



# Cora Service Level Agreement (SLA)

The Power of Perspective



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# Introduction

## 1.1 Background

Cora Systems Limited (the “Supplier” “Cora”) and you the “Customer” have entered into an Agreement (the “Contract”) for the Customer to use its current version of the programme and project management software application developed by the Supplier called “Cora PPM” which has been configured by the Supplier to the Customer’s requirements. The terms and conditions in relation to the use of Cora PPM are set out in the Contract and related documents.

## 1.2 Purpose of Agreement

Under the terms of this Service Level Agreement (“SLA”) the Supplier is responsible for providing technical support and maintenance for Cora PPM to the Customer. The type and level of service to be provided is set out below. The Customer is not permitted to use a third party to provide technical support and maintenance services for Cora PPM. This SLA forms part of the Contract and should be read in conjunction with that document. Definitions described in this SLA have the same meaning attributed to them in the Contract.

## 1.3 Scope

The scope of this document relates to the standard levels of support afforded to the Customer for the functionality provided by the latest version of Cora PPM and for development work carried out by the Supplier on behalf of the Customer. The scope of support relates only to the production and UAT sites. It does not relate to third party applications which may be integrated with Cora PPM, hardware and software not supplied or developed by the Supplier, or the Customer’s use of the Supplier’s API, and use not permitted in the Contract and related documents.

## 1.4 Duration of Agreement

This SLA covers support for the duration of the Contract subject to the agreed fees being paid as set out in the Contract.

## 1.5 Hosting Centre

The Supplier will be hosting the Customer’s instance of Cora PPM with its hosting partners.

The Supplier works with our hosting partners to ensure optimum system availability for the Customer.

The Supplier reserves the right to change its hosting partner from time to time provided that there is no impact on the service to the Customer.

## 1.6 Network Uptime Guarantee

The data center is connected to the internet through redundant high-speed connections on diverse backbones, ensuring data delivery to the end user in the fastest, most efficient manner possible.

Supplier guarantees a 99.9% uptime of the Cora Software application on a 3 month-month rolling average during the business hours of 08:30 – 17:00 on a Business Day excluding malicious attacks on the services such as DDos

(distributed denied of service) or Dos (denial of service) and scheduled maintenance and prior notified upgrades of their servers. These upgrades/backups take place outside of core business hours. The Supplier will let the Customer know of upgrades carried out by the hosting provider when it is notified of them.

## Support Services

### 2.1 Support Channels

A dedicated, secure helpdesk is established for the Customer at the following address:

<https://corasystemsLtd.freshservice.com/support/home>

To enable the Customer's users to log support and technical maintenance issues on a 24/7 basis. This helpdesk will be the primary channel for the logging of all support and maintenance issues that arise for the Customer.

Free phone Contact Details: Ireland 1800 940940 / UK 0800 043 2078 / HQ 00353 719622078

#### Support will be available:

From 08:30 GMT – 17:00 PST on a Business Day. Customers who request EMEA only support will only have access to support from 08:30 AM GMT to 17:00 PM GMT

### 2.2 Service Level Agreements

#### The Supplier Support Matrix:

Severity Level	Description	Initial Response Time	Target Resolution
1	Access is denied to all users or major loss of business capability	30 Minutes	6 Business Hours
2	Site access denied to a group of users	2 Business Hours	3 Business days
3	Site access denied for single user	8 Business Hours	< 10 business days
4	Minor issue with Application functionality Loss of minor business capability	<2 business days	Next Major Release

Each call received by the support staff will receive a severity level based on the table above. Escalation of a call will be by Team Leader, based upon the customer feedback and timeframe. Support staff will endeavor to resolve the highest severity issues within business or non-business hours. The fix for minor bugs and issues may be included in the next revision of the software and will be rolled out in the next upgrade so therefore may not be addressed until the next upgrade or version. Support call performance reports will be generated upon request from the customer.

