

Responsiv Cloud Platform Support

Product Description¹: RD001P5

This product description is valid from August 2021

Product Summary

Responsiv Cloud Platform Support describes the service levels and scope of service you can expect when using any "Responsiv Cloud xx Platform" products. This service level agreement (SLA) provides an incident response service to allow you to be assured that the platform is available and operational.

Responsiv monitor all cloud platforms on a 7x24 basis to assure that we are aware of the basic operational status of the cloud platforms. Because we are not users of the platform, and we do not monitor applications that you may have running on the platform, it is possible that we will be unaware of an issue that is impacting your service.

You remain responsible for monitoring the status of your running applications, and for raising an incident ticket using the link on our website. (<https://responsiv.co.uk/support>)

Platform issues alerted to us through our own monitoring will be resolved by us. In this case we will not necessarily inform you of the incident.

Responsiv Cloud Platform Monitoring

This product entitles you to connect a Responsiv Cloud Platform instance to the Responsiv Assist API and enable it to raise Responsiv Assist Incident tickets classified as "Severity 1", as well selected warning tickets classified as "Severity 3".

We will monitor our Responsiv Assist service desk for tickets raised by your Supported Installation for problems that require our attention. We will respond and manage tickets in accordance with the terms of Responsiv Cloud Platform Response detailed below.²

This service monitors the Responsiv supplied components of the platform, including virtualisation, network equipment, databases, operating systems, and software that provides the "platform".

You may raise tickets for help in resolving VPN connectivity to your site, however these tickets and any tickets asking how-to questions are treated as severity 2 or 3.

Support for your Applications running on the Responsiv Cloud Platform can be arranged using the Responsiv Assist Flex Support agreement (RT00072).

Responsiv Maintenance Support

This product includes an entitlement to one upgrade session during the year. During each session Responsiv will review the available patches and support or lead the application of those patches and perform upgrades to components of the supported products.

You remain responsible for a) testing your own code and any adverse impact the patching or upgrade activity may cause b) all liaison within your organisation and with the Responsiv Assist ServiceDesk, scheduling of any outages, and compliance with any SLA you may have with your business users, or third parties c) backups prior to application of patches d) recovery from backups as required and e) testing of all customer code following application of patches

¹ Product Descriptions (PD) describe what to expect from a Responsiv product and are identified by the product number and an effective date. A product description provides the definitive description of a product and its entitlement, which supersedes any and all descriptions, marketing information, presentations, or other expectations that might have been communicated or assumed about the product.

² We are not responsible for availability and configuration of communication channels, firewalls, or other security and network considerations. This feature is not assured and may be disabled by your security arrangements.

Patching

- Patch classification and discussion with your staff regarding deployment options
- Application of patches as planned and agreed with your staff.
- You may request more frequent patching using Responsiv Assist Flex Support

Responsiv Assist Incident Response

This product includes an entitlement for support to recover the Responsiv Cloud Platform installation to a running state. You can notify Responsiv of an incident by raising a severity 1 ticket manually using the Responsiv Assist Portal.

This means that the platform is returned to operation and not prevented from operation by a fault in the Responsiv Cloud Platform.

Purchasing

This product complements your Responsiv Cloud Subscription and is with it. Once Responsiv Cloud Platform Subscription has been allowed to lapse, these benefits will no longer be available to You.

Tariff

Product or feature inclusion	Charge Calculation	Units
Responsiv Cloud Platform Remote Monitoring	Fixed Connection Charge per supported Installation	Included in Platform Subscription
Responsiv Maintenance Support	Patching effort is limited to 20 hours, including review time. Additional time may be taken from Responsiv Assist Flex Support allowance.	Included in Platform Subscription
Responsiv Assist Incident Response	Our liability to support incidents is limited to incidents whose root cause is not traced to a customer action. Incidents caused by customer actions will be resolved up to a total of 20 hours per incident and 50 hours across a 12-month period. Unresolved incidents can use credits to complete the work.	Included in Platform Subscription
Responsiv Assist Flex Support	Purchased in multiples of 50 credits. Unused credits expire at the end of the term.	Flex Credits

Your Responsibilities

The underlying Terms and Conditions that apply to this Product Description are "TC-RL0002O-V10 (Aug2020) Terms and Conditions for Responsiv Cloud".

