

General



# DoxShare Service Definition

## Service Definition

Version: 1.0

Date: 01/10/2016





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# 1 Terms of Reference

## 1.1 About this Document

DoxShare, a secure online document management facility offered on a Software-as-a Service basis (the “Service”) by Professional Data Management Services Limited (PDMS).

It describes:

- The functionality of DoxShare, and other information pertaining to it;
- More general information that applies to all services offered by PDMS on a Software-as-a Service basis, including the Service Level Agreement and Support Mechanisms.

## 1.2 Document Properties

<b>Version</b>	1.0
<b>Date</b>	01/10/2016
<b>Classification</b>	

## 1.3 Supporting Documents

The following documents should be read in conjunction with this document:

No	Document
1	Customer Code of Conduct.pdf
2	PDMS SaaS Standard Terms and Conditions.pdf
3	PDMS Standard Terms and Conditions.pdf
4	Data Protection Summary – Isle of Man.pdf

## 1.4 Change History

Revision	Date	Summary of changes
1.0	01/10/2016	First version
1.1		

## 2 DoxShare

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### 2.1 Glossary of Terms

See also the more general **3.1 Glossary of Terms** for **PDMS Software as a Service**, below.

**Document** – A file of any type that does not exceed 50Mb in size. Note that not all file-types are index-able (and therefore content-searchable); a list of the index-able file-types is included in **Appendix 1**.

**Meta-data** – Additional information about a document stored in the database, as opposed to the document itself.

**PDMS** - Please refer to the Glossary of Terms for PDMS Software as a Service in Section 3.1 below.

**PDMS Software as a Service (SaaS)** - Please refer to the Glossary of Terms for PDMS Software as a Service in Section 3.1 below.

**Service Availability** – A percentage measure of the time the Service will be available for use.

**The Service** – DoxShare, which is offered on a Software-as-a Service basis by PDMS Limited.

**WebDAV (Web-based Distributed Authoring and Versioning)** – A set of HTTP methods that facilitate the management and editing of documents over the Internet.

## 2.2 Service Description

### 2.2.1 Summary

A secure, online document management facility, DoxShare helps organisations and networks to collaborate. Using DoxShare you can quickly exchange electronic files with colleagues, clients and partners, in a way that is secure, controlled, auditable and accessible.

DoxShare is a software application and secure data repository provided by PDMS on a resilient, managed, Software-as-a-Service basis. It is available to Customers via the use of a web-browser from anywhere with Internet access on a variety of Subscription bases.

DoxShare is designed to store and manage Documents that are likely to be reviewed, revised and released several times during their lifecycles by either one person or a group of people working remotely in collaboration. It provides for the recording of both pre-defined and Customer created meta-data fields against the Documents.

DoxShare maintains a full version history of each Document stored in it. All versions of any Document are always available, allowing a previous version to be restored if necessary. The inbuilt security ensures that only individuals with the correct levels of permissions are able to access the Documents and their versions. In addition, it maintains a full audit trail of who has viewed and/or amended a document.

The easy-to-use web-based interface allows Customers to create secure online folders in which to upload and store Documents, and also to elect to receive e-mails every time a Document is added to or updated in these folders.

In addition, DoxShare allows, via use of WebDAV, the mapping of a drive to your Document Portal, allowing your documents to be downloaded from any WebDAV aware application or service, such as Windows Explorer.

### 2.2.2 Service Features

At the time of writing, the standard DoxShare service includes the following features:

- online access
- roles and permissions based security
- time-stamped audit trail and version control
- email notifications
- RSS feeds - automatically publish public documents to other websites
- powerful search of metadata and within documents
- customizable
- regular back-ups for business continuity
- bulk document uploads and downloads

### 2.2.3 Benefits for Customers:

DoxShare provides the following benefits to Customers:

- collaborate efficiently
- reduce document management administration
- improve version control
- enhance security
- reduce risk

- demonstrate compliance
- improve accessibility
- enable business continuity
- update content on other websites automatically
- demonstrate quality management

## 2.2.4 Browser Compatibility

DoxShare is compatible with the latest versions of the following Internet browsers:

- Microsoft Internet Explorer
- Google Chrome
- Apple Safari
- Mozilla Firefox

PDMS will endeavor to ensure that DoxShare remains compatible with future versions of these Internet browsers as they are released.

## 2.2.5 Virus Protection

PDMS uses and shall continue to use all reasonable endeavours to prevent the introduction, creation or propagation of any disruptive elements (including any virus, worms and/or Trojans, spyware or other malware) into DoxShare.

