



SCOPE **4** MATION

# Support Services

Practical Support Guidelines & SLA

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## Introduction

This document clarifies the support of the standard services Scope4mation delivers based on our product portfolio. The document is created for everyone who is involved with one or all of our products.

The document gives an answer on the following questions:

- What's support and what's not?
- Scope4mation has executed a project, where can I get support?
- Who do I need to contact for support?
- I have an urgent issue what can I expect?
- Scope4mation support receives a ticket what's next?

By default, everything described is covered and defined as our default "Service Level Agreement". Any other additional level and service is described and defined in 'Services & Support'.

If you still have questions after reading, please let us know and help us to improve the process and document! Please let us know via our Scope4mation support channels!

## Compliance Scope4mation

Scope4mation takes information security very seriously (including our ISO27001 certification) and handles your data with care. What are we all doing for this and what can we provide in terms of documents? We have [explained this in detail on our website](#) (in NL)!

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# 1 Support Definitions

Scope4mation delivers its support services based on the standard Service Levels as defined in this document. For Customers requiring specific Service Levels we are open minded to discuss the possibilities for and costs of a specific customer-based SLA.

In case of an escalation, we can understand that it is not the time to talk about the costs. During the classification of an issue, we determine the priority and nature of the issue. The priority is based on impact and urgency. If we determine that direct action is required, we will try to arrange this ASAP.

## 1.1 Services & Support

We also include services to support you and your organization with defined consultancy. This will be offered as a so-called 'days subscription card' (NL: strippenkaart principe). When we need to perform activities, which are not covered by support, this will be billed, under the agreed consultancy hours.

## 1.2 Service definitions

To get a clear overview of our services, for the different service levels, we've defined service types. Every service type has a description to explain (in general) what is covered in each level.

Type	Definition
Generic	Our generic details about our services, think of support hours etc.
Support Channels	How can we be contacted? By default, via the SSP, but which options are there?
Call Types	Which types of calls do we cover?
Sources	Which sources of support information can be used?
Services	Consultancy services
Response Times	Defined response levels, based on the default SLA values
Usage	Fair usage policy costs and Qixium environment usage

### 1.2.1 Services & Levels

Every service is being related to the service levels we offer and the numbers that come with every service level type, but also what is covered and what not. We also added the default times and information, this is defined in the 'Default' column. We've divided our services in defaults vs levels and for the different number's vs extended.

## 1.2.2 Services overview defaults

Definition	Default	Extended
<b>Generic</b>		
<ul style="list-style-type: none"> <li>Hours of support</li> </ul>	10-16*	08-17*
<ul style="list-style-type: none"> <li>Service Report frequency (per year)</li> </ul>	0	4
<ul style="list-style-type: none"> <li>Dedicated Consultant</li> </ul>	-	√
<ul style="list-style-type: none"> <li>Consultant Book time (min days)</li> </ul>	21	7
<b>Support Channels</b>		
<ul style="list-style-type: none"> <li>Number of users to register calls (as dispatcher)</li> </ul>	1	3
<ul style="list-style-type: none"> <li>Self Service Portal</li> </ul>	√	√
<ul style="list-style-type: none"> <li>Mail</li> </ul>	-	√
<ul style="list-style-type: none"> <li>Phone**</li> </ul>	-	√
<b>Call Types</b>		
<ul style="list-style-type: none"> <li>Quick support/scan</li> </ul>	√	√
<ul style="list-style-type: none"> <li>Software bugs</li> </ul>	√	√
<ul style="list-style-type: none"> <li>Data Issues</li> </ul>	-	-
<ul style="list-style-type: none"> <li>Request for information</li> </ul>	√	√
<b>Sources</b>		
<ul style="list-style-type: none"> <li>Knowledge base</li> </ul>	√	√
<ul style="list-style-type: none"> <li>Documentation</li> </ul>	√	√

\* Dutch Bank Holidays are excluded.

\*\* Phone is a secondary medium to discuss and help signal issues but not a valid registration method. Only calls registered via the Self Service Portal are valid as registration of a support call. The response and resolution times apply from the official registration of a call.