Under this agreement, and in addition to Your Obligations under Our Terms and Conditions, you remain responsible for the control, management and supervision of all assistance provided by this Agreement. Including but not limited to:

- Managing your personnel, activities and responsibilities under this Assistance Agreement.
- Being responsible for ensuring that your contacts have the relevant environment knowledge.
- All tickets must have your personnel working on them at the same time as Responsiv are working, this always applies 7x24.

Provide timely assistance to respond to any questions and matters requiring attention when reasonably requested by our support consultant(s) handling an open request.

You play a key role in assisting us when you have questions about, or have encountered problems with, your Service offering. Information that you provide about your incident symptoms and/or problem is often critical to resolving your issue.

The following practices can help the Responsiv Assist support team to better understand your problem and more effectively respond to your concerns, as well as help you make the best use of your time:

- Submitting problems electronically (<https://responsiv.co.uk/support/>)
- Keeping different issues (questions or problems) separate (one issue per support ticket or incident)
- Selecting a Severity based on your judgment of the business impact
- Keeping Responsiv support informed of major implementations of your applications (where applicable)
- Providing timely feedback on recommendations, so the Responsiv support team can close out the issue when it has been resolved. If the issue reoccurs, you may reopen the original support ticket, incident, or case by resubmitting it electronically

You will be required to provide the following information when contacting support:

- Your name, company name, email address, and telephone number with extension (if applicable)
- Ticket, incident, or case number (as applicable)
- Support entitlement identifiers such as client ID, mailbox ID, or Responsiv customer number, as appropriate for the offering
- Product name (release level and any product maintenance level, if applicable)
- Any additional information required by the Responsiv support team

Service Delivery

Responsiv provide support for software and solutions provided by us through our Responsiv Assist web portal. Service Request tickets are assigned a priority (described below) and handled accordingly.

This section describes the Service Level Agreement (SLA), which includes the operational work processes along with the metrics by which the services will be provided and measured.

Level 1 – Helpdesk Support (Performed by You)

Your helpdesk or appointed representatives will be the first-line support to triage Incidents to ensure that issues such as network outages, hardware failures, etc. (i.e., outside the scope of the Managed Service) are routed accordingly. Level 1 Support includes:

Capturing the Incident details, creating Incident tickets and establishing Incident details in the ticket; Triaging issues including network and hardware availability, and verifying the site is operational during an outage notification. Specifically:

Refine ticket content to clarify problem, validate evidence and supporting information is included, correct any categorization selections, ensure supporting information is included with the Incident (error messages, screen captures, etc.), Refine problem description for clarity and Assigning an initial value for Incident Severity.

If the Incident is resolved, closing the ticket and if applicable updating the person who logged the request; The coordination and hand off of an Incident until it is resolved.

Level 2 – Responsiv Cloud Platform Support

On receipt of your incident or service request ticket the Responsiv Service Desk will review the ticket and allocate it to an appropriate support engineer. That person will contact you and begin to progress the ticket to a conclusion by doing, for example, the following:

- Performing detailed assessment of the Incident within the specific area of specialisation.
- Performing a verification or assessment of the Incident and defining a severity level.
- Performing a basic root cause analysis and determining the appropriate action for resolution.
- Closing the ticket when an Incident is resolved and updating the person who logged the request.

We will schedule a review of your Platform instance and provide a list of patches/upgrades and their descriptions for your authority to patch. A patch/upgrade review is a single remote one-hour call with your assigned platform owner to discuss the patches /upgrades and their risks or other requirements.

