



Support Services

Practical Support Guidelines & SLA

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Introduction

Welcome! In addition to providing you with a brand new Qixium environment (instance), we also need agreements for the service. What do you expect from us? But also not unimportant: What do we expect from you? We have defined it all in this document.

We try to give 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 standard "Service Level Agreement". Any other additional level and service that differs is described and can be found under the name "Extended".

If you still have questions after reading it, let us know and help us improve the process and document! You can contact us via the contact form.

Changes

From time to time, it may be necessary to update the SLA. Scope4mation has the right to revise the SLA and will inform you about the changes one month before the effective date of the change. The client can object within one month after announcement of the changes by sending an email to info@scope4mation.com.

Compliance Scope4mation

Scope4mation considers information security to be of paramount importance (including our ISO27001 certification) and handles your data with care. What can we do here and provide documents? We have explained this in detail on our [website](#).

Report Vulnerability & Weak spots

The following always applies: If you come across a vulnerability and/or weakness in our platform, report it immediately! All information (including explanation about the process) can be found [here](#).

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
Generic		
• Hours of support	10-16*	08-17*
• Service Report frequency (per year)	0	4
• Dedicated Consultant	-	√
• Consultant Book time (min days)	21	7
Support Channels		
• Number of users to register calls (as dispatcher)	Max 2	Max 4
• Self Service Portal	√	√
• Mail	-	√
• Phone**	-	√
Call Types		
• Quick support/scan	√	√
• Software bugs	√	√
• Data Issues	-	-
• Request for information	√	√
Sources		
• Knowledge base	√	√
• Documentation	√	√

* 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
Response Time & Time for Solution		
<ul style="list-style-type: none"> Incident response time (h) <ul style="list-style-type: none"> High Normal Low 	<p>4</p> <p>8</p> <p>16</p>	<p>2</p> <p>4</p> <p>8</p>
<ul style="list-style-type: none"> Incident time for solution* (h) <ul style="list-style-type: none"> High Normal Low 	<i>Best Effort</i>	<p>20</p> <p>40</p> <p>60</p>
<ul style="list-style-type: none"> Change's response time (days) <ul style="list-style-type: none"> High Normal Low 	<p>1</p> <p>3</p> <p>5</p>	<p>½</p> <p>2</p> <p>3</p>
<ul style="list-style-type: none"> Change's time for solution (days) <ul style="list-style-type: none"> High Normal Low 	<i>Best Effort</i>	<i>Best Effort</i>

* 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 are 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"> • IDU • ORB (5.X >) • Other.... 	<i>Supported via Support</i>	<i>Supported via Support</i>
Data Manager Platform: <ul style="list-style-type: none"> • DM Portal • ESB Workflow Engine • Generic Webservice Configurator (GenWS) • Extract Transform Load (ETL+) • Connectors 	<i>Supported via Support</i>	<i>Supported via Consultancy</i>

1.4 On-premises hosting

On-site hosting can occur for our Data Manager software, but also for a Qixium instance in the cloud, where it is necessary to connect locally to the customer's environment. Because our influence is limited, we cannot take responsibility for this.

1.4.1 Data Manager

Customer hosts our Data Manager software under its own responsibility (on-premises) and is responsible for meeting the minimum requirement for Data Manager to function properly. If usage exceeds the minimum requirements, the customer is responsible for scaling 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 of our Data Manager software.
- Customer is responsible for adequate security, adequate infrastructure capacity, availability and performance of the systems and connections under its responsibility and necessary for Data Manager to function.
- Changes to the infrastructure of the customer are carried out in such a way that the preconditions remain intact or improve in any case. Scope4mation will be informed, if relevant, of any changes to the infrastructure.
- Regarding connector release updates: the customer is responsible for testing and applying the update to its own infrastructure.

1.4.2 Qixium Agent

A Qixium instance can use Qixium Agent technology. This makes it possible to connect to a customer local environment. This is often used for so-called Automations. Qixium then communicates with the customer environment and activities are executed via the Qixium Agent.

If the customer uses a Qixium Agent, the customer is responsible for:

- The technical infrastructure is present, available, tested, operational, reliable, and suitable for the required load and operation of the Qixium Agent.
- The customer is responsible for adequate security, adequate infrastructure capacity, availability and the performance of the systems and connections under his responsibility and which are necessary for the Qixium Agent to function.
- Changes to the infrastructure of the customer are carried out in such a way that the preconditions remain intact or improve in any case. Scope4mation will be informed, if relevant, of any changes to the infrastructure.
- The consequences arising from failures to properly make available/comply with the above are the responsibility of the customer.

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.