### 1.2.3 Response time & time for solution definition

Definition	Default	Extended
<b>Response Time &amp; Time for Solution</b>		
<ul style="list-style-type: none"> <li>Incident response time (h)                             <ul style="list-style-type: none"> <li>High</li> <li>Normal</li> <li>Low</li> </ul> </li> </ul>	<p>8</p> <p>16</p> <p>40</p>	<p>4</p> <p>4</p> <p>8</p>
<ul style="list-style-type: none"> <li>Incident time for solution* (h)                             <ul style="list-style-type: none"> <li>High</li> <li>Normal</li> <li>Low</li> </ul> </li> </ul>	<p><i>Best Effort</i></p>	<p>40</p> <p>60</p> <p>80</p>
<ul style="list-style-type: none"> <li>Change's response time (days)                             <ul style="list-style-type: none"> <li>High</li> <li>Normal</li> <li>Low</li> </ul> </li> </ul>	<p>2</p> <p>5</p> <p>10</p>	<p>2</p> <p>5</p> <p>10</p>
<ul style="list-style-type: none"> <li>Change's time for solution (days)                             <ul style="list-style-type: none"> <li>High</li> <li>Normal</li> <li>Low</li> </ul> </li> </ul>	<p><i>Best Effort</i></p>	<p><i>Best Effort</i></p>

\* Scope4mation will evaluate the nature of the issue and is only responsible for issues caused by the software of Scope4mation and will assist troubleshooting the source of the issue. Incident resolution can be based on a quick fix of the software or a work around to solve the incident. A structured solution may be provided at a later stage if necessary.

The above are our default numbers, we try to be as "fast as possible" and at this moment our support service has the following numbers regarding response times and time to solve:

Priority	Response Time*	Time to solve*
< High	1 Business Day	70% next business day
		95% within 5 business days
		100% within 3 months
High	4h (during Business Days)	70% next business day
		98% within 2 business days
		100% within 3 months

\* The approx. percentage (Response Time included) within which a detected or reported Malfunction (whether temporarily through a Workaround) is resolved or repaired.

### 1.3 Products supported

Product(s)	Technical Issues	Functional Issues
Qixium SaaS Platform <ul style="list-style-type: none"> <li>• IDU</li> <li>• ORB (5.X &gt;)</li> <li>• Other....</li> </ul>	Supported via Support	Supported via Support
Outlook Room Booker (3.2) <ul style="list-style-type: none"> <li>• For TOPdesk</li> </ul>	Supported via Support	Supported via Consultancy
Data Manager Platform: <ul style="list-style-type: none"> <li>• DM Portal</li> <li>• ESB Workflow Engine</li> <li>• Generic Webservice Configurator (GenWS)</li> <li>• Extract Transform Load (ETL+)</li> <li>• Connectors</li> </ul>	Supported via Support	Supported via Consultancy

### 1.4 On-premises hosting of Data Manager

The customer hosts our Data Manager software under their own responsibility (on-premises) and is responsible to comply with the minimum requirement for Data Manager to function properly. In case the use is exceeding the minimum requirements, the customer is responsible to scale up the environment to maintain the stability and performance of the solution.

Customer responsibility: The technical infrastructure is in place, available, tested, operational, reliable, and suitable for the required load from our Data Manager software. The customer is responsible for adequate security, adequate infrastructure capacity, availability and the performance of the systems and connections that are its responsibility and that are needed are for Data Manager to function. Changes to the Infrastructure of the customer are carried out in such a way that the preconditions remain at least intact or improve. Scope4mation is informed, if relevant, of any modifications to the infrastructure.

### 1.5 Service Management System

Our Service Management system is TOPdesk, we use TOPdesk to support us with all our supporting services. TOPdesk is focused on self-sustainability and therefore we use a Self Service Portal as the primary contact to get in touch.

