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G-Cloud

Service Definition for

ARM: Automated Redaction Manager

Safe, secure & proven document redaction with automated processing

Find, view and delete sensitive content within documents whatever their volume or format. Enable legal, security and privacy compliance by automating the redaction, review and publication process with secure auditing and storage of redacted and unredacted documents.

Folding Space develops extraordinary software and delivers exceptional service. We partner with our customers to ensure *fitness for purpose*. And we believe in offering *better than affordable* solutions. Not all IT companies are the same. Some of us make the difference.

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1. Corporate Introduction

Folding Space innovates, develops, markets, delivers, deploys, supports and maintains innovative software solutions and services that address the data, document, file & record *discovery* and *management* needs of its customers and partners.

Each of our software platforms, products, applications and programs provide world class feature, functionality and performance and are delivered as a significantly better value proposition than anything comparable.

Founded in 1999 and based in the historic Jewellery Quarter in the City of Birmingham, Folding Space has significant IT experience with Central Government, Higher & Further Education, Local Government, the NHS and Parliamentary Institutions as well as wider commercial and industrial expertise. We are trusted by blue-chip customers & partners to deliver innovative 'value for money' software solutions using complex, sensitive data in a secure and safe manner.

Our software technology is driven by the User Experience

Our primary interest is in software technology. We are unashamedly scientists and technologists. But we also recognise that great technology works because it is rooted in what the user experiences. So, unusually, we are professionally qualified and deeply interested in the cognitive basis for the 'user experience'. This derives from extensive and ongoing psychological research, investigation and collaboration in defining the cognitive needs of end users and the optimum manner by which those needs are satisfied on screen.

Our primary focus is on unstructured data

Most of our technology efforts are focussed upon innovation in the discovery, analytics, monitoring & management of documents, files, images and records (unstructured data). But we tend to have a wider scope of interest and work here than others operating in the traditional document or records management marketplace. That's because our very advanced Research & Development is at the heart of our endeavour. To illustrate; in partnership with Aston and Warwick Universities, we are the lead in a breakthrough R&D project entitled 'CAT' (Content Analytics Toolset) which is generously grant funded by Innovate UK, the UK's innovation agency. CAT seeks to analyse the contents (unstructured data) of large corpuses of documents and free text streams in databases to generate semantically relevant content topics and themes within context.

Software + Service = Solution

As scientists & software technologists it profoundly matters to us that our solutions are 'fit for purpose'. And to ensure we deliver every time, on time and on budget we follow through on every aspect of deploying and maintaining a solution - not just in the development and/or customization or tailoring phases - but in the testing, installation and ongoing support. This is why we associate the word service when delivering our software because then there is a true solution.

Solutions Delivery and ROI

We develop software technologies, applications and programs with world class features, functionality and performance but delivered as a significantly better value proposition than anything comparable.

All our solutions are generated from complementary software platforms that we design, build, develop and maintain. And they can be hosted locally at a customer site (on-premise deployment) or provided as a managed hosting service (dedicated or cloud).

So we offer 'software as a product' or 'software as a service' as the customer prefers. And we can offer this choice (or any hybrid permutation) as all our software platforms are web services based & 'cloud-ready'.

Unrivalled cost of purchase and cost of ownership

Our solutions significantly surpass anything comparable on the market.

They derive from a singular software technology focus and are demonstrably advantageous both in terms of cost of purchase and cost of ownership.

Allied to our service commitment to effective & timely liaison, co-ordination and support, our pedigree is fully justified by the constructive, collaborative experience of our excellent customer references:

- ✓ Applicant & Student Document Records for Universities, HE & FE Colleges
- ✓ Enterprise-wide document discovery for document management
- ✓ Enterprise-wide file discovery for network management
- ✓ Enterprise-wide personal data discovery for GDPR compliance
- ✓ Content Discovery & Analytics for document redaction, data extraction and file reduction
- ✓ Global document & metadata management of financial & personnel records
- ✓ Medical Document Records for the NHS
- ✓ Paper digitisation & automated workflow requests for Pathology Laboratories
- ✓ Physical Asset Tracking, Logistics & Warehouse/Storage
- ✓ Publishing expenses of Members of Parliamentary Institutions
- ✓ Social Care Document Records for Local Government
- ✓ *Plus* departmental 'paperlight' digitisation systems for Accident & Emergency, Estates, Finance, HR, In-Patient & Out-Patients, IT, Marketing & Sales, Procurement and other departments as well as enterprise-wide