## 2.2.6 Service Availability

The Service Availability is set at 99.9% (see [3.5.1 Availability](#), below, for more information).

## 2.3 Service Roadmap

A prioritized list of planned enhancements will be provided to Customers of DoxShare.

## 2.4 Bespoke Customizations and Integrations

Any requirements for bespoke customization or requirements to integrate with any system other than mentioned previously in this document would require a bespoke installation of the Service in order to protect the integrity of the Service for other Customers.

### 2.4.1 Customizations

PDMS would be happy to discuss any customizations that may be required in order to first establish whether or not they would benefit other Customers and if so discuss how these could be encompassed within the Service Roadmap.

Alternatively, should requests for customizations be outside of the planned roadmap, PDMS would be happy to discuss a bespoke/ stand-alone installation of DoxShare.

### 2.4.2 Integrations

Integrations of DoxShare with other systems is currently limited to RSS and WebDav interfaces.

Nevertheless, PDMS would be happy to discuss alternative integration requirements to establish if these would be of benefit to other users, or if this would best be provided through a bespoke/ stand-alone installation of the DoxShare platform.



## 3 PDMS Software-as-a-Service

### 3.1 Glossary of Terms

**Customer** – The organisation that subscribes to the DoxShare SaaS.

**Off-Boarding** – The process of extracting data from a (SaaS) software application for use elsewhere.

**On-Boarding** – The process of populating a (SaaS) software application with existing data.

**PDMS / PDMS Ltd** - Professional Data Management Services Limited, a company incorporated in the Isle of Man with company registration number 061568C, whose registered office is at Global House, Isle of Man Business Park, Cooil Road, Douglas, Isle of Man, IM2 2QZ, who are the provider of the Service (see [www.pdms.com](http://www.pdms.com)).

**SaaS** – see **Software-as-a-Service**.

**Software-as-a-Service (SaaS)** – A software delivery model where a software application and its associated data are hosted centrally (in the “cloud”) and delivered via the use of an Internet browser.

**Subscription** – A payment made to use a (SaaS) software application for a period of time.

**Take Up** – The process of commencing use of a (SaaS) software application.

**Termination** – The process of stopping the use of a (SaaS) software application.

**Working Day** – Monday to Friday excluding UK public holidays.

**Working Hours** – 09:00 to 17:30 (GMT/ BST) on a Working Day.

### 3.2 Contacting PDMS

To request a trial of a Service (where offered), to receive support for a Service (unless described otherwise in the Service Description), or to submit queries about the standard Subscriptions offered and the extensions to them, PDMS can be contacted via the following mechanisms:

1. By use of the Contact Form ([www.doxshare.com/Contact-Us](http://www.doxshare.com/Contact-Us)) on the PDMS web-site;
2. Via e-mail to either:
  - a. [doxshare@pdms.com](mailto:doxshare@pdms.com) – for new Customers or for general enquiries from existing Customers;
  - b. [doxshare@pdms.com](mailto:doxshare@pdms.com) – for existing Customers of a Service to report issues with or enquire about the use of that Service;
3. Via the telephone number +44(0)1624 664000 (PDMS Working Hours only).

Customers with enhanced support options (such as 24/7) will be supplied with additional means of contacting PDMS as a part of their enhanced support agreement.

## 3.3 On-Boarding/ Provisioning

### 3.3.1 Trialling the Service

A **free trial/ demonstration** version of the Service can be made available.

To gain access, please **Contact PDMS** as described in 3.2 above.

### 3.3.2 Subscriptions

Requests for Subscriptions to the Service can be placed by **Contacting PDMS** as described in 3.2 above.

The minimum contract period is 1 month and commences following the free 1 month trial, subject to contract agreements.

Payments are required monthly in advance.

### 3.3.3 On-Boarding

Once your Subscription request to DoxShare has been accepted, you will receive an e-mail containing instructions on how to set-up your organisation details. You will need to:

- Verify your e-mail address and create your administrative account;
- Create your other user accounts;
- Create an initial folder structure;
- Perform an initial upload of documents, either via the Browser interface, or the WebDAV interface (refer to the User and Administrator Manuals).

Under normal circumstances, the Service should be available to you within 1 working day of your order being received by PDMS.

Note that if you have a very large volume of documents which require uploading and wish to use alternative mechanisms to the documented upload facility, then please discuss the options that are available by **Contacting PDMS** as described in 3.2 above.

### 3.3.4 Terms and Conditions

Use of the Service (under both trial arrangements and contracted subscriptions), is subject to the “Customer Code of Conduct.pdf” and “PDMS SaaS Terms and Conditions.pdf”.