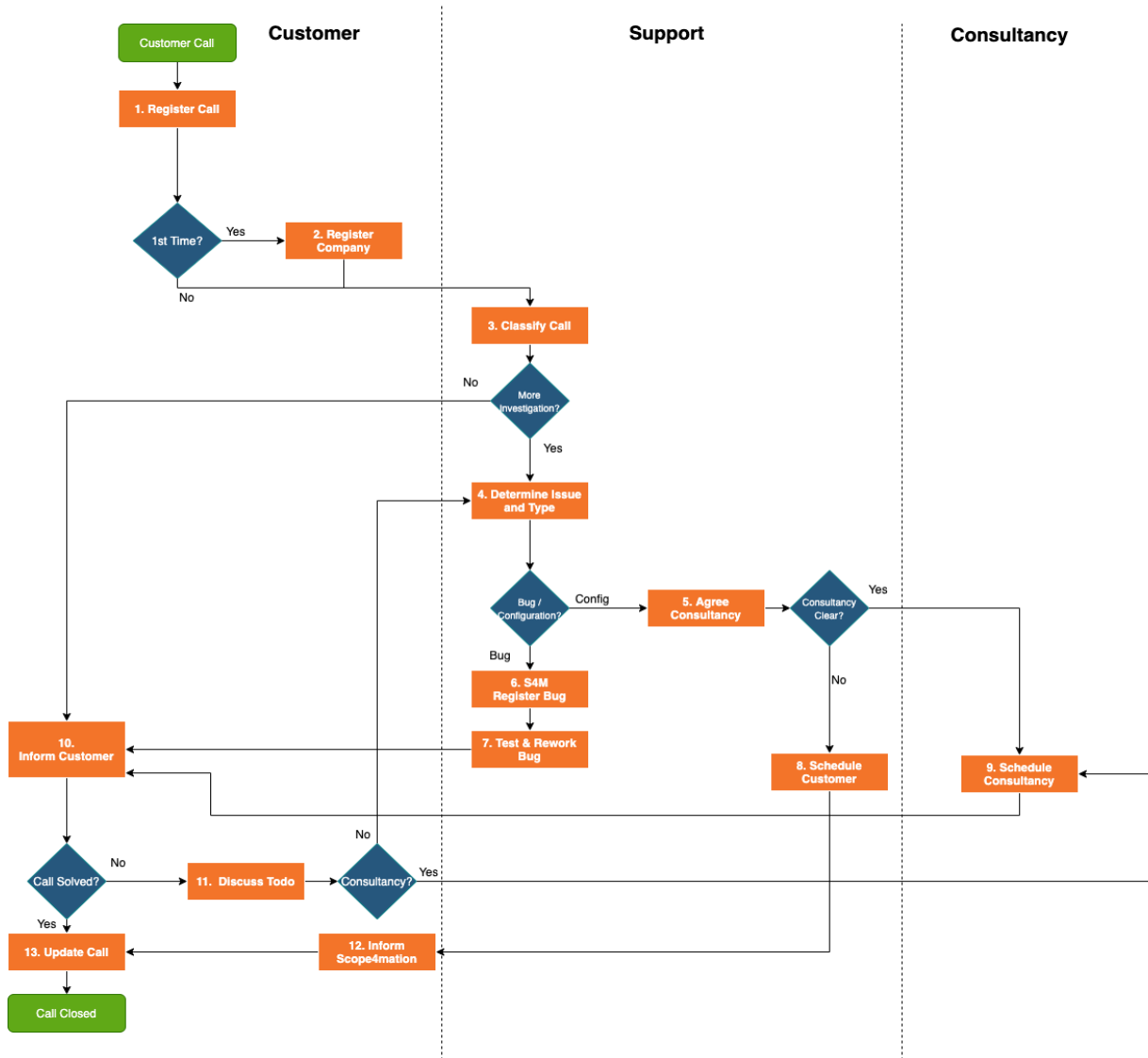
### 1.6 1<sup>st</sup> Time registration & call registration example

If this is your first registration and you have not yet contacted us and/or registered a ticket, please request an account for our SSP.

Visit the following website and follow the steps: <https://www.scope4mation.com/ondersteuning/#register>

## 2 Support Ticket Process in detail

The following procedure shows the call process of registering a support ticket (next page has more detailed information about every step):