Solutions & Delivery Integrity

We are the British authors & developers of all our software so there are no 3rd Party dependencies, royalties or constraints on ensuring for the highest levels of data integrity and resilience whilst offering unrivalled value for money. And our services and solutions are consistently 'best practice' delivery:

- ✓ Agile approach to software development & solution delivery
- ✓ Collaborative partner & customer relationships via regular face-to-face meetings, telephone and online communication (e.g. Prince2 RAID conferences for ongoing project management)
- ✓ Each customer benefits from a dedicated instance of our 24x7 Customer Support Portal so together we can track & monitor cases, issues and Q/A progress and agree remedial action as appropriate according to the SLA
- ✓ Industry best practice development, testing, installation and support
- ✓ ITIL and Prince2 accredited practitioners & methodologies
- ✓ ISO 9000 quality assurance and ISO 27001 risk management standards
- ✓ Conformance with all relevant national & international guidelines and standards
- ✓ Highest levels of data integrity & resilience measured by independent penetration, security and performance tests as appropriate to each installation
- ✓ Integral systems and user auditing & reporting
- ✓ Secure user access via industry standard web browsers
- ✓ *Plus* extensive integration experience with 3rd Party Systems including a complete library of API, Invocation and Rendering Web Services to ensure all manner of interfacing & multi-systems interoperation



Data, Documents, Files, Images, Metadata, Records
Everything we do is driven by Discovery
And guided by Content Analytics

2. ARM: Automated Redaction Manager

Safe, secure & proven document redaction with automated processing

Whether for reasons of security, governance, confidentiality, data protection, subject access requests or similar, some documents require **redaction** of **sensitive** information. But when there is a batch of documents or many batches, and when some documents may be hundreds perhaps thousands of pages, then manual redaction (on paper or screen) becomes a costly nightmare.

Folding Space **Automated Redaction Manager (ARM)** is the most advanced, productive & affordable solution that is proven in practice. With ARM you can find, view and delete sensitive content within documents whatever their volume or format. ARM enables legal, security and privacy compliance by automating the redaction, review and publication process with secure auditing and storage of redacted and unredacted documents.

Service features

1. Process all types of files, documents, records and data sources
2. Output in immutable redacted format (e.g. PDF or redacted data stream)
3. Automated identify/highlight of text to be redacted within content
4. Automated redaction within file/document content, metadata, free text, data sources
5. Secure process monitoring with full audit trail for QA
6. Complete workflow and batch processing management
7. Extensive analyses, reporting and results with full auditing
8. Role based security and user access management as standard
9. Powerful systems & security administration functionality
10. Swift, easy installation with full support and system integrity

Service benefits

1. Unique, extensive & automated REDACT ontology and taxonomy
2. Incorporates unique set of sensitive data dictionaries
3. Utilises state-of-the-art Content Discovery & Analytics (AI, NLP)
4. Automates find, investigate, classify and monitor of REDACT items
5. Web browser-based user experience is easy, helpful and responsive
6. Minimal training, easy deployment and roll-out
7. Modular deployment & installation to suit individual each customer
8. Personalisation of automation & redaction to suit each customer
9. Replaces tedious, manual redaction with highly efficient automated processes
10. Proven to deliver significant productivity gains and cost savings

Redaction is the deletion of specific text within a document. Its sole purpose is to allow the selective disclosure of information so that it is suitable for publication without revealing any confidential, sensitive or private data contained in the original document.

ARM provides the automated means to process unstructured data relevant for redaction which may be hidden in paperwork, digital documents, files and records, metadata & free text – irrespective of location, format or storage - and automatically redact single or multiple terms simultaneously.

From dealing with individual documents to addressing multiple batches or millions of files, ARM automates the whole process of tedious and costly redaction.