## 2.3 Cora Support Helpdesk

### Ticket Status:

Once logged on the Cora Support Helpdesk, tickets will be assigned the following status types:

Status	Description	SLA Active
<b>Open</b>	New Ticket Logged on Helpdesk.	Yes
<b>Under Investigation</b>	The ticket has been assigned to a member of the CST team and is currently under investigation.	Yes
<b>With Third Party (Excluding hosting providers)</b>	A resolution for the issue is dependent on input from a Third party or external supplier.	Yes
<b>Change Request*</b>	A change to Cora PPM has been identified because of the issue being raised and the issue is marked as a change request. As such the issue will be put through a change control process where it will be analyzed, estimated, scheduled, and approved for release in a future iteration of Cora Software.	No
<b>Bug Identified</b>	The issue has been reproduced by CST and has been confirmed as a Bug.	Yes
<b>Bug Fix Scheduled</b>	The Issue has been scheduled for fixing by the Cora R+D Team.	Yes
<b>Bug Fixed, awaiting scheduled upgrade</b>	The Issue has been fixed and tested by Cora, and Cora await agreement with the Customer to put the fix (or new build) on to the Customer's UAT site for verification purposes.	Suspended
<b>Unable to complete upgrade</b>	Cora is unable to complete an upgrade containing a fix for the issue due to remote access difficulties.	Suspended
<b>Duplicate ticket</b>	This ticket is a duplicate of one already logged on the helpdesk.	No
<b>Awaiting approval to Upgrade Live</b>	A fix has been applied to the UAT site and confirmed by the Customer. Cora will await final approval from the Customer to upgrade the live site with the new build or fix.	No
<b>Closed</b>	Issue has been confirmed as resolved by the Customer and can now be closed off.	No

\*Change Requests are dealt with using the change request process set out in the Contract and incur additional charges.

## 2.4 Supplier Roles and Responsibilities

Role/Person	Responsibilities
<b>Application Support (1st Level)</b>	<ul style="list-style-type: none"> <li>• First point of contact for the Customer support</li> <li>• Support Requests Management</li> <li>• Validation of SR details</li> <li>• SR reply management</li> <li>• SR Routing</li> <li>• Follow up with the Customer support desk representative.</li> <li>• Escalate Severity 1/critical issues to the Supplier manager.</li> </ul>
<b>Infrastructure Diagnostics (2nd Level)</b>	<ul style="list-style-type: none"> <li>• Diagnostic support around infrastructural issues (e.g., server software issues, network problem diagnosis, database problem diagnosis, etc.)</li> <li>• On-site support when required.</li> <li>• Maintenance of the Customer Profile (Network Topology, Hardware, Configuration Profiles, etc.)</li> <li>• The Customer remote access set up</li> </ul>
<b>Application Support (2nd Level)</b>	<ul style="list-style-type: none"> <li>• Code debugging.</li> <li>• Follow up with business when required.</li> <li>• Upskilling 1<sup>st</sup> level support</li> <li>• Engagement in escalations</li> </ul>
<b>Implementation Consultant</b>	<ul style="list-style-type: none"> <li>• Provide clarification on end-user functionality.</li> <li>• Provide clarification on whether issues are defects or change requests.</li> <li>• On-site support when required</li> </ul>
<b>Project Manager</b>	<ul style="list-style-type: none"> <li>• Ensure production issues across all the Supplier customers are progressed as appropriate.</li> <li>• Escalation points for the Supplier 1st and 2nd level support</li> <li>• Escalation points for customer peer</li> </ul>
<b>Customer Success Representative</b>	<ul style="list-style-type: none"> <li>• Management of relationship with the Customer</li> <li>• Management with the Customer of support-related commercial issues</li> <li>• Escalation points for the Customer</li> </ul>
<b>Head of CST</b>	<ul style="list-style-type: none"> <li>• Ultimate responsibility for the delivery of support services.</li> </ul>

## 2.5 Escalation

At every point in the support process, it is important that the people involved are aware that there is an appropriate path of escalation for situations where they themselves can do no more. For this the Supplier and the Customer have escalation contact peers, who are set out in the table below. These contact points are to be used initially; if satisfaction is not forthcoming for either party after having made the relevant contact, the issue will then be escalated to the next peer level.

