.4 JSP 602 – Information Coherence Directions & Guidance

3.1.1.5 Leaflet 1008 – Information Coherence Environment

3.1.1.6 Leaflet 1012 – Information Interchange

3.1.1.7 Leaflet 1018 – Minimum Standards Profile

3.1.1.8 JSP777 – Network Enabled Capability

3.1.1.9 Taxonomy – TLMNEXUS modelling deliverables conform to UML2.1

3.1.1.10 Standards - TLMNEXUS are committed to supporting the Joint Information Group (JIG) agreed information standards for information sharing between MoD and industry, namely OAGIS or PLCS utilising XML/XSD.

3.1.1.11 All solutions provided by TLMNEXUS conform to DII Architectural Guidelines for MoD Intranet Web Browser delivered applications.

3.1.2 MoD Stakeholders who are authorised/cleared to access the FORESIGHT tool set and the RLI may operate the services within their RBAC view at the discretion of the customer.

3.1.3 Senior members (SC cleared) of the tlmNEXUS development and support team will also have access to the live versions of the FORESIGHT service utilising RLI connected workstations. This level of access enables TLMNEXUS to provide system support and enable management of both the Pre-Production version and the LIVE version of the FORESIGHT service. TLMNEXUS can provide to an approved customer details of the DSAS (Acc7b) accredited RMADS & CoCo which enable this access. Relevant risks have been mitigated and have no higher rating than MEDIUM.

3.1.4 The highest classification of data held within the FORESIGHT service will be RESTRICTED however NOT PROTECTIVELY MARKED data will also be held. The system does not distinguish between the two classifications therefore all data will be treated as RESTRICTED.

3.1.5 All data created within the FORESIGHT service remains the property of the customer at all times. TLMNEXUS will only change or modify reference or business data with the direct approval of the nominated MoD data owner.

3.1.6 Anti-Virus and Windows Updates - The FORESIGHT service utilises the MoD DOBUS service to provide Windows Update and Anti-Virus updates.

## 4. Backup, Restore and Disaster Recovery

### 4.1 Live Service & Pre-production System

4.1.1 TLMNEXUS and Babcock Business Services provide for 15 minute incremental database backups and twice daily full backups of the TLMNEXUS FORESIGHT service application data and applications. Full back ups are to tape, in order to facilitate data recovery and will be stored on and off site in DII approved storage facilities.

4.1.2 In the event of a site disaster recovery incident (A loss or partial loss of site RLI Connectivity and/or server room) Babcock Business Systems will recover the TLMNEXUS FORESIGHT service from its last incremental or full good back up and resume the TLMNEXUS FORESIGHT hosting service. The TLMNEXUS FORESIGHT service is categorised as a “standard” recovery item which means that there is no agreed Service Level time for recovery. Our experience with Babcock Business Services is that they have not had a site outage in the last 5 years.

### 4.2 Development & Test

4.2.1 TLMNEXUS provide a full on and off site Disaster Recovery solution for all FORESIGHT service code, software designs and documentation.

4.2.2 The above is backed up by a documented Business Continuity Plan (BCP) which identifies roles and responsibilities and tasks to be undertaken to ensure either failover or disaster recovery. The BCP also covers plans for other elements of the Service including for example continuation of Helpdesk.



## 5. On-boarding and Off-boarding processes

### 5.1 On-boarding Process

5.1.1 A customer wishing to order the FORESIGHT Service will be contacted by a TLMNEXUS representative who will clarify the scope of the required service. Following agreement on scope an order may be placed via the catalogue. A delivery plan will be agreed and the necessary customer provisioned data clarified.

5.1.2 Service activation occurs on receipt of a valid order. The set process (onboarding) typically takes around 4 weeks subject to the scope of the service. Typically the largest influence is the quantity of through life budgets which need to be collated and input into FORESIGHT. Users may start to input new through life budgets as soon as the customer supplied reference data has been loaded and they have received their training.