- ✓ Automatically find and remove sensitive text in files, documents, forms, records & data streams
- ✓ Replace tedious, manual redaction with highly efficient automated processes
- ✓ Protect intellectual property, personal information or similar from unintentional disclosure, theft or misuse
- ✓ Satisfy regulatory requirements for privacy and disclosure (e.g. GDPR, FOI, Data Privacy)
- ✓ Make data protection a seamless part of everyday workflows, not a separate process
- ✓ Integrate redaction capability with document content and records management

ARM is available as a stand-alone application or as an extension to other applications of the Folding Space Discovery platform (e.g. Document Management, GDPR Compliance, Subject Access Requests Management).

For background reference

In today's fraught environment, there is an increased focus on privacy and security but, conversely, a heightened expectation for information 'transparency'. So the core issue is how to best square this awkward circle within the constraints of a 'do more with less' economic imperative?

For any public or private sector or commercial organization responsible for managing documents that contain confidential or sensitive information, the 'privacy versus disclosure' issue has become a double-edged sword - how do you comply with mandates which require you to protect (not disclose) sensitive data, while simultaneously complying with the FOI, GDPR and other data privacy regulations that require you to provide access to documents requested by the public, employees, government officials and similar.

Essentially, all organizations need to balance expanding their data security into content monitoring with the requirement to share specific information both internally and externally.

And meeting these two goals requires an **automated** approach to (a) reliably and accurately remove sensitive information from paper and electronic content, and (b) better balance the cost/benefit equation because manual redaction (on paper or screen), document by document, is incredibly expensive in time and resource.

Folding Space **Automated Redaction Manager (ARM)** provides the complete solution to all the above issues and is the most advanced, productive & affordable solution that is proven in practice.



ARM: Automated Redaction Manager Secure disclosure of Documents and Data made productive

3. Discovery Processes and Content Analytics

Automated Extraction, Automated Redaction, Automated Reduction

An extraordinary range of very advanced & sophisticated IT technologies, techniques, software developments and utilities power the various Discovery and Analytical processes that support our exceptional software solutions. All of which derive from our acknowledged commitment to world class research & development.

For example, we utilise a very powerful, hugely scaleable 'Big Data' dedicated indexing engine (Elastic Search / Lucene) alongside MySQL (MariaDB) database operations.

In parallel, highly advanced Tesseract OCR (Optical Character Recognition) can be applied automatically to incoming scanned paperwork so that the text content might become machine readable & extractable - the same with existing image files like PDF, TIFF or JPEG that commonly derive from previously scanned paperwork.

Equally, there is the automated capture of text content from within 'born digital' files like Word

and PDF plus the extraction of metadata and free text from within databases, and the identification of user access permissions in relation to documents (*who can see what*).

And an industry leading graphics engine for automated visualisation, charting & reporting is also utilised.

All of these facilities are 'state-of-the-art' or beyond.

Following on - all the extracted and captured data and content is automatically put through a rigorous process of indexing, identification, attribution and classification with highly visual presentation and detailed reporting of the discovery results as the information outputs.

Naturally, all of these processes are tailored to the exact purpose of the application - like data extraction, document redaction and file reduction cited below:

AEM: Automated Extraction Manager

Analysis, extraction & reporting of data within documents

Uncover the facts, figures, dates, terms, values, labels, descriptors and similar currently hidden within document content. Provides automated identification, analysis & extraction of relevant data from within any volume of documents to drive actions, insight, processes and workflows.

AFR: Automated File Reduction

Dealing with Redundant, Obsolete & Trivial files delivers big cost savings

Find, analyse, report and monitor each and every file, document and email across the organisation to root out the rot automatically. Directly solve the cost, misinformation, productivity, security and liability losses caused by ROT.

ARM: Automated Redaction Manager

Safe, secure & proven document redaction with automated processing

Find, view and delete sensitive content within documents whatever their volume or format. Enables legal, security and privacy compliance by automating the redaction, review and publication process with secure auditing and storage of redacted and unredacted documents.

Importantly, discovery extends into **'content analytics'**; namely, the **identification, interpretation, classifying** and **reporting** on the existence and nature of relevant content from within the relevant data streams, documents, files and records so that the customer organisation might fulfill the purpose of their discovery & analytics.

For example; the discovery of personal identifier data (PID) for GDPR/redaction purposes, or data profiling for Named Entity Recognition (NER) and/or Named Entity Linking (NEL), or for automated semantic analysis to generate cognitive Topic maps and Theme clusters. Not to mention data extraction and reduction as cited.

