Service Level and Support Objectives

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The Power of Perspective

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Introduction

1.1 Background

Cora Systems ("Cora") and the Customer have entered into a Subscription Service Agreement (the "SSA") for the Customer to use its current version of the programme and project management software application developed by Cora called "Cora PPM". The terms and conditions in relation to the use of Cora PPM are set out in the SSA and related documents.

1.2 Purpose of Agreements

Under these Service Level and Support Objectives (the "Service Levels") Cora 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 herein. The Customer is not permitted to use a third party to provide technical support and maintenance services for Cora PPM. These Service Levels form part of the SSA and should be read in conjunction with that document. Definitions described in these Service Levels have the same meaning attributed to them in the SSA.

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. The scope of support relates only to the production and UAT sites. It does not relate to implementation, configuration, integration, customization services, training, non-conformities caused by unauthorized misuse, alteration, modification of Cora PPM, third party applications which may be integrated with Cora PPM, hardware and software not supplied or developed by Cora, or the Customer's use of Cora's API, and use not permitted in the SSA and related documents.

1.4 Duration of Agreement

These Service Levels cover support for the duration of the SSA subject to the fees being paid as set out in the SSA.

1.6 Network Uptime

The application will be available during a 99.9% monthly average scheduled Uptime of the Cora software application during the business hours 08:30-17:00 GMT as measured on a three-month moving average.

This excludes malicious attacks on the services such as DDos (distributed denied of service) or Dos (denial of service), scheduled maintenance and prior notified upgrades of their servers. These upgrades/backups take place outside of core business hours. "Uptime" is defined as your ability, via web browser, to retrieve the application from a hosting server. Application unavailability caused by network unavailability is not included in application Uptime if such network unavailability is caused by force majeure circumstances including problems on the backbone or on the customers portion of the network. Cora 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://cst.corasystems.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) 940 940 / UK (0800) 043 2078 / USA +1 (833) 269 5756

Support will be available:

Monday - Friday from 08:30 - 17:00 GMT on a Business Day.

2.2 Service Level Agreements

Cora Support Matrix:

Security Level	Description	Initial Response Time	Target Resolution
1	Access is denied to all users or major loss of business capability	Immediate	100% < 4 Working Hours
2	Site access denied to a group of users	<60 mins during Working Hours	98% < 1 Business Day
3	Site access denied for single user	<60 mins during Working Hours	98% < 2 Business Days
4	Loss of minor business capability	<60 mins during Working Hours	100% < 3 Business Days
5	Minor issue with Application functionality	60% < 0.5 days 85% < 1 day 98% < 2 days	100% by next revision if applicable

Each call received by the support staff will receive a severity level based on the table above. Escalation of a call will be by the team leader, based upon the customer feedback and timeframe. It is a goal of the support staff to have all problems resolved within two working days. Support staff will endeavour to resolve the highest severity issues within working or non-working hours. No problem will be left unassigned for more than 60 minutes during working hours. The fix for minor bugs and issues may be included in the next revision of the software and will berolled 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 The Cora Support Helpdesk

Ticket Status:

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

Status	Description	SLA Active
Open	New Ticket Logged on Helpdesk.	Yes
Under Investigation	Ticket has been assigned to a member of the CCST team and is currently under investigation.	Yes
With Third Party	A resolution for the issue is dependent on input from a Third party or external supplier.	Yes
Change Request*	A change to Cora PPM has been identified as a result 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 analysed, estimated, scheduled and approved for release in a future iteration of Cora Software.	No
Bug Identified	The issue has been reproduced by CST and has been confirmed as a Bug.	Yes
Bug Fix Scheduled	The Issue has been scheduled for fixing by the Cora R+D Team.	Yes
Bug Fixed, awaiting scheduled upgrade	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
Unable to complete Upgrade	Cora are unable to complete an upgrade containing a fix for the issue due to remote access difficulties.	Suspended
Duplicate Ticket	This ticket is a duplicate of one already logged on the helpdesk.	No
Awaiting Approval to Upgrade Live	A fix has been applied to the UAT site and confirmed by the Customer. Cora await final approval from the Customer to upgrade the live site with the new build or fix.	No
Closed	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 SSA and may incur additional charges.

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. 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. These Service Levels do not apply where the Customer is more than two versions behind the latest version.

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

3.3 Upgrade Timeframe

Cora will endeavour to complete an upgrade within 1 Business Day. However, where unforeseen technical difficulties occur, an upgrade may take longer depending on the issues. Cora will communicate any issues arising with the Customer through the communication channels outlined in this document.

3.5 Access

As this is a hosted solution Cora will arrange and manage the remote access requirements to the hosting centre and servers. Cora 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). Cora may access the UAT and Live sites for the purposes data and usage analysis in order improve its product and services. None of the data will be retained or used by Cora in a way that breaches its confidentiality requirements. Cora will keep a log of any access to the database with the measures, who accessed, when and why.

3.6 Data

In advance of the termination of the SSA, 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. Following termination, Cora will delete the Customer's environment and any data therein in accordance with Cora's Customer Deletion Procedure. Where the Customer requires technical assistance to extract their data this will be deemed outside of the scope of this SSA and all such work will be pre-agreed and charged on a time and materials basis.

3.7 Emergency Support

The Customer will endeavour to provide support outside of Working Hours however it cannot guarantee the availability of emergency support staff and the resolution of any items outside of Working Hours.

Backup and Recovery

Cora 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:

- Daily backups will be retained for a rolling 28 days period.
- Monthly backups will be retained for a period of 3 months, with the monthly backup being taken on the 1st of each month.

In the event of a loss of service for an extended period (>4 hours) Cora 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 reasonable efforts will be made to keep them informed at all times through the agreed communication channels.

3.8 Recovery Point Objectives (RPOs)

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

3.9 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 Cora PPM is 48 hours. Current virtual infrastructure redundancies help reduce the risk of a major disaster. Cora endeavours to restore any interruption in service at the earliest possible time.