



Service Definition Document



Purpose

This document provides details of our fault and configuration request service arrangements. Included in this document is the incident reporting procedure, Service Level Targets and escalation process.

Service Description

TeamKinetic is responsible for maintaining the SaaS Volunteer Management Services and directly associated services as detailed, "The Service". This is to ensure that The Service is available for use in accordance with the service levels described in this agreement.

Scope of Service Support and Exclusions

TeamKinetic's support desk is available between 09:00 and 17:00, Monday to Friday (excluding Public Holidays). Should you experience problems with your services outside of these hours, our 0161 914 5757 number will route to the on-call Support Desk who will progress faults and escalate where necessary.

Out of Hours Support

Out of hours support is provided where an out of hours support contract has been agreed with TeamKinetic, and where enhanced SLAs are in place.

Scope

The Service provides the Customer with an integrated solution to the management of volunteers and providers.

The user interface is designed for all modern browsers and is guaranteed to provide at least the minimum required functionality on any browser version from five years before the commencement date.

The Supplier shall ensure that the Customer will be able to manage and create admin users, placement providers and manage the individual accounts of volunteers. These pages will include integrated SMS and email options. Providers and volunteers will both receive pages that allow them to manage their personal and account information, their volunteer placement information and additional information.

The Software runs entirely online from EU based server centres in accordance with guidance and best practices from the ICO (Reg no. ZA036104). In accordance with EU law, no data will be transferred outside the EU by the supplier.

The application can be accessed using an internet-enabled device. There is also a customised application for volunteers designed for mobile and small screen devices.

The Authorised Users will have full control over all aspects of the volunteer, placement and provider data.

The website will adhere to minimum accessibility standards, W3C standards for HTML and CSS, by default.

Exclusions

Issues related to external integrations or caused by third parties specific to your instance such as API integrations.

Network problems external to our systems which are out of our control, such as external DNS errors and failures between your ISP and our servers.

Any "Planned Downtime" that we agree in advance for service maintenance and updates

Slowness with specific features such as a report or a page request.

Any misconfigurations of domain names or DNS records that we are not responsible for

Responsibilities

The customer is responsible for the following:

- Providing a valid service identifier such as site name, address and/or telephone/mobile number when reporting an incident to the Support team.
- Provide and maintain a list of authorised technical representatives who can act on behalf of the customer and be contacted by TeamKinetic.
- Completing diagnostic checks when requested by a TeamKinetic representative.
- Confirming the particular incident reported has been resolved.

TeamKinetic is responsible for the following:

- Support provided via telephone, chat, email, instructional user guides and videos.
- Issuing a Unique Reference Number for each new incident raised.
- Monitoring each incident through to resolution and completion.
- Providing updates on the status/progress as agreed with the customer.
- Providing escalation as appropriate.
- Escalation paths can be found in 'Section 8.0 Escalation Paths' within this document.

Fault Reporting and Incident Management

All faults and configuration requests should be reported preferably by support ticket or where that is not possible via telephone with the TeamKinetic Support Desk on 0161 914 5757

All incidents relating to the service detected by end-users must be reported to the TeamKinetic Support team for further diagnosis.

The Support team will log the incident with the customer contact who has reported the issue.

Each call logged by the Support team is assigned a unique reference. This incident (or ticket) number will be communicated to the requester and should be used when contacting the Support team for updates.

A priority rating will be assigned to the ticket based on the level and scope of service loss.

The Support Team will assess the issue and engage the various technical representatives to assist and diagnose.

The customer contact will receive regular updates in accordance with the priority assigned to the task.

When the incident is resolved, changes completed, and/or the questions answered, the customer will be further updated, and TeamKinetic will request acceptance to close the ticket. This may be in the form of an email/SMS communication where the ticket will remain open for a period of 5 days before it is closed automatically should no response be received.

If a Technical Support Advisor has tried to contact you several times without success, we will assume the issue is resolved and mark the incident as resolved. If the incident is not resolved, you will have a period of 5 days to contact us before it is closed automatically

Incident Logging Requirements

When reporting an incident we will require the customer to provide a detailed picture of the issue. This will require

- The page URL's
- Any specific user data
- The actions the user undertook prior to the incident so the issue can be recreated
- The browser/device being used
- Any other relevant information

Service Levels

Non-down time incidents

TeamKinetic prioritises all requests according to scope and level of service loss to ensure we can resolve customer faults as quickly and effectively as possible. Incidents with a large impact, or problems that prevent a section of a business from performing its work completely, are given a higher priority. Where your service is not down, but there are issues that are causing users significant problems we apply the following criteria.

“Severity Level 1” is an emergency incident which makes the use or continued use of any one or more functions of the Software impossible or significantly impaired. This includes data loss or a security incident. The condition requires an immediate solution that is not already available to the customer.

“Severity Level 2” is, other than any Severity Level 1 incident, any condition which makes the use or continued use of any one or more functions of the Software difficult and which the customer cannot reasonably circumvent or avoid on a temporary basis without the expenditure of significant time or effort.

“Severity Level 3” is, other than any Severity Level 1 incident or Severity Level 2 incident, any limited problem condition which is not critical in that no loss of the customer's Data occurs and which the customer can reasonably circumvent or avoid on a temporary basis without the expenditure of significant time or effort.

“Severity Level 4” is, other than any Severity Level 1 incident, Severity Level 2 incident or Severity Level 3 incident, a minor problem condition or Documentation error which the customer can easily circumvent or avoid. Additional requests for new feature suggestions, which are defined as new functionality in existing Software, are also classified as Severity Level 4.

Response Times

TeamKinetic will respond to an incident, depending on the Severity Level, within the time frames set forth in the chart below, starting from the time the customer notifies the Supplier of the incident.

Severity Level	Response Time	Workaround Time	Resolution Time
Level 1 incident	Within 30 minutes	1 hour	4 hours
Level 2 incident	Within 4 hours	4 hours	1 day
Level 3 incident	Within 1 day	1 day	7 days
Level 4 incident	Within 1 day	1 day	30 days

Escalation Paths

If you feel that a fault is not being progressed within the given timescales or is not receiving the appropriate attention or priority, please use the escalation paths below. In the email, we ask for you to include the relevant ticket number, a brief description of the issue and the reason the ticket should be escalated.

escalation@teamkinetic.co.uk

Complaints

All our customers are important to us, and we strive to deliver service and support of the highest standards. We are aware using TeamKinetic is a choice, so our commitment to providing and improving our service offerings is a core policy for TeamKinetic.

Unfortunately, there are occasions when something goes wrong but we will always endeavour to resolve these issues through our Support Departments in a timely manner. If you have a complaint or issue regarding your Support Ticket: In the first instance, please ask to speak to the person(s) detailed in this escalation document.

Following this, if you feel your complaint or issue has not been addressed to your satisfaction, please email our Customer Service team at customerservice@teamkinetic.co.uk. Please be assured we will do all we can to offer a swift resolution.