1. Upgrade/Patch your development: We will apply the patches to your development environment to allow you to reinstall your code and test it.
2. Upgrade/Patch your production: We will apply the patches to your production environment when you are ready and confirm to us that you are happy for us to do so.
3. Patches include security updates and functional repairs. You remain responsible for testing applications and other code that you may have running and that may be impacted by the patch.

We expect patches to be applied during our normal working hours. Out of hours patching must be declared before you purchase this product. Responsiv Cloud patches include updates for all sub-components and assemblies of the Responsiv Cloud Platform.

Level 3 – Support from Responsiv developers or embedded product vendors

If a technical resolution cannot be found at the second line level, support will be requested via the third line. This will involve assistance from highly trained, experienced technical professionals.

Coverage Hours of Operation

Responsiv will work on Incidents and service requests only during coverage hours. The coverage hours for this product are 09:00 to 17:00 Monday to Friday (excluding UK Bank Holidays).

Escalation process

Should conflict arise during an Incident resolution process (e.g., each party believes resolution responsibility resides with another party), then:

If the Service team cannot resolve the conflict within two (2) working days, then our Responsiv Assist Manager will meet your representative to resolve the issue.

Incident Severity Definitions

Responsiv has categorised Incident Severity definitions according to the table below; these definitions can be finalised by mutual agreement during Service Preparation.

Severity	Description
1 (Critical)	Supported product is incapable not delivering the designed functionality or performance and the situation is impacting production operations. This includes system-down and system-imminent-failure situations. THIS IS AN INCIDENT SEVERITY AND AVAILABLE AS DEFINED IN RESPONSIV ASSIST INCIDENT RESPONSE ABOVE
2 (Urgent)	Service not performing in accordance with the Service Levels. Non exhaustive examples: Incidents that prevent you from conducting or processing relevant business or that cause a breach of applicable laws or regulations within the resolution time. Loss of a second site, failure of one or more resilient components, failure of a feature of a non-resilient component. THIS IS AN INCIDENT SEVERITY AND AVAILABLE AS DEFINED IN RESPONSIV ASSIST INCIDENT RESPONSE ABOVE
3 (High)	Issue that materially affects the use of the product that is not a Severity Level 1 or 2 issue. Non exhaustive examples: Incidents which have an impact on your ability to conduct or process relevant business efficiently and effectively in terms of Client servicing, operational procedures or internal management reporting
4 (Medium)	Issues that do not materially affect the use of the Service.

These rules constitute a consistent and repeatable method for identifying Incident Severity. The Incident Severity Level along with the Coverage Hours Service Tier (below) will determine the coverage for this product.

Incident Management Process

Standard procedures must be followed for all issues to ensure proper documentation and handoff. The set of steps that all issues will follow is listed below.

Responsiv will receive tickets either by (1) Your authorised representative must record and submit a ticket utilising the Responsiv Service Desk. (2) An Incident ticket can be generated automatically via an integration between system monitoring and the Responsiv Service Desk.

During coverage Hours, Responsiv shall monitor the Incident queue in the Responsiv Service Desk and take responsibility for Incident tickets escalated to Responsiv Level 2 Support.

Service Level Commitments

The following Service Level Commitments are the target measurement metrics by which the level of service will be measured. Please refer to specific platform product descriptions for any platform specific service level agreements that may take precedent over these more general terms.

Service Down is the time measured from the time you report the Severity 1 case until the time the Service is restored and does not include time related to a scheduled or announced maintenance outage; causes beyond Responsiv's control; problems with your content or third-party content or technology, designs or instructions; unsupported system configurations and platforms or other Customer errors; or Customer-caused security incident or Customer security testing.

<i>Severity Level</i>	<i>Target Response Time Objective</i>	<i>Maximum Response Time</i>	<i>Hours of Coverage</i>
1	4 hours	4 UK Business Hours	UK Business Hours
2	4 hours	8 UK Business Hours	UK Business Hours
3	8 UK Business Hours	12 UK Business Hours	UK Business Hours
4	8 UK Business Hours	12 UK Business Hours	UK Business Hours