

Schedule 4: Service Level Agreement

1. SERVICE LEVEL AGREEMENT

- 1.1 This schedule sets out the Service Level Agreement that applies to the Services, except Security Services set out in Schedule 5 and Network Services set out in Schedule 6, purchased by the Customer.

2. FOURNET SERVICE DESK

- 2.1 The FourNet Service Desk provides support to the Customer in accordance with the table set out in section 6. Incidents must be logged via the Customer Portal, Email or Telephone. Details of which will be shared during the service transition period. The service desk is structured as follows:

2.1.1 First Line Support and Incident Management:

- 2.1.1.1 The First Line team are responsible for taking and logging Incidents and to provide an in-depth triage service. They will then pass the Incident to the relevant Resolver Group; the team also proactively manage the Resolver Groups to ensure restoration time targets are met. Major Incidents (P1, P2) will be assigned a Major Incident Manager to act as a single point of contact for the Customer and to manage all parties involved in the restoration of service.

2.1.2 Second Line Support:

- 2.2 Second Line are the Resolver Groups for Incidents of all Priority Levels and will actively work with the Customer and the Software Provider to resolve Incidents as quickly as possible. They are also responsible for carrying out proactive maintenance and monitoring services to ensure events are resolved before they become Incidents. This team also provides onsite support services and part replacement (where it is deemed necessary by FourNet).

2.2.1 Third Line Support:

- 2.3 Third Line offer support to the Second Line Resolver Groups and will manage manufacturer escalations. Third Line work closely with the FourNet Operations Management team to ensure Incident trends are monitored to ensure target solution uptime is achieved.
- 2.4 The Customer must ensure a secure remote access method is implemented and available to FourNet to resolve Incidents.
- 2.5 Where set out in the Order FourNet will provide a Service Delivery Manager to the Customer. The Service Delivery Manager provides proactive management of the service and provides analytical data to measure service performance. The Service Delivery Manager is an escalation point for the Customer.

2.6 Escalation Management:

- 2.7 The Service Desk Team Leaders, Managers and ultimately the Services Director provide an escalation point for the Service Desk and the Customer. The FourNet Operations Management team provide support to the team and manage escalations in line with the levels set out in paragraph 6..
- 2.8 The Customer Portal gives the Customer access to log Incidents and check for progress on Incidents via a web browser.

3. NOTIFICATION OF INCIDENTS

- 3.1 FourNet will only be responsible for rectifying faults that lie within the Service Management Boundary.

- 3.2 Where the Customer becomes aware of an Incident and reasonably believes that the Incident relates to the Services provided by FourNet:
- 3.2.1 the Customer Contact or Customer's internal helpdesk will report it to FourNet;
 - 3.2.2 FourNet will give the Customer a unique reference number for the Incident
 - 3.2.3 FourNet will inform the Customer when it believes the Incident is cleared.
 - 3.2.4 FourNet will pause the timing measurements for the SLA in the event that the Customer is required to provide further information regarding the Incident.
- 3.3 FourNet will close the Incident when:
- 3.3.1 the Customer confirms that the Incident is resolved within 24 hours of being informed;
or
 - 3.3.2 FourNet has attempted unsuccessfully to contact the Customer, in the manner agreed between the Customer and FourNet, in relation to the Incident and the Customer has not responded within 24 hours of FourNet's attempt to contact.
- 3.4 If the Customer advised FourNet that the Incident is not resolved within 24 hours of being informed that the Incident has been cleared, the Incident will remain open, and FourNet will continue to endeavour to resolve the Incident.
- 3.5 FourNet will not accept Incident notifications from Users other than the Customer Contact or the Customer's internal helpdesk.
4. INCIDENT SUPPORT HOURS
- 4.1 FourNet can provide the service to cover the hours laid out in the table below and the selected option will be specified in the Order Form:

Week Day Coverage	
Hours	08:30 to 17:30
Days	Monday to Friday (excluding Bank and Public Holidays)
24 x 7 x 365 Operation	
Hours	24 Hours a Day
Days	7 Days

5. INCIDENT PRIORITY LEVELS

- 5.1 The Priority of a ticket is assigned by FourNet and determines the order and level of response in which FourNet shall apply resources.
- 5.2 FourNet define any Priority 1 or 2 Incidents as Major Incidents, which are managed 24 hours a day, 7 days a week, 365 days a year if the Customer selects this in the Order Form. Customers opting for Week Day Coverage will have Major Incidents managed during the Incident Support Hours. Priority 3, 4, 5, and 6 Incidents are managed during Business Hours.
- 5.3 The Incident Priority Levels for the Managed Services are as follows:

Priority	Definition
1	Critical Incident Total Loss of the supported service(s) affecting more than 30% of the supported service(s) across the Customers estate.
2	Major Incident Partial or Total Loss of the supported service(s) affecting between 5%-30% of the supported service(s) across the customers estate.

3	Minor Incident Partial or Total Loss of the supported service(s) or loss of functionality affecting less than 5% of the supported service(s) across the customers estate.
4	Request for Information Technical question or product support.
5	Moves, Adds, Changes, Deletions (MACD) Request to make a Change on the customers system, unless explicitly defined in the Order Form these requests carry an additional charge.
6	Problem Case Root Cause or Trend Analysis required.