Ref	Step in workflow	Input	Modification	Output
1	Register Call	Go to the SSP and register a call	Registration of the incident in the SSP TOPdesk environment	Registered incident ready for classification
2	Register Company	Company details provided by the customer	Registration of the company in TOPdesk. Link to the incident.	Registered company, ready for incident registration
3	Classify Call	Registered TOPdesk incident, including description of the issue	Determine if the issue is: -Clear: We know what to do, this could be of the type knowledge item, existing bug, request for information. -Unclear: We can't determine the cause, and we need more information.	Do we need more investigation or is it clear?
4	Determine Issue and Type	Classified issue	Determine if the issue type is: -Bug: Scope4mation will register the bug -Configuration: Does the customer need our assistance to solve this?	Classified issue including type of work
5	Agree Consultancy	Classified Issue with consultancy information	Determine if the customer needs or assistance and is willing to pay for this? -Yes: We need to agree the financial terms -No: The customer will solve this	Agreed financial terms to deliver the possible consultancy
6	S4M Register Bug	Classified Issue with bug information	Scope4mation will register the bug in our DEV system and will attach the DEV ticket ref to the support ticket.	Jira ticket (based on classified issue) is created in DEV system.
7	Test & Rework Bug	Jira ticket	Development fixes the issue, is tested in S4M Test environment and discussed with the customer	Fixed Bug Issue
8	Schedule Customer	Classified issue details	The customer solves the issue.	Detailed Information about steps taken to solve the issue
9	Schedule Consultancy	Agreed consultancy terms	Schedule the consultancy	Executed consultancy work (hours)
10	Inform Customer	Report of all the steps taken to solve the issue.	Determine if the call is solved? -Yes: Perfect, we can update the call with this information -No: Schedule a Customer Session	Up to date call status
11	Discuss Todo	Most recent issue details	Was the work based on consultancy or support? -Consultancy Yes: Customer gets in touch with Consultant to discuss and schedule the work -Consultancy No: Customer gets in touch with Support and they will schedule a customer session	Clear Call Details
12	Inform Scope4mation	Customer Report on steps taken	After scheduling and executing the work, the Customer needs to inform Scope4mation about the status and steps taken (if possible, the solution).	Updated Call Details with Customer details.
13	Close Call	Latest call and issue details	Update and close the call	Updated and finished call

## 2.1 RACI Model

Ref	Step in workflow	Customer	S4M Support	S4M Consultant	S4M Support mgr
1	Register Call	R	C	I	A
2	Register Company	R	C	I	A
3	Classify Call	C	R	I	A
4	Determine Issue and Type	C	R	I	A
5	Agree Consultancy	C	R	I	A
6	S4M Register Bug	C	R	I	A
7	Test & Rework Bug	C	R	I	A
8	Schedule Customer	C	R	I	A
9	Schedule Consultancy	C	I	R	A
10	Inform Customer	I	R	C	A
11	Discuss Todo	C	R	I	A
12	Inform Scope4mation	R	C	I	A
13	Update Call	C	R	I	A

### Legenda

**R - Responsible**

**A - Accountable**

**C - Consulted**

**I - Informed**

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### 3 Incident Management details

The purpose of the Incident Management process is to restore normal service operation as quickly as possible and minimize the adverse impact on business operations, ensuring that agreed levels of service quality are maintained.

#### 3.1 Types of Incidents

The following types of Incidents (or Request) can be submitted to Scope4mation:

1. Incident: a disruption in services, technical or functional.
2. Information request: a request for information concerning the operation of Scope4mation Software.
3. Service request: questions for the purpose of obtaining certain action.
4. Enhancement request: a request for the software to work in a different way, including requesting additional functionality.

##### 3.1.1 Prioritization of Incidents

The actual rating of the priority of incidents is done by Scope4mation. When rating the incident, we take the following elements into account:

Element	Description	Determined/ Provided by:
Urgency:	The period wherein the incident needs to be solved.	Customer
Impact:	The importance and visibility of the incident.	Scope4mation and/or Customer
Priority:	The sequence of incident resolution	Scope4mation

Scope4mation passes the rating to the customer and if not happy, the customer can ask for the case to be prioritized differently. The ratings will be determined according to the tables below.

Impact	Description
I-1	A large number* of users are unable to perform necessary tasks
	A large number* of data is not processed
	A large number* of processes, reports are not working
I-2	A select number of users are unable to perform necessary task
	A select number of data is not processed
	A select number of processes or reports are not working
I-3	A select number of users, processes or reports are working but are experiencing discomfort

\*a large number is defined as relative to the process, i.e., approximately 80%

Urgency	Description
U-1	A system failure coincides with a business-critical deadline. Business operations cannot proceed. Requires immediate processing because the entire productive business flow cannot continue.
U-2	Business operations are seriously affected, and necessary tasks cannot be performed. Requires immediate processing because the malfunction can seriously disrupt the entire productive business flow.
U-3	Business operations are not seriously affected. The situation is not business critical at this time. The situation provides an inconvenience and need to be resolved in due time.

