

Service Level Agreement

Delivering Software as a Service (SaaS)

Maintaining the integrity of a solution and its ability to operate error-free despite changes in configuration, software versions, operating systems, hardware, and communication platforms requires the effective management of:

- Configuration and Development
- Testing and Backups
- Infrastructure
- Information Servers
- Disaster Recovery and Business Continuity

In the event of any problems with the then-current version or release of the Software, the service levels detailed within this document will apply.

Service Levels

Oneserve Ltd works to the service levels described below. In each case, regular working hours are Monday - Friday 07:30 – 17:30 (UK Time), excluding English public holidays and, where agreed, Saturday 08:00 – 12:00 noon.

Application availability is targeted up to 99.5% for 24 hours a day, seven days a week, 365 days a year, exclusive of scheduled maintenance by the Oneserve application support team, AWS or specific client requirements.

Oneserve Helpdesk

During regular working hours, a response time of 30 minutes for urgent calls, 2 hours for high calls and 8 hours for routine calls will apply when a fault is detected or reported by the customer, whether received by phone or logged into Oneserve's support system. Response for these purposes includes initiating the investigation of the fault.

Customers must forward all requests to their internal Super Users or refer to the online helpdesk documentation to resolve minor issues, i.e. setting up user rights, adding new users, adding sites, and configuration in the first instance. If they cannot resolve the issue, a ticket must be logged by the System Administrator via the support portal: <https://servicehub.oneserve.co.uk/service-hub>

Customers are also required to review support documentation and self-help guides first, which are available on the Oneserve Help Centre - <https://servicehub.oneserve.co.uk/service-hub>

Raising a call with Oneserve Helpdesk

To raise an issue or submit a work request, log in to the customer portal and raise a new issue/request.

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- Once a request has been made, the customer will be issued a unique ticket number via the automated email service.
- Oneserve monitors all incoming requests, which are reviewed and prioritised by our dedicated support team. An SLA priority, per the severity of the problem, is then agreed upon and assigned to the request.
- Updates/changes to the ticket will be communicated automatically via email.
- Based on the SLA priority assigned, we will carry out the work following the SLA table below. If additional information is required, the ticket status is changed to pending, at which time the SLA will stop until the information is received and agreed upon. The ticket will be closed if the information is not received within 10 working days. We will attempt to contact you before this happens. The customer must create a follow-up ticket to reopen the case.
- Upon receipt of confirmation, the ticket will be closed. You can follow up a ticket by contacting our helpdesk on 01392 367367

Priority Levels

When a defect is reported, it will be assigned a priority level, which will be notified to the customer. Oneserve will use its reasonable endeavours to achieve a resolution of defects within the following resolution times:

Level	Impact	Description	Response	RTO	RPO
P1	Urgent	Production application down or major malfunction resulting in the majority of users being unable to perform their normal functions and no workaround available	Expected response time within 1/2 working hour	3 Working Hours	Point of failure or, in case of data fault, point of last backup
P2	High	Critical loss of application functionality or performance resulting in a high number of users unable to perform their normal functions	Expected response time within two working hours	8 Working Hours	Point of failure or, in case of data fault, point of last backup
P3	Normal	Moderate loss of application functionality or performance resulting in multiple users impacted in their normal functions	Expected response time within eight working hours	16 working Hours	Point of failure or, in case of data fault, point of last backup
P4	Low	Minor loss of application functionality or product feature question	Expected response time within 16 working hours	40 working hours	Point of failure or, in case of data fault, point of last backup

SLA/RTO fix time commences from the first working hour of the next working day and not from the time of raising the ticket if raised outside of working hours.

Change/work requests and bugs identified with a normal to low impact will be considered to be delivered in the next release cycle.

If Oneserve cannot resolve a defect within the times specified above, it will use its reasonable endeavours to implement a workaround as soon as possible.

The organisational target for all support queries is to complete > 80% within the defined SLA/RTO.

If the software is unavailable for more than 24 elapsed hours, or there is an outstanding Level 1

defect for more than 24 elapsed hours within any calendar month, then, provided the fault is not due to an act of omission of the customer and it is notified promptly to Oneserve, Oneserve shall:

- Escalate the issue to the board level.
- Issue a credit against the following Periodic Licence Fee equal to the fees payable when the software was unavailable. This shall be the exclusive remedy for the customer for such service failure.

Oneserve reserves the right to conduct scheduled and emergency maintenance on the software and supporting infrastructure. Scheduled maintenance will not occur between 07:30 and 20:00 on weekdays and 08:00 and 12:00 on Saturdays.

In the event of scheduled or emergency maintenance, Oneserve Ltd will use reasonable endeavours to ensure that the software is not adversely affected, but this cannot be guaranteed.