## 3.4 Hosting Services

The following hosting provision is included in the delivery of the Service:

### 3.4.1 Data Storage and Processing Locations

All data processing and storage is undertaken at Data Centres located on the Isle of Man selected by PDMS. For more information about PDMS' commitment to Data Protection and relevant legislation please see our "Data Protection Summary – Isle of Man.pdf".

### 3.4.2 Data Centres and Networks

PDMS Software-as-a-Service is hosted on a highly resilient infrastructure using multiple storage, memory and processing units across multiple locales in multiple Data Centres on the Isle of Man – an architecture aimed at achieving extremely high availability. The Data Centres adhere to best practices described by the EU Code of Conduct for Data Centre Operations, and meet the Uptime Institute Tier Level 3 classification. PDMS holds ISO 27001:2013 Information Security Management System standard certification.

Customer access is via the Internet; all data transfer is secured by industry standard encryption mechanisms.

### 3.4.3 Persistence of Storage

All data (including documents and images) input into PDMS' Software-as-a-Service offerings are stored in a persistent manner on multiple storage instances, and will remain that way until actively off-boarded on termination of a Subscription.

### 3.4.4 Backups

The data managed by PDMS' Software-as-a-Service offerings is backed-up nightly using a combination of disk and tape mechanisms. These backups are intended purely to restore data in the highly unlikely event of a complete infrastructure failure; they are not intended to, nor do they, provide a data archive. If such an archive facility is required, then this can be provided on request (by **Contacting PDMS** as described in 3.2 above), but is outside the terms of the standard Subscriptions.

### 3.4.5 Information Security

PDMS is fully certified to ISO/ IEC 27001:2013, the internationally recognized standard for Information Security Management.

In the Isle of Man, the Data Protection Act 2002 makes provisions for the regulation of the processing of information relating to individuals. This act is based upon the UK's Data Protection Act 1998 and gives effect in the Island to Directive 95/46/EC of the European Parliament. For more information about PDMS' commitment to Data Protection and relevant legislation please see our "Data Protection Summary – Isle of Man.pdf".

### 3.4.6 Information Assurance

The Service is offered to store documents marked up to "Official".

In addition, PDMS is seeking to meet the requirements for storing documents marked up to “Secret”.

## 3.5 Service Level Agreement

### 3.5.1 Availability

The **Service Availability** stated above is the percentage of the time the Service is available for use when measured over any one calendar month subject to **Exceptions** (see below) calculated according to the formula:

$$\frac{\begin{array}{l} \text{(The number of minutes the service is available to the Customer} \\ \text{PLUS} \\ \text{The number of minutes the service is unavailable to the Customer due to exceptions)} \end{array}}{\text{The total number of minutes in the month}}$$

**Exceptions** are:

- Circumstances beyond PDMS’ reasonable control, including, without limitation, acts of any governmental body, war, insurrection, sabotage, armed conflict, embargo, fire, flood, strike or other labour disturbance, interruption of or delay in transportation, unavailability of or interruption or delay in telecommunications or third party services (including network and Internet service providers), virus attacks or hackers, failure of third party software. Inability to obtain raw materials, supplies or power used in or equipment needed for provision of the services, and/or outages elsewhere on the Internet that hinder or delay access to the Services.
- Emergency maintenance of the website, software, network or any other component of the PDMS Software System by PDMS or its third party service providers. PDMS will use commercially reasonable efforts to provide Customer with as much prior written notice as possible (which notice may be transmitted to Customer via electronic communications and/or posting to the Services website).
- Customer’s acts or omissions including but not limited to the acts or omissions of Customer’s employees, contractors, agents, end-users or others who gain access to the Service via the Customer login identifier or password.
- Customer’s violations of any agreements between Customer and PDMS including but not limited to the System Terms of Use.

If the Service availability over any one calendar month is less than the above defined **Service Availability**, the Customer may request financial recompense (see 3.4.4 below).

The ideal availability for the Service is 24 hours a day, 7 days a week, all year round. However, despite the fact that the infrastructure implemented to host the service is designed to support optimal availability, in practice this “total availability” is not possible. Exceptions include:

- Planned maintenance;
- Critical security maintenance;
- Unforeseen problems.

Therefore the minimum service availability is set. Measurement of service availability will be performed by a 3<sup>rd</sup> party, and failure to meet this target will result in financial recompense (see 3.5.4 below).

## 3.5.2 Capacity

The capacity available for data (including documents and images) storage is dependent on the Subscription option taken. If the service fails to deliver pre-purchased capacity, the Customer may request financial recompense (see 3.6.4 below) equivalent to one day's unavailability of the service.