5.1.3 The FORESIGHT service will initiate User training and support to enable them to rapidly adopt and deploy the service.

5.1.4 The standard TLMNEXUS LOT 3 FORESIGHT service offering includes the following on-boarding activities:

5.1.4.1 Preparation and load of customer specific reference data as required to operate the FORESIGHT service.

5.1.4.1.1 Commissioning of the customer User Account Base (priced on up to 50 register users). Further User accounts in excess of this value may be loaded as added value service based on pricing as described in section 6.

5.1.4.1.2 An initial hosted service based on 50 Users and 5GB of business data (This is scalable to customer identified need).

5.1.4.2 Business Data Load Services based on -1 to +2 years through life budgets. Quantities of through life budgets in excess of this value may be loaded as added value service based on pricing as described in section 6.

5.1.4.3 Training of the first 50 Users (including Super Users) in the operation of the FORESIGHT tools, training of turnover staff in the first 12 calendar months (up to the 50 User threshold) is included in the service. Quantities of training in excess of this value may be provided as added value service based on pricing as described in section 6.

5.1.4.4 Business Transformation services required to align the Customers current working practices with the FORESIGHT best of breed approach.

5.1.4.5 Integration of FORESIGHT with other TLMNEXUS services such as APPROVE should both services be purchased at the same time.

5.1.4.6 Access to a pre-production FORESIGHT service, which does not contain live data. This service is used for training and software update purposes.

5.1.4.7 Services of the UK based Helpdesk Team during the onboarding period.

## 5.2 Off-boarding

5.2.1 Customers sign up to a minimum of 1 year service. 3 months notice is required for termination to enable TLMNEXUS to arrange for Data Off-boarding if required.

5.2.2 On expiry of service the customer data is held within the service in read-only format and user access will be removed from the service.

5.2.3 Terminating customers have the option to receive their data in MS Excel (subject to data sizing constraints) or HTML format and extract documents from the service if they wish for backup or archival processes.

5.2.4 There is a fixed cost for Bulk Data Extract outlined in Section 6.

## 6.Pricing

6.1. Various pricing elements are available to match variations in customer needs. These prices cater for variation in Project Team size, quantity of historic data to be migrated and variation in data growth characteristics. Further variations in service such as high availability or specific customer requirements can be discussed directly with the TLMNEXUS team. Typical pricing is shown below. The FORESIGHT service does not provide an End User licence. It is implicit within the service that the customer has a “permit to use” FORESIGHT for the period of contract and for the duration of any future off-boarding activity. Please note there is a fixed off-boarding charge and associated notice period of 3 months. Service payments are normally quarterly in advance by UK Government P2P. Other payment options are available TLMNEXUS are able to recommend the best approach for a particular customer.

## FORESIGHT Service Pricing

FORESIGHT Service element	Scope	Price (excluding VAT_)
Year 1 including onboarding	Up to 50 User Accounts & Training for Users (Up to 5 ½ day training sessions plus staff turn), 5GB Business Case Storage Space.	£60000 per annum
Additional capacity increment	51 to 200 users plus further 20GB Business Case storage excluding training.	£25000 per annum
Training Session	Up to 12 Users per session	£500 per session
Data Capture	Bulk capture of through life budget and contracted spend data and associated financials	£POA
Each further 50GB Storage Increment	For Through life budgets	£5000 per annum
Off-boarding Bulk Data Extract	5GB Up to 25 GB Larger volumes	£5000 £8000 £POA

Discounts may be available for larger volumes etc.

Orders are placed against standard terms and conditions, unless otherwise agreed in writing with TLMNEXUS Ltd

### Please note:

1. Payment terms: 30 days from date of invoice.
2. VAT will be charged at the prevailing rate.
3. TLMNEXUS Ltd requires 5 business days advance notice of postponement of training otherwise the training course headcount will be deducted from the remaining training balance for the year.
4. The 12 month minimum contract term will begin from the date of order, unless otherwise agreed with TLMNEXUS Ltd.
5. Support and maintenance is included in the service for the first year.
6. Training course prices do not include provision of course venue or DII compatible workstations.
7. All training materials are included in the price of training courses.