Oneserve will notify the customer before any scheduled downtime that may affect their service. Oneserve will attempt to agree on suitable times with customers within the constraints of the maintenance programme.

Change Control

All changes will be managed through the Oneserve control process. The Change Control Process records, assesses, and approves our Live and TEST environment changes.

What is a Change?

A change is the addition, modification, or removal of anything that could directly or indirectly impact the company's services. Changes should provide value, align with the business's strategic goals, and resolve client-related issues.

Purpose of Change Management Process

To enable the organisation to make beneficial changes that add value to the business without disrupting IT services. A coordinated and collaborative process, working to ensure that the company's core elements are ready for a change that is about to take place and that changes are executed with as little interruption to service as possible.

Managing change is about managing risk to the organisation by understanding the potential impact of a change on the live environment and taking the appropriate steps to mitigate any risk.

Change Advisory Board (CAB)

Changes will be assessed and approved at a weekly CAB (Change Advisory Board) held every Wednesday at 2:30 p.m.

If approval is needed for an urgent change before the next CAB meeting, the RFC must be raised, and the Change Board must be advised via the slack channel #cab.

The CAB has the following purpose:

- Govern risk for the business
- Review outcomes from previous sessions
- Reviews Forward Schedule of Change
- Review and support potentially impactful future changes
- Confirms RFC approvals or rejections
- Covers both Production and TEST changes

Attendees

- Delivery Manager or representative
- Lead Application Operations Engineer or Tech representative
- Client Success Director or representative
- Service Desk Manager or representative
- Cloud Operations Representative

Change Categories

Planned Changes - Changes that are known in advance and are published on the FSC (Forward Schedule of Change). These changes will be discussed and approved/rejected at CAB

Unplanned Changes - Emergency changes needed to restore service and are mostly self-approved. These changes will be published on the RFC and reviewed retrospectively at the next CAB meeting

Standard changes - Long-term repeating/scheduled changes, including housekeeping activities. These will be published on the FSC

CAB Meeting Format

Forward Schedule of Change will be reviewed on Wednesday, including unplanned, unapproved, standard changes for the previous seven days. Each change due in the next seven days will be inspected and approved/rejected, and the RFC will be updated to reflect the decision. Standard modifications implemented during the past seven days will be reviewed, and the risk and category will be assessed.

Approved client-impacting changes will be scheduled, and a comms plan will be agreed upon.

Change Freeze

To protect the stability of our environments, it may be necessary to invoke a Change Freeze from time to time. These will likely occur in the lead-up to Bank Holidays or when we need stability - i.e. before a significant release. Notice will be given to ensure Clients know the timing of any freeze. During this time, no changes can be scheduled. If a change is deemed an emergency, it must follow the Emergency (ECAB) process and be signed off by an Exec member.

Non-chargeable Standard Changes

To avoid doubt, chargeable items are enhancements to, or new requests for, but not limited to, search views, reports, surveys, forms, documents, product functionality or major changes to configuration like new processes. Minor configuration changes and data loads will not usually be chargeable unless the estimated time to complete the work is over 15 minutes. All chargeable works will be quoted, and customer approval and Purchase Order are required before any work is undertaken.

Escalation Process

Suppose our customers are unhappy with any stage of the process, communication or service they receive. In that case, they can raise the issue directly with their TAM, stating the reasons for dissatisfaction. The TAM will work through any problems and liaise with the Support desk, Technical team and TAM to resolve the issues quickly and satisfactorily.

Where the customer and TAM cannot resolve an issue, the TAM will escalate the issue to the Chief Executive Officer.

Service Reviews

Your dedicated TAM will arrange regular service reviews, and the timing and content will be agreed upon.

Ongoing Maintenance

Oneserve's IT teams ensure the application servers are available for all users for as many hours as possible. The application support is available from 07:30 - 17:30 on workdays, although an IT team member is notified whenever a hardware failure occurs.

The Oneserve servers usually are available 24 hours, 365 days a year, with the following conditions and exceptions:

- System backups are performed nightly – the application will still be available with minimum impact on performance
- Server upgrades and patches are always performed before 07:30 and after 20:00 – the servers may be unavailable for short periods - Security patches may be so critical that they may be applied at any time. Where possible, impacted customers will be contacted in advance to ensure minimal impact on business-critical activities.
- New Application versions are applied to the servers outside normal working hours, during which the Application may be unavailable for short periods. Impacted customers will be contacted in advance to ensure minimal impact on business-critical activities.
- The service is maintained out of hours by a combination of resources from our hosting provider and Oneserve. Outside working hours, our hosting provider monitors the service and

proactively deals with issues to maintain service availability wherever possible. In cases where this is impossible, work is escalated to Oneserve Engineering.

Upgrades

Oneserve regularly releases upgrades. Release notes and clear instructions will be issued in advance of any upgrade which may impact service.