So, our unique approach to 'discovery' goes way beyond 'searching' into 'finding' and then on into 'knowing' through the application of a range of content analytical techniques and technologies.

These range from extensive & customisable data & content dictionaries to powerful & sophisticated libraries of complex regular expressions as well as detailed content pattern, context & proximity rules.

All of these extend into very advanced areas of NLP (Natural Language Processing), Machine Learning, and Probabilistic Neural Topic Modelling using Deep Neural Networks (viz. 'Artificial Intelligence') as appropriate.

For reference: the techniques, technologies and know-how cited above derive from our acknowledged pedigree in this specialist area and from major Research & Development projects with Aston University and Warwick University.

Namely, **CAT: Content Analytics Toolset** generously co-funded by the technology innovation agency, **Innovate UK**.

The first R&D project was entitled 'CAT/1: Big Data: Digitisation, Semantic Analysis, Topic Modelling, Visualisation and Exploration whilst the second is 'CAT/2: Big Data Content Analytics with particular reference to Probabilistic Neural Topic Models'.

Alongside these two major awards, Folding Space sponsor PhD studies at the two Universities and have also been awarded further, significant Government grant support for a Knowledge Transfer Partnership with Aston University.

The purpose of this three-year KTP is "to further evaluate technologies and pioneer new developments in the field of Big Data Text Indexing of very large, unstructured data corpus."

This will further address the pressing need across the public and private sectors for more comprehensive knowledge management solutions.

For example, to drive new improvements in the economics and accuracy of addressing GDPR and similar regime compliance – and for making advances in the automated redaction of documents and data with particular emphasis on Automated Entity Recognition and Content Disambiguation.

Equally important for better automating workflows & processes, new techniques for very advanced data extraction from unstructured data like documents, email and free text within databases.

In summary; the Folding Space approach to Content Discovery extends into Content Analytics with NLP (Natural Language Processing) and AI (Artificial Intelligence) to deliver exceptional customer solutions with better than affordable economics.

4. Service Level Agreement

Folding Space innovates, develops, markets, delivers, deploys, supports and maintains various software solutions and services that address the data, document, file and record *discovery, analytics* and *management* needs of its customers.

Folding Space is the owner and has a right to license to others its software solutions, services and related documentation ('product').

This **Service Level Agreement** ('SLA') provides the basis upon which Folding Space supports each Customer in monitoring and maintaining the products provided by Folding Space.

1. INTERPRETATION AND DEFINITIONS

In this SLA, unless the context otherwise requires:

Folding Space or **Company** means Microports.Net Limited trading as 'Folding Space' whose registered office is at 5 Technology Park, Colindeep Lane, London, NW9 6BX.

Customer means the end user organisation that will purchase and utilise the software solution and services supplied by the Company as signified in the Customer Quotation.

End-User means employees of the Customer authorised to use the Folding Space product.

Software Solution or **Software** means the assembly of licensed software components, program code, data, operations and all associated materials and media owned and maintained by the Company for use by the Customer as defined in the Customer Quotation.

Product or **Products** means Folding Space software, services and related documentation as well as any provision of designated equipment or online services or similar to the Customer by the Company for the purpose of hosting the Folding Space software solution.

Professional Services means all Company resource, time & materials and expertise to provide all necessary software development, customisation or tailoring plus set-up, configuration & testing as well as full system assembly, installation, testing & handover plus Consultancy, Training & Project Management as appropriate to the Customer requirements.

Customer Quotation or **Quotation** is the confirmation of the specific software and services to be provided to the Customer by the Company. This includes the scope of work to be undertaken, the Folding Space product to be supplied, the Professional Services to be provided and the costs to be charged. This may comprise multiple Quotations over the period of engagement with the Customer as new or additional requirements emerge and are mutually agreed.

Designated Equipment means the combination of **hardware** (e.g. Server) and **operating system** (e.g. Microsoft Windows) and **DBMS** (e.g. Microsoft SQL, MySQL) wherein which the Folding Space software solution will be installed for use by the Customer. Designated Equipment may derive from various options such On-Premise, Co-Location, Cloud, SaaS or Managed Hosting or any similar or alternative provision approved by the Company and supplied by the Company or Customer.

Installation means the implementation of the software solution onto the Designated Equipment by the Company to enable access and usage of the software solution by the Customer.