## 7. Service Management

**7.1** The FORESIGHT service is delivered through a tried and tested AGILE Development process and delivered via a fully DII compatible virtualised infrastructure. This approach has a proven track record as highly stable, scalable and secure. The solutions are centrally hosted

and managed through a primary helpdesk thereby providing the following benefits:

7.1.1 No need for risky, costly infrastructure setup and roll-out which often result in delays and technical incompatibilities

7.1.2 Scalability due to optimal design of subsystems and components (storage, web-servers, bandwidth etc.) within the service delivery architecture.

7.1.3 Customers are not required to invest in any resources, hardware, software or IT staff to utilise the service. TLMNEXUS are responsible for the following activities in accordance with the contract:

## 7.2 System setup and configuration

7.2.1 Hosting including hardware operating systems and connectivity to the RLI is managed by our hosting provider Babcock Business Systems who provide the following:

*7.2.1.1 System maintenance – Hardware, Firewalls & RLI connectivity*

*7.2.1.2 Operating System, Database , Antivirus and Virtualisation Software upgrades*

*7.2.1.3 Backup using an incremental and full daily backup cycle*

*7.2.1.4 Management of Usage logs and tracking all end user and administrator activities*

*7.2.1.5 System performance monitoring*

*7.2.1.6 Business continuity and disaster recovery (tested annually)*

*7.2.1.7 Security (all relevant RLI security protocols and security accreditation)*

## 7.3 User Account Management

7.3.1 Service Management includes setting up new users and their permissions profile based on profile information provided by the appointed customer representative/s. The Helpdesk will manage the user accounts and password resets. It is possible for customers to self serve User Account management if they so wish. This may be cost effective if there is a high level of staff turn.

## 7.4 Summary

7.4.1 The FORESIGHT service leverages the true benefits of SaaS whilst providing the highest standards of service in terms of security, availability and performance required by the most demanding customers in the market.

## 8. Service Constraints

8.1 Customers have access to the Helpdesk that operates 0900 to 1700hrs Monday to Friday excluding UK public holidays. We offer telephone support backed up by a dedicated support email address.

8.2 The service is monitored by in-house monitoring software that automatically alerts administrators to outages and enables immediate diagnostics. These include failure or inability to connect to the service and performance degradation.

8.3 Should the loss of service be attributable to loss of RLI based function TLMNEXUS will utilise best endeavours to assist the MoD contractor (currently BT CONNECT PLC) in rectifying the problem.

8.4 The software is updated on a daily basis in line with our AGILE process, where change affects the end user experience then User Guides will be updated and appropriate training delivered. For such software upgrades and any other maintenance work, customers receive 5 working days notice of disruption to service. Where appropriate work is undertaken during weekends in order to ensure minimal disruption to the service.

8.5 Software changes are designed and planned in consultation with our customers and services teams via account managers directly working with customers and via customer user groups. TLMNEXUS maintain a product roadmap in which we identify technology and governance changes that need to be reflected in FORESIGHT as well as general product improvements based on feedback from customers and our Services team.

8.6 In the event of a release with significant new functionality we will run refresh programmes and training sessions in advance of the release date.

