1 Purpose

This document outlines the Service Level Agreement (SLA) to manage the Customer’s ongoing support requirements for the School eLockers System.

This document defines the service levels to be provided by Specialist Apps for the School eLockers System.

The services covered by this document include:

- Management of Incidents (issues and problems)
- Management of Requests.

In addition, the document establishes the guidelines and parameters around:

- Scheduled and unscheduled downtime
- System Performance
- Automated system monitoring
- Monthly service reports
- Data backup process setup
- Hardware requirements
- School ICT team responsibilities
- Software enhancement releases
- Contact information.

2 Introduction

2.1 Service Provision Roles

Each of the following parties play a role in the provision of service with respect to School eLockers.

<table>
<thead>
<tr>
<th>Party</th>
<th>Role</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>End user</td>
<td>Encounter and report School eLockers issues and problems to the Customer’s ICT team.</td>
<td></td>
</tr>
<tr>
<td>Customer’s ICT team</td>
<td>Encounter and report School eLockers issues and problems to Specialist Apps Support Desk and assist with system setup and troubleshooting.</td>
<td></td>
</tr>
<tr>
<td>Specialist Apps Support Desk</td>
<td>Receive reports of issues and problems and action problem resolution. Perform initial configuration and ongoing maintenance of the system.</td>
<td>First level support contact for all aspects of School eLockers.</td>
</tr>
</tbody>
</table>

2.2 Services Provided Under this Agreement

The primary services provided under this agreement are:

- Management of Incidents
- Management of Requests
- Ongoing maintenance and upgrades
- System monitoring and monthly service reports.

In the context of this document, an incident is any issue or problem which arises with the operation of the School eLockers System which affects its day-to-day operation by Customer staff and which causes, or may cause, an interruption to, or a reduction in, the quality of the School eLockers service.

A request is an application for a change, addition or enhancement to the School eLockers System.
2.3. Methods of Incident Reporting

Incidents identified by Customer can be reported via:

- Email to the Specialist Apps Support Desk - at any time
- Phone call to the Specialist Apps Support Desk - during Specialist Apps Support working hours (for Severity 1 and 2 incidents).

2.4. Support Hours

As indicated above, problems and issues should be reported to the Specialist Apps Support Desk.

The hours of operation and approach to out-of-hours service vary amongst locations. They are identified in the following table.

Specialist Apps Support Centre Australia

<table>
<thead>
<tr>
<th>Service Period</th>
<th>Hours of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekday Service</td>
<td>Staffed Service from 8am to 6:00pm</td>
</tr>
<tr>
<td>Out-of Hours – week days</td>
<td>e-mail service on a best effort basis</td>
</tr>
<tr>
<td>Out-of Hours – weekends</td>
<td>e-mail service on a best effort basis</td>
</tr>
<tr>
<td>Public Holidays (Australia wide)</td>
<td>No support service</td>
</tr>
<tr>
<td>Public Holidays (Melbourne only)</td>
<td>e-mail service on a best effort basis</td>
</tr>
<tr>
<td>Special Public Holidays – Christmas, Boxing Day, Good Friday Easter Monday</td>
<td>No support service</td>
</tr>
</tbody>
</table>

Calls raised with the Specialist Apps Support during “e-mail service on a best effort basis” periods listed above will be addressed on a best effort basis – the on-call technician will only endeavour to rectify Severity 1 issues (see section 4.2 for definition) raised with the Specialist Apps Support or raised by automatic monitoring alerts, all other problems and issues reported outside the staffed service period will not be actioned until the next working day.

3 Incident and Request Categorisation

Type Categorisation (whether incident or request) and Severity Level Classification are critical steps in determining the manner in which an issue is addressed.

With respect to Type Categorisation, a logged call may be categorised as either:

- Incident; or
- Request.

If categorised as a Request, the logged call will be considered non-critical and will be assessed on its merits for attention by the appropriate area (see Request section of this document).

4 Incidents

4.1. Severity Level Classification

With respect to Severity Classification, an incident may be classified as:

- Severity 1 – Critical
- Severity 2 – High
- Severity 3 – Medium
- Severity 4 – Low

The following provisions apply for Severity Levels:

- The Specialist Apps Support will require input from users regarding urgency and impact of the issue
• Assessment of severity level is to be made by Specialist Apps Support based on information collected
• Users logging the issue cannot dictate the severity level
• Incident severity level will be assigned, based upon assessment of a number of criteria (see section 4.2) and
• After investigation of the issue, the Specialist Apps Support may upgrade or downgrade the severity level of the issue based upon the criteria defined in section 4.2.

