SERVICE LEVEL AGREEMENT

iTrent Read Only Solution

Contents

1. Overview

This Service Level Agreement defines the Services provided and managed by the Company to the Customer.

1.1. Purpose

The objective is to deliver timely, accurate and complete service to the Customer. The Service Level Agreement defines the service and the service level with the objective of:

- Clearly defining responsibilities
- Ensuring effective management of the Hosted Cloud Service
- Defining effective communication channels
- Documenting problem resolution and escalation processes

Notwithstanding any order of precedence set forth in the Agreement, in the event there is a conflict between this Service Level Agreement and the Order Document, the Order Document shall prevail.

2. iTrent Read Only Solution

2.1. Services Provision

The Order Document identifies the products and services this Service Level Agreement covers.

ENVIRONMENTS	Provided
iTrent Read Only Solution – An iTrent environment and data configured in "read only" mode for a single defined user. Read Only environments are static environments that will remain on the iTrent version applied at the time they become Read-Only unless security updates are required.	✔

Presentation Method (HTTPS)	BusinessObjects
Internet presented (Standard Service)	✓

2.2. Responsibilities

INFRASTRUCTURE RESPONSIBILITIES AND OBLIGATIONS	Company	Customer	N/A
Provide and maintain all IT Infrastructure required for the running of the iTrent Read Only Solution	✓		
Provide and maintain all computer hardware, software (with the exception of the Product) and associated equipment situated on the Customer premises such equipment to meet as a minimum the specification required to operate the Product.		✓	
The Company and Customer will make each other aware of any changes or issues that will impact the delivery of the iTrent Read Only Solution.	✓	✓	

COMMUNICATION LINKS RESPONSIBILITIES AND OBLIGATIONS	Company	Customer	N/A
Internet presented Service: Provide the service up to and including the Service Boundary.	✓		
Provide and manage an alternative (backup) internet link in the event of the primary internet link being unavailable.	✓		

HOSTED ENVIRONMENT RESPONSIBILITIES AND OBLIGATIONS	Company	Customer	N/A
Reporting service: Perform routine maintenance six times annually over pre-determined weekends: From 18:00 on the Friday to 09.00 on the Monday	✓		
Publish the maintenance schedule for customer consumption prior to the start of the calendar year.	✓		
Details and timings of each maintenance window will be communicated to the Customer prior to each occurrence.	✓		
Maintain the application in accordance with the relevant published user manual to ensure optimum application performance	✓	✓	
Where emergency updates or fixes are required to be applied the Company will endeavour to notify the Customer in writing or by email no less than 5 working days prior to any emergency maintenance	✓		
The company will proactively manage and monitor factors including, I/O, processor, memory, network and application performance that contribute to product performance.	✓		
Maintain the Product in accordance with the Systems Administration section of the relevant published User Manual, to ensure optimum application performance is achieved.	✓	✓	

BUSINESS CONTINUITY RESPONSIBILITIES AND OBLIGATIONS	Company	Customer	N/A
Maintain internal Business Continuity Plan to facilitate the recovery of the iTrent Read Only Solution in the event of a Disaster	✓		
Retain 48 hours of the iTrent Read Only Solution database backups, database transaction logs via Primary Backup Solution.	✓		
Retain 30 days of iTrent Read Only Solution database backups and database transaction logs via Secondary Backup Solution.	✓		
In event of a Disaster, recover the iTrent Read Only Solution application and database in accordance with the Company's Business Continuity Plan as per the published RTO and RPO.	✓		
Following a recovery of the iTrent Read Only Solution validate data integrity and system stability.		✓	

Produce the annual Disaster recovery test report for customer on request	✓	✓	
Complete full annual test to recover all Systems to the DR site and maintain the Business Continuity Plan	✓		

3. Service Level Objectives

The following section describes the service levels that will be met for the service items listed within the service boundary of the Company.

The Cloud Hosting service and time measurements are only applicable to the iTrent Read Only solution.

If the application fails to perform to the above service levels a call will be logged via the Company's Service Desk triggering an investigation process

3.1. IT Service Availability

SERVICE ITEM	AVAILABILITY	RTO	RPO
iTrent Read Only Solution	99.8% 24 x 7 x 365	48 Hours	4 Hours

3.2. Fault Reporting

All fault reporting will be conducted through the Company's Service Desk or Service Cloud directly.