## 9. Service Levels

- 9.1 System availability is guaranteed at an 85% monthly minimum with 5 years physical evidence that the service availability rate from the host exceeds 99.9% (Evidence available from BBS on request).
- 9.2 The Helpdesk is manned 0900 to 1700 Monday to Friday (excluding UK bank holidays).
- 9.3 The software is available 24/7/365 except for planned maintenance periods. Service outages are monitored 24/7 and are remotely maintained during out of office periods.
- 9.4 System response time is subject to customer local RLI response.
- 9.5 It is TLMNEXUS policy to resolve any queries/issues as soon as possible following receipt of a call. Generally calls are resolved within that initial call. Any issue that cannot be resolved on the first call is immediately directed to the appropriate team for resolution. Outstanding customer support calls take priority over all other work within our operations team. Any issue not resolved within two hours is escalated for resolution under the following Service Level Agreement (SLA):
- 9.5.1 Service Level Agreement for On-Site Help Desk Facility
- 9.5.1.1 *Details of both on and off-site Helpdesk availability are displayed on the Landing Page at contract award and updated as required and at least on a weekly basis.*
- 9.5.1.2 *100% of immediate User Helpdesk enquiries are to have an initial response within 2 hours.*
- 9.5.1.3 *95% of routine User Helpdesk enquiries are to have an initial response within 2 working days.*
- 9.5.1.4 *80% of all User Helpdesk enquiries are to be fully resolved within 5 working days permitting closure*
- 9.6 Maintenance/Patches/Upgrades. These are generally by notification and as part of our agile process are carried out on a daily basis in quiet periods. Where software rollout requires dropping customer connection or requires significant database update a minimum of 5 working days notice will be given to all users.
- 9.7 Training service levels

9.7.1 Training in use of the FORESIGHT service is carried out by our own trainers who are kept up to date on functional development and participate in revision to User Guides. All training is given face to face on the customer premises using customer provisioned RLI based workstations.

9.7.2 The on-going training plan is agreed with the customer and classroom sessions booked well in advance.

9.7.3 There is a 5 working day cancellation of booked training policy such that cancellation by the customer within that period entitles TLMNEXUS to include the training session in the annual training load. This allows TLMNEXUS to cover course preparation costs and irrecoverable trainer subsistence costs.

## 10. Financial Recompense Levels

10.1 All relevant recompense issues are covered in the TLMNEXUS FORESIGHT Service Terms & Conditions Document.

## 11. Training

11.1 Product Training is carried out by trainer led classroom sessions supported by tutorials and comprehensive online user guides. Our product training courses give attendees a practical working knowledge of the key capabilities of FORESIGHT.

11.2 Candidates are trained in the entire FORESIGHT process with particular emphasis on their role-based elements.

11.3 Super users can be trained to manage user accounts if appropriate.

## 12. Ordering and invoicing

12.1 All relevant ordering and invoicing issues are covered in the TLMNEXUS Terms & Conditions Document.

## 13. Termination terms

13.1 All relevant Termination conditions are detailed in the TLMNEXUS Terms & Conditions Document.

13.1.1 Customers sign up to a minimum of 1 year service. 3 months notice is required for termination to enable TLMNEXUS to arrange for Data Off-boarding if required.

## 13.2 Data Restoration

13.2.1 The FORESIGHT service provides for return of customer data at termination of contract in HTML format or in MS EXCEL format if appropriate. All business data remains the property of the Customer at all times.

## 14. Consumer responsibilities

14.1 The Customer is required to abide by the TLMNEXUS Terms & Conditions of Contract under the G-Cloud Framework and the TLMNEXUS Terms and Conditions.

## 15. Technical Requirements

15.1 This section provides an overview of the TLMNEXUS offerings.

15.1.1 TLMNEXUS FORESIGHT service is hosted by Babcock Business Services on the Restricted LAN Interconnect (RLI) and is fully compliant with DII (C) & DII(F) Application Developers Guidelines. The TLMNEXUS FORESIGHT service is accessed by any RLI compatible GUI operating the DII approved Web Browser. The service is accessible to registered List X company employees via the WHITE WEASEL access control list. Hosting is fully virtualised enabling full separation of the applications from the operating systems and platform. There is no customer access to either the infrastructure, operating systems or the virtualised environment itself. TLMNEXUS staff can access the virtualised environment for maintenance and support purposes. The FORESIGHT service is a Microsoft IIS developed set of Web Applications with a SQL Server 2008R2 set of databases. Internal and external integration of data sources is via IBM Websphere MQ middleware products.