Priority	I-1	I-2	I-3
U-1	1	1	2
U-2	1	2	3
U-3	2	3	3

Standard services response time:

Priority	Response Time	Time for solution
1	< 8 hours	Best efforts
2	< 2 working days	Best efforts
3	< 5 working days	Best efforts

Above response times and times for solution are based on our standard services. Standard services are provided by default and refer to our default level of support. If the above service levels don't apply to your needs, we can offer additional extended services and support. Please [contact us](#) to get in touch and discuss the possibilities!

## 4 Change Management details

The goal of change management is to make sure that a successful implementation of all changes that effect the functionality, stability, usage, availability and performance of the Scope4mation software, is achieved without any disturbance of the production processes.

### 4.1 Types

#### Standard Change:

A change that is recurrent, well known, has been procedurals to follow a pre-defined, relatively risk-free path, and is the accepted response to a specific requirement or set of circumstances, where authority is effectively given in advance of implementation.

#### Urgent Change:

A change that must be introduced as soon as possible to alleviate or avoid detrimental impact on the business.

## 5 Cloud Services

Scope4mation offers cloud services, based on the services of CloudVPS. Services comprises the provisioning of the Scope4mation portfolio, hosted on the CloudVPS environment.

### 5.1 Service Availability

Scope4mation's goal is to provide Service Availability twenty-four hours per day, 7 days per week (referred to as "24x7 Availability") EXCEPT during times of Service Maintenance as set forth in paragraph '5.2 Service Maintenance'.

However, the parties recognize that 24x7 Availability is only a GOAL, and Scope4mation cannot represent or guarantee that such goals can be achieved. As per our CLOUD SUPPORT POLICY (shown below), response time goals cover predominantly Production Cloud delivered applications.

More information (in detail) can be found in the CloudVPS SLA: <https://www.cloudvps.com/document/sla-openstack-nextvps/>

#### 5.1.1 Types of Incidents and Requests

Scope4mation shall use reasonable efforts to achieve the target Service Availability Goal of 99.8% uptime except during scheduled Service Maintenance ("Service Commitment"). Notwithstanding the foregoing, Customer recognizes that the Internet is comprised of thousands upon thousands of autonomous systems that are beyond the control of Scope4mation. Routing anomalies, asymmetries, inconsistencies and failures of the Internet outside of the control of Scope4mation can and will occur, and such instances shall not be considered any failure of the 99.8% uptime.

Whilst Customers are free to monitor network uptime on their systems and other monitoring services, Scope4mation proactively monitors network uptime, and the results of these monitoring systems shall provide the sole and exclusive determination of uptime. Response time goals cover predominantly the SaaS based application delivered and configured by Scope4mation.

#### 5.1.2 Response time to error

Scope4mation has internal notification tools for Cloud service problems. Additionally, Customer may report problems to Scope4mation Support, via the guidelines stated in this document. Note that these guidelines specify the time to begin investigation of the problem, not the length of time within which such problem will be resolved.

## 5.2 Service Maintenance

Scope4mation will provide Service Maintenance, which may cause errors. Scope4mation shall use commercially reasonable efforts to limit Service Maintenance, which causes Severity Level 1 Errors to two (2) hours per month. Scope4mation shall only notify named Customer contacts, when having an agreed custom level of support, in combination with performing any Service Maintenance which Scope4mation predicts will cause a Severity 1 error outside of standard Service Maintenance Times.

The Service Availability goals exclude any time Customer requests a Cloud based application be taken down for scheduled updates.

Scope4mation shall attempt to schedule Service Maintenance during the times as specified below. However, the parties agree that it may be necessary for Scope4mation to perform Service Maintenance during times other than those specified below, and Scope4mation reserves the right to perform Service Maintenance during times other than those specified.

Service Maintenance Times (Day)	Service Maintenance Times (Hours)
Monday to Friday	20:00-04:00 (Amsterdam TZ)
Saturday	0:00-23:59 (Amsterdam TZ)
Sunday	0:00-23:59 (Amsterdam TZ)

## 5.3 Fair use

Scope4mation uses the Cloud services of CloudVPS and Scope4mation applies the policies of CloudVPS.