Supplier Contact	Contact Details	Customer Contact	Contact Details
<b>Support Primary Contact</b>	support@corasystemsLtd.freshservice.com +353 (0)71 96 22078	XX	XX
<b>Customer Success Representative</b>	support@corasystemsLtd.freshservice.com +353 (0)71 96 22078	XX	XX
<b>Head of Client Success Team / Head of Customer Support</b>	support@corasystemsLtd.freshservice.com +353 (0)71 96 22078	XX	XX

### 2.5.1 The Supplier Internal Escalation Process

The following table shows the internal escalation path and the typical reasons for the escalation of issues.

From	To	Main Reasons
<b>1st Level (Application Support)</b>	2nd Level (Infrastructure/ Application/ Business)	<ul style="list-style-type: none"> <li>Product specialist expertise in all areas of product</li> <li>Technical infrastructure config.</li> <li>Technical workings of solution</li> <li>Business functionality/config.</li> </ul>
<b>1st/2nd (Application Support)</b>	Engineering team	<ul style="list-style-type: none"> <li>Severity 1 issue requires immediate attention</li> <li>The Supplier internal support issues</li> <li>The Customer support process issues</li> </ul>
<b>Customer Success Representative</b>	Head of Customer Success & Head of Customer Support	<ul style="list-style-type: none"> <li>The Customer support process issues</li> <li>Support commercials clarification</li> </ul>
<b>Head of Customer Success</b>	The Supplier CEO	<ul style="list-style-type: none"> <li>Customer Success Representative and CST unable to resolve issues</li> </ul>

## 2.5.2 The Customer's Expected Internal Escalation Process

From	To	Main Reasons
<b>1st Level (End Users)</b>	2nd Level Support (Support Request Manager)	Problems with the Supplier solution in production environment – cause unknown
<b>2nd Level Support</b>	3rd Level Support (DBA, Systems Administrator)	Request from the Supplier for infrastructure/database diagnostics information. Request for some up-front checks before logging issue as a support request
<b>2nd/3rd Level Support</b>	Solution Owner	The Supplier support process issues The Customer internal support issues
<b>Solution Owner</b>	Project Sponsor	The Supplier support process issues. Support commercials clarifications



# Upgrades

## 3.1 Upgrade Process

The Customer will be entitled to receive upgrades at no additional cost provided all payments due have been paid in full. Customers should not be more than two versions behind the latest version. There are typically 2 -4 upgrade releases per year. Each upgrade is supported with supplementary release notes.

The standard support policy is to maintain the Customer on the most recently upgraded version of the software as all product fixes and enhancements will be contained in the most recent release.

Additional services, which may be required by the Customer as part of the upgrade process, are as follows below and are provided on a chargeable basis, with costs to be agreed with the Customer:

- Business consulting on new features, best practice, and training
- Technical consulting on integration and other custom software, impact analysis and upgrade
- Assistance with user acceptance regression testing of modifications or enhancements to the software
- Project Management expertise to assist with upgrades.
- Product enhancement for new features to be included with the upgrade.

## 3.2 Additional Modules

The Supplier reserves the right to charge (on a time and materials basis with a breakdown of tasks) for any additional modules that have been developed where additional configuration work is required as part of the upgrade. If the Customer decides not to purchase the additional module, this functionality will be disabled in the upgrade that is installed for the Customer. The Customer will be notified of any additional related chargeable elements in advance of installation of the upgrade.

## 3.3 API Support

When a client purchases the Cora API module, we support anything related to the Cora API module. If a client has a data analytics/API team and they want to or have already created connections to the Cora API, we cannot support them in their work (i.e. support calls they make). Our support kicks in if they are making calls from Cora API and data is not getting returned due to a Cora error.

## 3.4 Upgrade Timeframe

The Supplier will endeavor to complete an upgrade within 1 Business Day. This will be done outside of Working Hours as agreed with the Customer. However, where unforeseen technical difficulties occur, an upgrade may take longer depending on the issues. The Supplier will communicate any issues arising with the Customer through the communication channels outlined in this document.