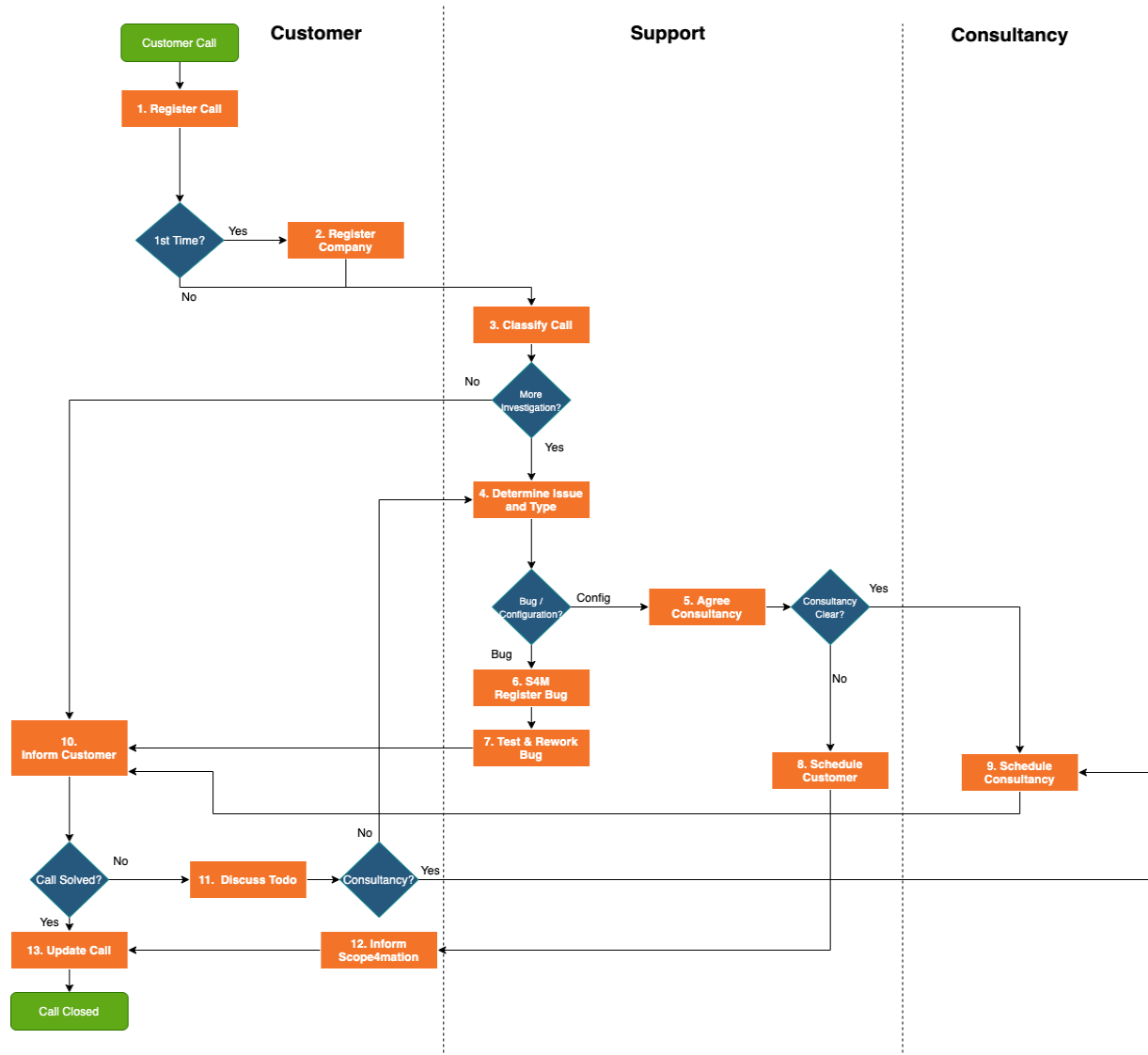
1.6 1st Time registration & call registration example

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

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:	Degree of attention you are going to give to a ticket	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

Within Scope4mation we distinguish three different levels of changes: standard changes, normal changes and emergency changes. Each level of change is managed differently:

4.1.1 Standard Change

These are changes to a particular service or to the IT infrastructure. In this case, the implementation process and the risks are known in advance. These changes are managed according to existing Scope4mation policies.

4.1.2 Normal Change

These changes must go through a change process before they can be approved and implemented. If these are risky, a change advisory board decides whether to approve them.

4.1.3 Urgent Change

These are changes that should be implemented as soon as possible. Example of an emergency change: Fixing a vulnerability in our software.

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5 Services & Maintenance

In this chapter we discuss everything related to our services.

5.1 Service Provider

Scope4mation offers services based on the cloud services of CloudVPS, this applies to the Dutch services, outside the Netherlands we use a separate Service Provider and this works strictly separately. Services include the provisioning of the Scope4mation portfolio hosted on the CloudVPS environment.

5.2 Service Availability

Scope4mation guarantees an availability of 99% per calendar year for its software application in the Cloud. The availability of software, systems and related services is measured in such a way that the decommissioning announced in advance by the supplier due to preventive, corrective or adaptive maintenance or other forms of service, as well as circumstances beyond the supplier's sphere of influence, are disregarded.