The FUP aims to prevent overload of the network, abuse and inconvenience to other users. The FUP is intended to inform you as a customer about what you can expect from our services, to prevent you from facing unexpected costs and to make sure you can use your environment worry-free.

In any case Scope4mation reserves the right to take effective measures in case of a fair use policy breach. This could lead to (unexpected) downtime and in having additional costs, which could be charged to the customer.

### 5.3.1 Data Traffic

Overloading the network and inconvenience to other customers may be caused by individual users who use much more traffic than the average of similar customers.

Scope4mation reserves the right to monitor the amount of data traffic and filter excesses. Under normal circumstances, there is no over usage of data traffic. If the amount of data traffic differs significantly from the average, our provider, CloudVPS, will contact Scope4mation about how to normalize the usage, which will be discussed with the customer. If the customer does not normalize his consumption, Scope4mation can block (temporarily) data traffic or charge the customer.

## 5.4 Security & Access

Security is divided into 2 parts, access for Scope4mation and for Instances (internet).

### 5.4.1 Management access

Access to our environments is arranged and configured in conjunction with our strict ISO27001 definitions and procedures.

We handle the following principles to achieve this:

- Personal accounts
- Multifactor authentication
- Whitelisting

### 5.4.2 Instances

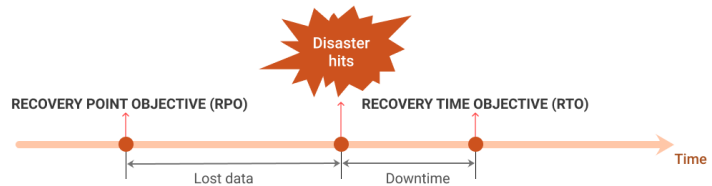
Customer instances can be accessed from over the internet and are not restricted. We have secured every Qixium instance by strict principles, e.g. by making use of the 'Security by design' principles. Every instance is secured with personal accounts, including MFA. Every instance functions on its own and any users/options configured is restricted to the instance only.

## 5.5 Data Protection

When there is a system outage, the RPO and RTO are two data points that can tell us how seriously the downtime has impacted business operations:

- Recovery Point Objective (RPO) is a measure of how frequently we take backups.
- Recovery Time Objective (RTO) is the amount of downtime our business can tolerate.

### RPO and RTO explained



#### 5.5.1 RPO

Every week a snapshot is taken from all our production servers, we maintain a copy for 3 months. Every day a full (data) copy is taken from our Qixium customer production instances. Our RPO is to have a Qixium production instance backup with a maximum age of 24h.

#### 5.5.2 RTO

The recovery time objective depends strongly on the size of the outage and since we have CloudVPS, we're depended on their service levels and RTO. Reasons where we fully rely on CloudVPS are described, but no RTO is defined for this. Risk level implicates what the chance is that it could occur, since we/CloudVPS have taken measures to minimize the risks for this to occur. A regular risk will be set to a 50% level.

Reason	Description	Risk level	RTO (h)
Loss of data (instance)	This may be as simple as someone deleting a folder, or as complex as a case of ransomware or an infected database.	50%	8
Loss of an application	This refers to when changes to security, an update, or system configurations negatively impact services.	50%	8

Loss of a system	This includes when hardware fails, or, if you have a virtual server, when the operating system crashes.	50%	16
Loss of a business location	In this instance, a disaster might include an electrical outage, fire, flooding, or even a chemical spill outside the building. The business facilities require recovery to an alternate location.	10%	16
Loss of operations	This is a complete stoppage of business operations— i.e., the worst-case scenario.	10%	16

## 5.6 Monitor & Actions

Scope4mation monitors all aspects of the cloud environment with a set of monitoring tools, every server is monitored for resource usage and availability. In this way we want to be as pro-active as possible.

CloudVPS informs us per mail if an incident occurs, think of DOS attacks, explosive resource usage and other disruptions. More information (in detail) can be found in the CloudVPS SLA:

<https://www.cloudvps.com/document/sla-openstack-nextvps/>

If any issue occurs, which will have an impact on the direct behavior and/or functioning of the Qixium instance, we will inform the customers which are impacted by this disruption. We are planning to release a dashboard, but at this moment we inform customers per mail.

## 6 Disclaimer

Extended services only apply to the Scope4mation services which we can control and do not cover any services Scope4mation relies on. These are covered and defined in our Default SLA.