Incident refers to degradation to the standard service delivered.

Request is the movement, addition, deletion or change to software owned and maintained by Folding Space.

2. SLA APPLICATION

This Service Level Agreement shall apply to the use of the Folding Space product as set out in the **Customer Quotation** and to the Customer named in that Quotation. The terms used in this SLA shall have the meaning as prescribed herein or as set out in the Customer Quotation.

Any terms and conditions contained or referred to in any purchase order, acknowledgement, confirmation or other documents issued by the Customer shall not be applicable, shall in no way modify this SLA and are expressly excluded unless the Company has expressly agreed in writing to their inclusion.

No terms and conditions which may be implied by trade, custom or practice or course of dealing will apply to this SLA. All rights not specifically granted herein are reserved.

3. SLA OVERVIEW AND PURPOSE

The purpose of this Service Level Agreement is to provide the **Customer** and the **Company** with an effective operational support basis upon which the Folding Space Product being provided can be successfully managed, maintained and supported and that there is clear accountability for their provision.

The purpose of this SLA is to clarify the services, in terms of:

- Defining the default services and the key attributes of those services
- Describing the way in which these services should be accessed
- Highlighting the obligations of both the Company and the Customer towards the responsible provision and use of these SLA services
- Setting levels to which these SLA services will be measured and delivered

This SLA describes:

- How the Company will measure performance against these expectations
- The review and feedback mechanism the Company provides to the Customer to ensure the effective provision, management and continuous improvement of these services

4. SCOPE OF THE SLA

This Service Level Agreement (SLA) exists between the **Company** and the **Customer**. This SLA describes the core support services that are delivered by the Company.

These services are:

- **Application Support Services**
- **Incident Management**
- **Requests**

Unless otherwise agreed by the Company, the Company is not responsible for 1st Line Support to **End-Users** (viz. customer staff authorised to use the Folding Space product).

Instead, the default assumption is that the Customer will provide 1st Line Support via their IT Services Help Desk or similar to End-Users referring issues to the Company for 2nd Line Support whenever appropriate.

5. SERVICE DESCRIPTION

5.1 Working with the Customer Help Desk

The Customer IT Services Help Desk or User Help Service or similar (hereinafter referred to as 'Help Desk') is the day-to-day first contact point for End-Users regarding their use of the Folding Space product.

The Help Desk is responsible for receiving, dealing and triage of End-User queries concerning Folding Space product and escalating these (where appropriate) to the Company for the restoration of normal service or remedial action in the event of service incidents.

The Help Desk should log all queries and incidents and assign them a unique reference ID to facilitate their onward management, tracking and reporting.

Triage training in Folding Space solutions & services for nominated Help Desk staff and to guide them in appropriate 2nd Level Referral can be provided by the Company.

5.2 Support Portal

As a Standard Operating Procedure, Folding Space provides each of its Customers with remote support via its online **Support Portal** and via fax, email & telephone to the Customer during standard UK office hours. When the Help Desk deems the nature of a problem not to be one relating to an internal customer system or lack of “user knowledge” or similar then they will report the problem through the Support Portal at the address provided by Folding Space.

For reference; the Folding Space **Support Portal** is an online, 24x7, secure & dedicated facility accessed via web browser. The Portal enables detailed, line-by-line monitoring & reporting so the Customer can track progress in response to their portal cases and relevant issues can be addressed in a timely manner. Once logged and escalated all inputs/calls are acknowledged, reviewed, triaged, categorised and worked towards resolution. Through this means, the Customer and Folding Space can together track & monitor cases, issues and Q/A progress and agree remedial action as appropriate. And throughout this remedial process, the Customer is updated on Folding Space analysis, progress and likely resolution.

In summary; the **Support Portal** provides an effective & productive online environment for issue/case feedback & communications incorporating an incident logging, triage response and issue/fix monitoring service; effectively, a complete structured, threaded and audited **Task, Issue & Case monitoring system**.

6. REQUIREMENTS OF THE CUSTOMER

End-Users are asked to notify the Help Desk as soon as practically possible to allow relevant support items to be raised to Folding Space within the hours detailed below.