## 15.2 Inbound and Outbound Data Feeds

15.2.1 Use of MQ Messaging enables Assured Messaging services for inbound and outbound information sharing.

15.2.2 Initial data load is carried out as part of the onboarding process and described in section 4.

15.2.3 The FORESIGHT service is designed to integrate multiple data sources into a data warehouse and provides a suite of reporting functions. The integrated reporting services support online analytical processing (OLAP) into Data Cubes enabling users to retrieve and configure reports from FORESIGHT and other TLMNEXUS based data sources/services such as APPROVE.

## 15.3 Reporting Services

15.3.1 Users connect through standard DII compatible web browsers, typically IE6, over SSL through local and data centre firewalls. The browser connects to one or more Microsoft Internet Information Services (IIS) web servers. All exports and printing of reports is carried out using standard Microsoft GUI services.

## 15.4 Authentication Services

15.4.1 Users are authenticated against a proprietary Role Based Access Control (RBAC) model. Customer super users have access to a user account management service which enables user account and user profile management. Role based access coupled with skill based data regarding which users have the right to see which data and ensures all business data access is compliant to IL3 standards. The open LDAP technology employed enables the passing of appropriate credentials between RLI based services thereby supporting "Single Sign ON" (SSO) as required by Defence CIO.

15.4.2 Users access reports which filter content according to their role and privileges. Most system reports are presented in real time through the web browser. Live configuration of reports based on daily constructed "CUBES" is also available. Reports may be exported as delimited files, MS EXCEL (.xls) files or printed.

## 15.5 Servers, Hosting, Virtualisation & Certification

15.5.1 The Babcock Business Services Hosting solution is accredited up to IL3 and the requisite Accreditation documentation can be provided, on request, to approved recipients.

## 15.6 Database Server

15.6.1 The service utilises a Microsoft SQL Server 2008 R2 database with multiple database instances.

15.6.2 The FORESIGHT service is based on a nominal 5Gb of storage space per customer this is sufficient for approx 4 years through life budget deata. This can be increased as required by the customer based on forecast usage and as priced in Section 6.

## 15.7 Application Servers

15.7.1 The server is Windows IIS (version 7, latest patch level) web server hosted within the data centre.

## 15.8 MQ Messaging

15.8.1 TLMNEXUS utilise IBM Websphere MQ (Assured Messaging) to share information between internal services such as FORESIGHT, APPROVE & RESOLVE and also for export to external MoD or Industry Systems.

## 15.9 Embedded Open Source Licensed components

15.9.1 The following Open Source Licensed components are utilised within the FORESIGHT Service:

<i>Component</i>	<i>Function</i>	<i>Licence</i>	<i>Reference</i>
<i>jquery</i>	<i>Javascript Framework Library</i>	<i>MIT Licence (free open source)</i>	<i><a href="https://github.com/jquery/jquery/blob/master/MIT-LICENSE.txt">https://github.com/jquery/jquery/blob/master/MIT-LICENSE.txt</a></i>
<i>Ionic ZIP Library</i>	<i>Create ZIP files</i>	<i>Microsoft Public Licence</i>	<i><a href="http://www.opensource.org/licenses/ms-pl.html">http://www.opensource.org/licenses/ms-pl.html</a></i>
<i>SubSonic</i>	<i>Data Access Layer generation tool and framework</i>	<i>BSD License</i>	<i><a href="http://www.opensource.org/licenses/bsd-license.php">http://www.opensource.org/licenses/bsd-license.php</a></i>

## 16. Trial service

During account initiation a trial service can be set up for the purposes of proving infrastructure, technology, accessibility and testing. There would be no charge for this.

END OF DOCUMENT