4.2. Incident Severity Level Definition

<table>
<thead>
<tr>
<th>Severity</th>
<th>Technical Services</th>
<th>User Services</th>
<th>School eLockers Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Severity 1 Critical</td>
<td>Application down Users cannot access even basic functionality of the application</td>
<td>Users private information mishandled</td>
<td>System unavailable A large number of users (50%+) cannot access the system.</td>
</tr>
<tr>
<td>Severity 2 High</td>
<td>Major part of application is inaccessible</td>
<td></td>
<td>A number of users (&lt;50%) cannot access the system. Users cannot access the majority of the content</td>
</tr>
<tr>
<td>Severity 3 Medium</td>
<td>Only certain sections of application are inaccessible Password resets Unable to access specific locker content</td>
<td>Issues with account access</td>
<td>Cannot access parts of content such as specific locker or specific locker items</td>
</tr>
<tr>
<td>Severity 4 Low</td>
<td>Incident relates to some superficial or cosmetic part of the application Minor errors in user interface Access available but at reduced performance level</td>
<td>Help required regarding interface Help required to clarify access methods</td>
<td>The issue is cosmetic in nature and does not result in a compromise of service. Help required for understanding the subject matter laid out in the online course.</td>
</tr>
</tbody>
</table>

Very few incidents will be deemed as Severity 1 – ‘Critical’. All relevant managers will be notified as soon as a Severity 1 problem is logged.

4.3. Incident Response, and Escalation Times

<table>
<thead>
<tr>
<th>Severity</th>
<th>Initial Response</th>
<th>Initial Escalation</th>
<th>Resolution Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Severity 1 Critical During Standard Hours of Operation</td>
<td>1 hour</td>
<td>1 hour if no response</td>
<td>4 hours during normal working hours unless the issue cannot be resolved within the specified timeframe due to issues outside Specialist Apps control such as server hardware or networking problem</td>
</tr>
<tr>
<td>Severity 2 High</td>
<td>2 hours</td>
<td>2 hours if no response</td>
<td>8 hours during normal working hours</td>
</tr>
<tr>
<td>Severity 3 Medium</td>
<td>8 hours</td>
<td>48 hours if no response</td>
<td>On agreement with Customer</td>
</tr>
<tr>
<td>Severity 4 Low</td>
<td>48 hours</td>
<td>72 hours if no response</td>
<td>On agreement with Customer</td>
</tr>
</tbody>
</table>
**Notes**

1. All severity incidents: Escalation times apply during normal business hours.
2. Escalation occurs during normal hours of operation for the School eLockers Support Desk.
3. If the School eLockers Support Desk is awaiting information from the Customer the SLA clock is stopped.
4. All times quoted are in business hours and working days.
5. Times quoted are where the resolution is completely under the control of Specialist Apps. Where Specialist Apps is reliant on an external supplier, additional time may be required.
6. When work is delayed due to a lack of response from the Customer, the time taken to solicit a response is not counted for SLA purposes. Where no response has been received from the Customer after three contacts within a two-week period the call will be considered closed.
7. The resolution time for incidents is the maximum time it will take for the incident to be solved or for a workaround to be put in place. The workaround will reduce the severity of the call by restoring basic functions to allow staff to perform their duties. A full resolution will then be found as a matter of priority.
8. In extreme cases where an incident, or group of incidents, signifies an underlying problem and a workaround cannot be implemented within the timeframes outlined in the SLA, the Customer will be informed and a workaround or resolution will be implemented as a matter of priority. A working group involving representatives from Specialist Apps and the Customer group may also be formed to solve groups of problems if this is deemed the most effective approach. These parties will collaboratively agree on resolution times.
9. Requests, as per new functionality, would be completed on a fee-for-service basis. An effort estimate will be provided in the timeframes specified in section 4.4.

**4.4. Requests**

Requests must be submitted to the Specialist Apps Support Desk using the facility available on the portal. As requests must be thoroughly analysed and scheduled, an initial estimate – outlining the proposed completion date – will be provided and a completion time agreed for each request.

<table>
<thead>
<tr>
<th>Type</th>
<th>Description</th>
<th>Initial estimate</th>
<th>Completion time</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintenance request</td>
<td>Regular tasks required to maintain infrastructure or software applications.</td>
<td>3 days</td>
<td>As agreed</td>
<td>New patch applied to the server</td>
</tr>
<tr>
<td>User administration</td>
<td>Any request relating to adding, amending or deleting a user from the system.</td>
<td>Not applicable</td>
<td>3 days</td>
<td>Delete user account</td>
</tr>
<tr>
<td>request</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other request</td>
<td>Any other requests not relating to infrastructure, software or individual user administration.</td>
<td>5 days</td>
<td>As agreed</td>
<td>Request for new software / functionality Training request</td>
</tr>
</tbody>
</table>
5  Other Service Areas

5.1.  System Down-Time

5.1.1. Scheduled System Down-Time
As required based on mutual agreement.

The time and duration of any scheduled down-time period associated with system maintenance will be determined on case by case basis and will be based on mutual agreement.

5.1.2. Unscheduled System Down-Time
The acceptable unscheduled down-time for the application is:

- During business hours:
  - No more than four hours per month.
- After Hours:
  - No more than twice a month.
  - Support after the hours of 8:00 am – 6:00 pm Melbourne Local Time, will be on “Best Effort” basis. This being that the on-call technician who is rostered on technical support will endeavour to resolve the issue with the resources available to them outside normal business hours.
  - If possible, a message will be displayed on the website.