3.3. Cloud Hosting Measurement Period

The service measurement period is quarterly within the quarters commencing on the 1st January, 1st April, 1st July and 1st October each year.

3.4. Cloud Hosting Service Availability

The percentage of service availability is defined in section 3.1, less any perceived down time that is caused by factors beyond the Company's service boundary and not including planned maintenance.

3.5. Cloud Hosting Support Hours

Monday to Friday (Excluding English Bank Holidays)   **08:00 - 18:00**

Saturday and Sunday: **N/A**

The above are the hours during which the Company provides standard office-based IT support related to the Cloud Hosting Service.

Category 'A' faults will be investigated by the out-of-hours support team, all other calls will be attended to during the next working day as defined above.

The scope of the Managed IT out-of-hours technical support line is to provide IT based support for contracted Services and should only be used to log items that are defined as Category A issues.

Items such as payroll queries and software faults are not covered by this service and will need to be raised with the MHR Service-Desk during their standard support hours.

4. Exit Management

Exit Management Responsibilities	Company	Customer
Prepare a transition schedule detailing timescales, requirements and milestones to achieve the transfer of Customer data.		✓
Agree transition schedule.	✓	✓
Provide specification of requirements for the data to be transferred.		✓
Agree specification of requirements.	✓	
Provide Customer data in line with the transition plan and specification of requirements. All data will be provided in an industry standard format. The Company will make a charge for the provision of this data. The charge will be based on the number of day's effort required and the Company prevailing rates at that point in time.	✓	

5. Escalation Contacts

The following table lists the names, titles, telephone numbers and email addresses of the Company contacts.

Name/ title /email address	Telephone	Responsibilities
IT Director	0115 945 6000	Escalation point for significant IT Hosting service issues

6. Glossary of Terms

Expression	Meaning
Business Continuity Plan	A plan that defines how the Company will deal with potential Disasters.

Expression	Meaning
Company	MHR International UK Limited as the licensor of the given software products and services. The term Company may be read as "Supplier", "Licensor", "Seller", or any other term defined in an agreement to denote MHR International UK Limited as the software provider.
Customer	The organisation identified on an Order Document or any other contractual document for the provision of software and services between the parties. The term Customer may be read as "Buyer", "Authority", "Council", "Licensee", or any other term defined in an agreement to denote the organisation as the recipient of any software or services.
Disaster	An event that causes a disruption to the Managed Service from the company site that will require an invocation of the Business Continuity Plan or Disaster Recovery Plan
Data	Data is all data held in the Product
Primary Backup Solution	SAN BASED: Direct Volume Replication of live Systems to DR Site.
RTO	The Recovery Time Objective is the stated time to recovery for Hosted Systems after a Disaster is experienced.
RPO	Related to RTO - Recovery Point Objective describes the possible total data loss measured in time that may occur. Measured in time previous to the Disaster being declared.
Secondary Backup Solution	SAN BASED: On-line storage of database backups, database transaction logs and applications direct to disk and replicated between sites.

Expression	Meaning
Service Boundary	The Service Boundary is defined as the point where equipment provided by the Company connects to equipment provided by the Customer. Where the service is provided over the Internet the end-point is the Router that provides access to the internet from the company site.
Planned Maintenance	A time window informed in advance to the Customer by the Company during which the service will not be available.
Product	The reporting software used.
Service Desk	The central point of contact between the Company and the Customer for reporting *Incidents* (disruptions or potential disruptions in service availability or quality) and for users making *service requests* (routine requests for services).
Service Cloud	Service Cloud is the online ticket logging system used as the primary fault and query recording tool by the services Desk. Customers have direct access to this to log and record activities around fault reporting, to download software and to access FAQs.
Systems	Systems for the purposes of this Service Level Agreement means the Product, Third Party Products and interfaces.

Document Control

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1.0	19/08/2020	John Beaumont	Draft	Initial Draft
1.0	08/10/2020	Pete Marnoch	Draft	Review of Draft
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End of document