Items raised outside of these hours may not be dealt with until the next normal working day unless otherwise agreed. Users should provide enough information to allow the Help Desk to perform a preliminary diagnosis (‘Triage’) of the incident (e.g. detailed description of the incident, contact details and location where applicable).

Emergency incidents should be notified immediately upon discovery to the Help Desk to be raised to Folding Space. Emergency incidents may be raised directly to the Company - via the Support Portal, email or telephone - by those individuals identified by the Customer as authorised contacts.

Folding Space Technical Support: Incident Management and Request Services – Service Hours	
Monday to Friday (excluding public holidays and any days between Christmas and New Year)	09:00 – 17:00

7. FOLDING SPACE KEY PERFORMANCE INDICATORS

	Measurement Description	Target
Incident Resolution	The percentage of Priority 1 incidents resolved within SLA timescale	95%
	The percentage of Priority 2 incidents resolved within SLA timescale	95%
	The percentage of Priority 3 incidents resolved within SLA timescale	95%
	The percentage of Priority 4 incidents resolved within SLA timescale	95%
Folding Space will record the time an incident is reported to them, the details regarding the nature of the incident, the person reporting it, actions taken to resolve the incident, the time when the incident was resolved and when the Customer Help Desk were notified of resolution.		

8. FOLDING SPACE INCIDENT MANAGEMENT SERVICES

8.1 Standard Incident Management

An Incident Management service is provided to co-ordinate the resolution of all incidents. All incidents are reported by the Help Desk via the Support Portal (at the address provided by Folding Space) which is the mechanism responsible for initiating the Incident Management Service. This service is responsible for the initial classification of incidents and all subsequent management and communications through to resolution.

- ✓ A notification service to the Help Desk to enable End-Users to be informed of incident logging by the Help Desk
- ✓ An escalated communication service to ensure appropriate management awareness within Folding Space
- ✓ Co-ordination of the incidents' resolution across all parties and stakeholders
- ✓ Production of a post-incident report (where appropriate)

8.2 High Severity Incident Management

The Support Portal co-ordinates and manages the resolution of major impacting incidents. The Portal provides structured and audited communications throughout the lifecycle of high severity incidents with auto-alerts into Folding Space management as appropriate. This takes the form of the following:

Where any party makes progress, or fails to make expected progress, they should provide a timely update to the other parties.

8.3 Contact Protocol

Unless prior agreement is in place for specific incidents, all contact throughout the lifecycle of an incident should be via the Help Desk.

9. FOLDING SPACE INCIDENT CLASSIFICATION

Priority Classification	Business Impact	Target Response Time within standard working hours	Target Resolution Time within standard working hours
Priority 1	<p>Defined as an incident that affects full system functionality for all end-users. This will be managed through the high severity incident process. Examples of high severity incidents are:</p> <ul style="list-style-type: none"> • Any or all core components of the system not responding • Inability to complete any or all core functions due to lack of system response or inability to access data 	1 hour	4 hours
Priority 2	An incident that renders part of the system functionality unusable. This will be managed through the major incident process.	1 hour	6 hours

Priority Classification	Business Impact	Target Response Time within standard working hours	Target Resolution Time within standard working hours
Priority 3	An incident that renders a single end-user unable to complete their daily tasks or the degradation of a single system function.	2 hours	1 standard working day
Priority 4	An incident that degrades the system functionality offered to a single end-user without stopping them carrying out their daily tasks.	2 hours	2 standard working days
Please Note:	All Target Response and Resolution Times are provided on a 'best endeavour' basis and may be subject to dependencies and responsibilities of the Customer to fulfil any actions/requirements on their side of any incident or issue as advised by Folding Space		

10. ESCALATION

Where an incident has not been resolved within the Response/Resolution times identified above and Incident Management Services have not agreed a mutually appropriate resolution time, or a Customer is unhappy with the level of service being delivered, it may be escalated to Folding Space Senior Management in accordance with the table of authorised contacts below.

Escalation Level	Authorised Contact	Contact Detail
1	[Customer Name]	Telephone/[Email]
2	[Customer Name]	Telephone/Email]
3	[Customer Name]	Telephone/Email

11. REQUIREMENTS ON THE END-USER

End-Users are responsible for providing accurate and up to date contact information for incident notification to enable feedback and response. Unless otherwise stated, upon encountering an issue, End-Users should contact the Help Desk in all matters.