A situation outside the sphere of influence is, for example, a digital attack, a general failure of vital infrastructure or a calamity or problem that occurs at one or more suppliers. Subject to proof to the contrary to be provided by the customer, the availability measured by the supplier will be regarded as full proof. We plan the technical maintenance on the production environments in the defined service windows.

5.3 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.

5.4 Service Maintenance

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)

5.5 Releases

Scope4mation has a release schedule of approximately 1 Qixium "production version" per month. This version is automatically deployed (including Qixium Agent) within the Service Maintenance windows. There may be a

need that we can exclude Qixium instances from these automatic updates. We strive for a Qixium instance to run on the penultimate version, or on the latest version. This often has to do with the moment of upgrade.

5.5.1 Hotfix

For so-called changes of the type Urgent: We release a “hotfix” on a production version, it will be deployed as soon as possible. We will discuss this in more detail later in this document.

5.5.2 Release notes

The release notes can be found in the general documentation, where necessary supplemented with instructions for use.

5.5.3 Testing

Scope4mation tests a production version before releasing it. This is partly done automatically and partly manually. We discuss this further in the Qixium documentation, which you can find within your Qixium Instance.

5.5.4 Bespoke

The above applies to Qixium instances where no bespoke module is used. Customers with a bespoke module are responsible for testing the bespoke functionality (in combination with Qixium releases) themselves.

Scope4mation has no (or upfront agreed) possibilities to test this properly. We don't have the source and target applications, and we have little to no process knowledge. We recommend using a separate Qixium test environment for these environments. Upon release, the customer can test whether the customization is still operational in relation to our most recent version of the Qixium instance. Qixium instances with bespoke work will be only upgraded when agreed. Only an urgent change/hotfix can be and will be forced by Scope4mation.

5.6 Fair Use Policy

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.

5.6.1 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.

5.7 Security & Access

Security is divided into 2 parts, access for Scope4mation and for Qixium instances.

5.7.1 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
- Proxy ssh remote login

5.7.2 Access Qixium 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.

The customer who uses a Qixium environment has an influence on the level of safety, and we strongly advise to use **all possible options** and to allow users, where we can enforce this by means of strong passwords, MFA mandatory and on giving advice to do this.

We always advise to:

- Activate MFA
- Use strong passwords
- Use SSO as access

5.8 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.

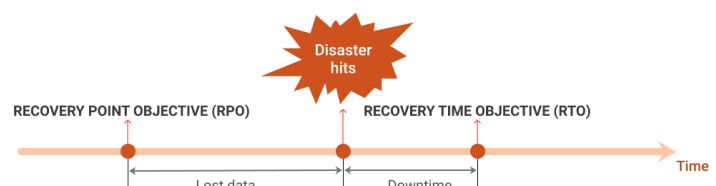
5.8.1 RPO

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.

5.8.2 RTO

Recovery time objective is highly dependent on the extent of the outage and as we have CloudVPS we are dependent on their service levels and RTO.

RPO and RTO explained



Reason	Description	RTO (h)
Loss of data (instance)	This could be as simple as a user deleting a production configuration, or as complex as a case of ransomware or an infected database.	2
Loss of an application	This refers to when changes to security, an update, or system configurations negatively impact services.	4
Loss of a system	This includes when hardware fails, or, if you have a virtual server, when the operating system crashes.	8
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.	16
Loss of operations	This is a complete stoppage of business operations— i.e., the worst-case scenario.	24

5.9 Pro-actieve services

Within Scope4mation we have a DevOps team, which is concerned with the design, configuration, and management of the infrastructure. We have also included escalations and information here. It is an informal service, where we actively inform and seek interaction with the customer.

5.9.1 Monitoring

Scope4mation monitors, among other things, the following aspects of the infrastructure/Qixium instance:

- With a set of proactive monitoring tools:
 - Automatic analyzes based on patterns and abnormal behavior principles
- Active Monitoring of:
 - Availability
 - Endpoint (e.g. Qixium instance url)
 - Resource usage
 - CPU
 - Disc
 - Memory
 - Network
- Log Analyses
 - Daily analysis of scenario error messages
 - “Configuration errors”, for example connector accounts that have expired at a customer Qixium instance
 - Technical disruptions, for example an automation that cannot reach an agent
 - Automatic analyzes based on “patterns” principles, for example recognisability between patterns and different customers

5.9.2 Contact

If a problem arises that affects the immediate behavior and/or functioning of the Qixium instance, we will, to the best of our ability, notify the customers affected by this disruption.

It is important that **the customer shares these details with us**. This can be specified in the customer Qixium instance: Qixium Control Panel -> General -> General Settings.

We inform you and your organization about the following:

- Data leaks
- Disturbances
- Releases
- News

You can configure these preferences in the Qixium instance.

NOTE: The customer is responsible for keeping this information up to date!