## 3.5.3 Performance

PDMS will endeavour to ensure system performance is of a reasonable standard, however many factors that affect your perception of system performance are outside the control of PDMS. If your perception is that there is a problem with system performance, please **Contact PDMS**.

## 3.5.4 Financial Recompense for Failure to Meet Agreed Service Levels

The financial recompense shall be calculated as a portion of the monthly Subscription fee to the Customer proportionate to the unavailability of the system, i.e.

$$\frac{\{1 \text{ MINUS } [(The \text{ number of minutes the service is available to the Customer} \\ \text{PLUS} \\ \text{The number of minutes the service is unavailable to the Customer due to exceptions} \\ \text{MINUS} \\ \text{The number of minutes the service is unavailable to the Customer due to other} \\ \text{reasons)} \\ \text{DIVIDED BY} \\ \text{The total number of minutes in the month}] \} \text{ TIMES BY The monthly Subscription fee}}$$

This can be taken as a credit against any future Subscription or as a payment to the Customer.

To request financial recompense, the Customer must make a written request using the mechanisms described in **Contacting PDMS**. Any such request must include the date(s) and time(s) that the service was unavailable and must be received by PDMS within ten (10) days of the end of the calendar month during which the Service was unavailable

The total amount repayable to the Customer in a particular month shall not exceed the total Services Subscription and/or hosting fee paid by the Customer for that month in which the credit is issued.

## 3.6 Support Mechanism

### 3.6.1 Customer Responsibility

The Customer is responsible for properly maintaining the functional operation of all workstation equipment, including but not limited to connectivity to the Internet. Prior to contacting PDMS regarding any connectivity problems with respect to the system, the Customer will verify that it is able to reach major Internet sites such as [www.msn.com](http://www.msn.com) or [www.yahoo.com](http://www.yahoo.com).

### 3.6.2 Raising a Request for Support

A request for support can be raised via the various means of **Contacting PDMS** (see 3.2 above) **unless** an alternative mechanism is agreed.

### 3.6.3 Hours of Support

In general, support will only be provided during **Working Days** (see Glossary), although support requests can be raised via **Email** or the **Contact Form** (see **Contacting PDMS** at 3.2 above) at any time.

The scope of the support offered can be extended by agreement and on payment of an additional monthly fee, depending on the level of support required.

### 3.6.4 Response to a Request for Support

A response to a support request can be expected to be received within **4 (four) Working Hours** of the support call being raised. A resolution, or work-around, can, in most cases, be expected to be received within **7.5 (seven and a half) Working Hours** of the support call being raised.

### 3.6.5 Terms and Conditions for Support

Prior to raising a support request, the Customer should check the available training and assistance resources, FAQs and other material. The Customer should ensure that the request for support is reasonable. PDMS reserve the right to not respond to unreasonable requests.

Note: Your support may be governed by the terms of your Subscription to a Service. If you require additional support, then please use the **Contacting PDMS** mechanism to enquire about the options available.

Note: PDMS will apply a “fair usage” policy to the support requests received.

### 3.6.6 Support Agreements – Alternatives

PDMS can also offer alternative Support Agreements, depending on the Customer's requirements.

## 3.7 Training and Assistance

Publically available training and assistance materials that are provided under the terms of a standard Subscription will be uploaded with the instance of Doxshare.

Additional user manuals, training and/ or materials can be provided on request (via the various means of **Contacting PDMS** as described at 3.2 above), but is outside the terms of the standard Subscriptions.

## 3.8 Customer Code of Conduct/Acceptable Usage Policy

The current terms of use of PDMS Software-as-a-Service are included in the “Customer Code of Conduct.pdf”.

Customers are expected to abide by the terms of use described therein.

Note that:

- It is imperative that Customers protect the credentials used to access the System; e.g. ensure that passwords etc. are not shared.
- It is essential that Customers use Virus protection on their computers, and that any files uploaded to any system provided on a Software-as-a-Service are checked for Viruses.
- Customers are liable for all content that is uploaded and/or input to the Service.

## 3.9 Termination

A Subscription to the Service can be terminated by the Customer or by PDMS as outlined in this section and detailed in Clauses 19 and 20 of the “PDMS SaaS Standard Terms and Conditions.pdf”.

**Off-boarding** will then be undertaken as appropriate as described in 3.11 below.

### 3.9.1 Termination by the Customer

A Subscription can be terminated by the Customer (either during the term of a Subscription, or by indicating that a Subscription renewal is not required), by **Contacting PDMS** (as described at 3.2 above) and requesting such.

No refund will be made for any pre-paid Subscription period.