### 3.5 Upgrade Process

The Supplier will maintain two separate Cora PPM applications for the Customer: User Acceptance Test (UAT) site; and “Live” Production site.

As part of our upgrade process, the Supplier will first upgrade the UAT site and allow a period of testing by the Customer. Once the Customer is satisfied that the application meets the standards and requirements, the parties will agree to the release and the Supplier will then upgrade the live site.

An additional temporary environment can be made available if required by the Customer (e.g., Training site)

**Steps:**

- Inform the Customer’s Primary Contact of availability of upgrade
- Confirmation from the Customer’s Primary Contact to proceed with upgrade of the UAT site
- Upgrade the Database on the UAT site
- A copy of the existing live Database first replaces the existing UAT Database
- The upgrade is carried out on the UAT site
- The Live Site is replaced with the upgraded Live Site

### 3.6 Cora PPM User Group

The Supplier has convened a user group, drawn from Cora PPM Users in Europe and the USA from both the public and private sectors who meet at least once every 12 months for the Supplier to gain product feedback.

## Access

As this is a hosted solution the Supplier will arrange and manage the remote access requirements to the hosting centre and servers.

The Supplier will require access to the application site and the database of the Customer UAT and Live sites as part of the support process (e.g., to aid issue reproduction/debugging).

The Supplier can access the UAT and Live sites for the purposes of data and usage analysis to improve its product and services. None of the data will be retained or used by the Supplier in a way that breaches its confidentiality requirements.

The Supplier will keep a log of any access to the database with the measures, who accessed, when and why.

## Data

The Customer will remain the sole owner of the Customer's data and all its information contained in the Customer's UAT and Production databases. It is noted that the Supplier or hosting partner do not retain any of the Customer's data after the Contract has been terminated and destroys this information in accordance with the Supplier's Customer Deletion Procedure. In advance of the termination of the Contract, the Customer should remove any data from Cora PPM that it requires. The report suite in Cora PPM provides for the extraction of data from the system. Where the Customer requires technical assistance to extract their data this will be deemed outside of the scope of this Contract and all such work will be pre-agreed and charged on a time and materials basis.

## Emergency Support

The Supplier will endeavor to provide support outside of Business Hours however it cannot guarantee the availability of emergency support staff and the resolution of any items outside of Business Hours.

## Backup and Recovery

The Supplier will operate a standard backup and recovery process. The database will be backed up on a daily basis, outside Working Hours and stored in a remote location. The backup schedule is as follows:

In the event of a loss of service for an extended period (>4 hours) the Supplier will put into effect the recovery plan whereas the Site will be restored to a new server, within one Working Day, with the last backup available. This will be done in consultation with the Customer and every effort will be made to keep them always informed through the agreed communication channels.

## Recovery Point Objectives (RPOs)

RPO focuses on data and Cora's resilience to the loss of it in a disaster. Standard RPO for PPM is 24 hours – accomplished through nightly backups across a fully managed and monitored backup solution with Azure Recovery Services Vault infrastructure. RPO for designated Live databases will be 24 hours. Live databases can be restored quickly from the previous 28 days and Day 1 of the previous 3 months.

## Recovery Time Objectives (RTOs)

RTO looks at the whole business and systems involved and is the target time set for the recovery of IT and business activities after a disaster has struck. Standard RTO for PPM is 48 hours. Current virtual infrastructure redundancies help reduce the risk of a major disaster. We always work to restore any interruption in service at the earliest possible time.

## Server Capacity

The Customer will have access to 20Gb of server capacity covering both storage and backup of the data. Additional capacity above this will be subject to additional charges.

## References and Glossary

Term	Definition
<b>PST</b>	Pacific standard time
GMT	Greenwich mean time
CST	Customer Support team
R&D	Research and Development
SR	Service Request
Business Hours	References to the hours the Cora provides support. coverage in region 08:30 – 17:00 on a Business Day  GMT 08:30 – 17:00 EST 08:30 – 17:00 PST 08:30 – 17:00
Business Day	Monday to Friday excluding public and bank holidays.