6. INCIDENT RESPONSE AND RESTORATION TIMES

Action	Definition	Incident Priority Level Response Targets									
		P1		P2		P3		P4		P5	
A: First Response	FourNet have received and logged the Incident and passed to a Resolver Group	30 Minutes		1 Hour		2 Hours		4 Hours		8 Hours	
B: Second Response	Resolver Group are actively engaged in Incident investigation, logged on to relevant systems and engaged with the Customer.	1 Hour		4 Hours		2 Days		3 Days		5 Days	
C: Target Restoration	Restoration is achieved when the service is returned to a condition where it is delivering the functionality as detailed in the Order Schedule. To achieve this, a workaround without a root cause being established may be implemented.	4 Hours		8 Hours		3 Days		3 Days		5 Days	
First Escalation	Incident Escalated to Operations Manager and Service Delivery Manager. A meeting convened and a plan of action defined.	A	22 Mins	A	45 Mins	A	90 Mins	A	90 Mins	A	90 Mins
		B	45 Mins	B	3 Hours	B	12 Hours	B	2 Days	B	3 Days
		C	3 Hours	C	6 Hours	C	2 Days	C	2 Days	C	3 Days
Second Escalation	Incident raised with the Head of Service	A	27 Mins	A	54 Mins	A	2 Hours	A	2 Hours	A	2 Hours
		B	54 Mins	B	3.5 Hours	B	14 Hours	B	14 Hours	B	4 Days
		C	3 Hours	C	6 Hours	C	21 Hours	C	14 Hours	C	4 Days

7. SERVICE AVAILABILITY

7.1 The calculation of Service Availability Total Downtime does not include Planned Downtime or Incidents caused by factors outside the Service Management Boundary.

7.2 The calculation of Service Availability is as follows:

$$\frac{(\text{Total Number of Minutes in the Month} - \text{Total Downtime})}{\text{Total Number of Minutes in the Month}}$$

8. CHANGE MANAGEMENT

8.1 FourNet uses Change management to ensure that any Changes made to a Customer's Operating Environment are considered, controlled and communicated. Following the submission of a Change Request by the Customer, FourNet's Change Advisory Board (CAB) must approve the Change before the engineering team schedule work to be carried out. The Change is then sent to the Customer for review and presented to their own CAB. FourNet will, at the Customer's cost, attend and support the Customer CAB where required. FourNet's CAB is responsible for reviewing and approving:

8.2 The Change as a whole;

8.2.1 The scope of the Change;

8.2.2 Necessary risk assessments;

8.2.3 The technical scope of works for the Change;

8.2.4 The technical scope of works for backing out of a Change;

8.2.5 Post-Change test and verification plan; and

8.2.6 Time window for the Change, the platform environment and any pre-defined milestones.

8.3 FourNet is aligned to the ITIL framework (being the Information Technology Infrastructure Library standard) using the terminology from that framework to categorise each Change. These include:

8.3.1 Standard Change: a Change that is low-risk, pre-approved and documented with a well known procedure.

8.3.2 Normal Change: a Change that is not pre-approved and requires consideration and RFC approval by the CAB (of FourNet and or Customer) before implementation.

8.4 Emergency Change: a critical Change that requires immediate implementation, such as to resolve a major incident. An ECAB (Emergency Change Advisory Board) between both Parties may be arranged to quickly review a planned Change.

8.5 FourNet will assess the level of each Change as follows:

Risk	Criteria
High	- There is a high likelihood of service impact affecting multiple Customers. - Service unavailability and/or reduced resiliency are expected for a significant amount of time during the works. - The scope of works is not well understood, unable to be well validated or has rarely been completed. - Considerable engineering resources are required to implement.
Medium	There exists a chance of service impact, with at least one Customer directly affected by the Change.

	• The Customer may experience a Change in behaviour as a result of the work. • A period of reduced resiliency will be experienced during implementation. • Service availability is maintained throughout, with the scope of works having been completed before.
Low	• There exists little to no chance of Customer service impact, with at most one Customer directly affected by the Change. • The scope of works is simple, well understood and has been successfully completed multiple times.

- 8.6 In the event that a "no go" decision is made regarding the Change, the Parties will reconvene to assess the approach and decide whether the Change can be made using a different method or if it should be abandoned.
- 8.7 If a Change is identified as "failed" by either Party, FourNet will implement the Post Implementation Review. A Change is failed when:
- 8.7.1 An Incident or Major Incident is created due to the Change; or
- 8.8 The Change has to be reverted; or
- 8.9 The Change has been cancelled.
- 8.10 The Post Implementation Review process is designed to review and understand the root causes behind any failures of the Change. The Post Implementation Review process is also designed to implement continual improvements in deployment by identifying improvement activities and actions in Changes that have not met the desired business outcomes.
- 8.11 The Change Manager is responsible for the Post Implementation Review process and will feed back to the Customer through FourNet's Problem Management Root Cause Analysis process.