### 3.9.2 Termination by PDMS

#### 3.9.2.1 At the end of a Subscription

Reminders will be issued to a Customer via e-mail to the administrative user(s) 1 (One) calendar month prior to a Subscription ending. If a Subscription is not renewed, then it will have deemed to have lapsed, and in this case PDMS reserves the right to off-board the data (including documents and images) not less than one calendar month after the Subscription has ended; prior notifications will be issued via e-mail to the administrative user(s). Unless

requested otherwise by the Customer, the data (including documents and images) will not be retained.

### 3.9.2.2 Breach of Customer Code of Conduct/Terms of Use

PDMS reserves the right to terminate a Subscription at any time if a Customer is found to be in breach of the "Customer Code of Conduct.pdf" and has not satisfactorily responded to 2 (two) warnings of termination e-mailed to your administrative user(s).

### 3.9.2.3 Termination of the Service

PDMS reserves the right to terminate the Service at the end of a Subscription period when at least 3 (Three) calendar months' prior notice has been given via e-mail to the administrative user(s) of the termination of the Service, or at any time when at least 12 (twelve) calendar months' prior notice has been given via e-mail to the administrative user(s) of the termination of the Service. In either case, all data (including documents and images) will be off-boarded by PDMS and supplied to the appropriate Customers in an agreed manner.

## 3.10 Off-Boarding

If the Service is terminated either by the Customer or by PDMS, PDMS will contact the Customer to establish your off-boarding requirements.

Alternatively you may 'self-serve' your off-boarding requirements through the administration tab in DoxShare without any intervention from PDMS.

Using the self-serve 'Off-board Data' function creates and downloads a ZIP file containing:

- a) the latest version of each of your documents, and;
- b) an XML file for each document containing the meta-data associated with it.

### 3.10.1 Document and Data Retrieval

If you require only copies of the latest versions of your documents, then it is possible to self-serve, either via the Browser interface, or the WebDAV interface (refer to the User and Administrator Manuals).

If you require copies of the document versions and/or the meta-data associated with the documents, then PDMS will supply a copy of the data to you using one of the following mechanisms:

1. A set of folders matching the folder structure created in the Service containing:
  - a. the documents and their versions in the format they were uploaded to the Service;
  - b. the meta-data in the form of one .xml per document version;
  - c. issued encrypted on appropriate media;
2. A Microsoft SQL-Server Compressed Backup file supplied in an encrypted form by appropriate media.

The cost of either one of these is included in your Subscription to the Service.



### 3.10.2 Document and Data Removal

Document and data removal involves purging and destroying all your documents, folders, users and any other meta-data associated with your documents from the Service and its backups.

Where the Service is terminated by the Customer, document and data removal will be performed on confirmation that appropriate document and data retrieval has been successfully performed.

Where the Service is terminated by PDMS, then PDMS will use best endeavours to contact you to establish whether you require a copy, but reserve the right to off-board your data 1 calendar month after termination.

## 4 Additional Services

PDMS also offers a wide range of additional services in support of our Software-as-a-Service applications, including but not limited to the following:

- Design Authority
- Design and Development – All of our Software-as-a-Service products, including PDMS Employed, can be customised by the PDMS development teams to meet specific Customer requirements.
- Data Management and Migration
- Project/Programme Management – Our project managers are Prince II qualified
- Testing
- Project Specification and Selection
- Service Integration
- Deployment
- User Management
- Training
- Application Management and Support
- Strategy and Implementation Services
- Tailored complete Managed Service Agreements

Day rates for these services can be provided on request by **Contacting PDMS** as described in 3.2 above.

## 5 Appendix 1 – Indexable File Types

The following file types are indexable, and therefore their content can be searched within DoxShare:

.ascx	.hpp	.obt	.url
.asm	.hta	.odc	.vbs
.asp	.htm	.odp	.vdw
.aspx	.html	.ods	.vdx
.asx	.htt	.odt	.vsd
.bat	.htw	.one	.vss
.c	.htx	.pdf	.vst
.cmd	.hxx	.pl	.vsx
.cpp	.ibq	.pot	.vtx
.cs	.idl	.pps	.wtx
.css	.idq	.ppsx	.xlb
.cxx	.inc	.ppt	.xlc
.def	.inf	.pptm	.xls
.dic	.ini	.pptx	.xlsb
.doc	.inx	.pub	.xlsm
.docm	.js	.rc	.xlsx
.docx	.log	.reg	.xlt
.dot	.m3u	.rtf	.xml
.dotx	.mht	.snippet	.xps
.h	.msg	.stm	.xsl
.hhc	.obd	.txt	.zip





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