5.2. System Performance
The system will be set up to provide service for:

1. a specified maximum number of end users and end user devices
2. a specified maximum number of active concurrent end user sessions.

Concurrency level is assumed to be within 50% of the total number of users.

The acceptable service response times (time required to receive and process a request initiated by the end user and deliver and render the response on the end user device ) are defined as the following:

1. within 7 seconds for 95% of general requests
2. within 30 seconds s for 95% of sign-in requests.

Response time for requests involving file operations depends on a number of factors such as type of operation (upload, download, copy, move, delete), the size of the file, location of the source or destination files (network share or local file system), local network infrastructure performance and end user device connection to the network.

The following response times for file operations are considered acceptable:

1. within 7 seconds for 95 % of file operations with 1MB files (for files residing on network shares a robust local network infrastructure is assumed)

Note: The response times indicated above assume a robust Intranet or Internet connection between the server and the end user’s device.

5.3. Monitoring

Monitoring simply requires that the SNMP port be opened to the server. This is normally opened along with the other administration ports. SNMP Access to the server is via a version 3 read only user. SNMP traffic is encrypted and presents no real security risk. No personal data is transmitted.

A number of system metrics are recorded and monitored. These include disk volume utilisation with alerts in case of low disk space, system and CPU loads and Ethernet statistics.
5.4. **Monthly Report**

This report provides a glimpse into activity in terms of both user storage and logins along with information about various system metrics.

The following information is included into the report:

- Monthly logins and a Top 20 snapshot of the biggest users in terms of storage and logins
- System loads
- Network traffic
- Any non-critical server information like server software updates.

5.5. **Data Backup**

Backups are a critical component of any solution.

eLocker backups include all user data, binaries and databases. This is a full copy of your deployment. This allows for rapid recovery in the event of a failure or disaster event.

Common scenarios are installation of a backup client onto the eLocker server, where a client version is available or data syncing to a mounted volume that can in turn be backed up by another server or existing process.

Specialist Apps technical staff will work with you and your backup processes to ensure that your data is safe in the event of a server or storage failure at your premises.

Specialist Apps recommends the use of encrypted off site backups.

5.6. **Scheduled Release Process**

5.6.1. **Software Updates**

Specialist Apps will be providing regular software updates as new releases of the software become available.

A release can include:

- Defects resolved through Production Support during each time period
- Defects resolved by Vendor during each time period
- Enhancements prioritised and agreed upon with the School eLockers System owners
- Performance improvements.

5.6.2. **Ongoing Enhancement Requests**

Customers require the ability to continue enhancing and tailoring the School eLockers platform to meet specific requirements. The following outlines the approach to meet this need:

- Specialist Apps to manage the prioritisation of all platform change requests raised by all Customers
- Specialist Apps are to advise if a request would be:
  - Addressed through its current application roadmap and to provide a timeline of when that request would be implemented and Customer's application upgraded.
  - Not covered by Specialist Apps application roadmap.
6 Contact Information & Responsibilities

6.1. Roles and Responsibilities

<table>
<thead>
<tr>
<th>Role</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialist Apps Support Team</td>
<td>To resolve all issues raised by the Customer with Vendor</td>
</tr>
<tr>
<td></td>
<td>To provide scheduled regular software releases and updates</td>
</tr>
<tr>
<td>Specialist Apps Support Manager</td>
<td>To respond to issues escalated by the Customer</td>
</tr>
</tbody>
</table>

6.2. Escalation Process – Specialist Apps

Specialist Apps Support Desk > Specialist Apps Support Manager > Specialist Apps Technical Director > Specialist Apps Director

6.2.1 Contact Information

<table>
<thead>
<tr>
<th>Contact</th>
<th>Name</th>
<th>Number</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialist Apps Support Desk</td>
<td>N/A</td>
<td>03 9328 8237</td>
<td><a href="mailto:support@specialistapps.com">support@specialistapps.com</a></td>
</tr>
<tr>
<td>Specialist Support Manager</td>
<td>Andrew Briggs</td>
<td>03 9328 8237</td>
<td><a href="mailto:support@specialistapps.com">support@specialistapps.com</a></td>
</tr>
<tr>
<td>Specialist Apps Technical Director</td>
<td>Alex Rymashevsy</td>
<td>03 9328 8237</td>
<td><a href="mailto:alex@specialistapps.com">alex@specialistapps.com</a></td>
</tr>
<tr>
<td>Specialist Apps Director</td>
<td>Geoff Elwood</td>
<td>03 9328 8237</td>
<td><a href="mailto:geoff@specialistapps.com">geoff@specialistapps.com</a></td>
</tr>
</tbody>
</table>

7 Sign-off

By signing-off on this document all parties agree to proceed with the project as detailed in this document.

Specialist Apps Support Manager: ____________________________
Customer Representative: ____________________________

Signed by: ________________________________________________
Date: ______/_____/_____

Signed by: ________________________________________________
Date: ______/_____/_____