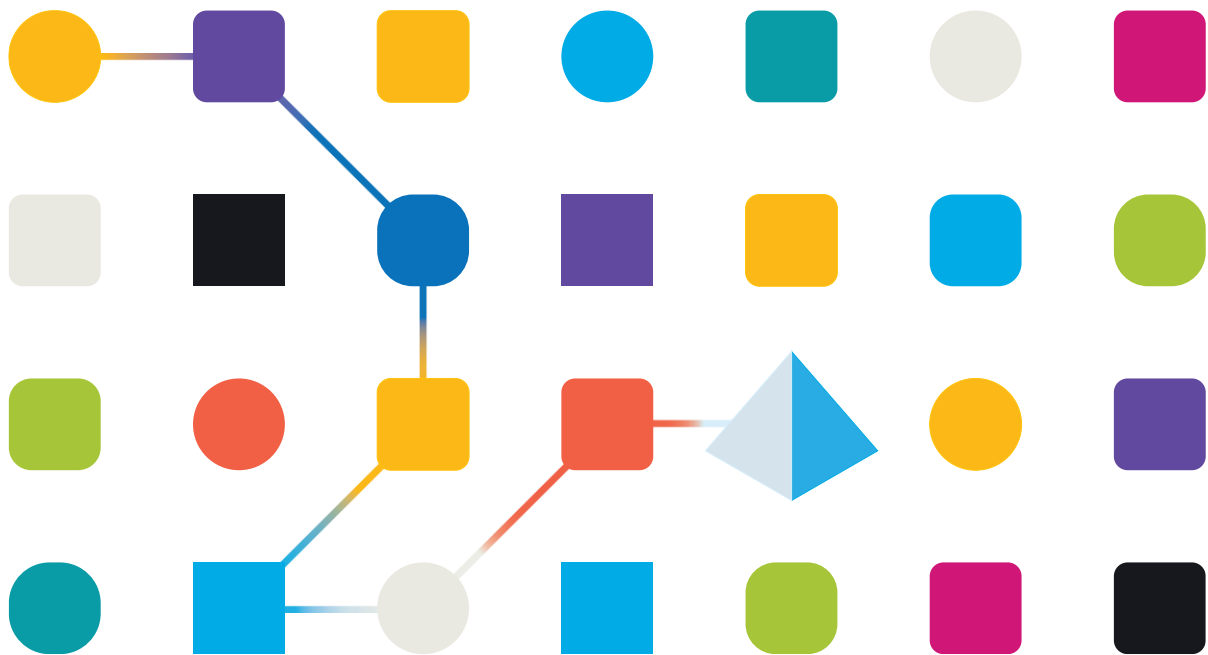


# Gcloud 14 Service Definition Document

## Build Quality Assessment

The right combination of scrutiny, shadowing and guidance to ensure high performing automations



# Trademarks and copyright

The information contained in this document is the proprietary and confidential information of Blue Prism Limited and should not be disclosed to a third party without the written consent of an authorised Blue Prism representative. No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying without the written permission of Blue Prism Limited.

© **Blue Prism Limited, 2001 – 2024**

®Blue Prism is a registered trademark of Blue Prism Limited

All trademarks are hereby acknowledged and are used to the benefit of their respective owners.  
Blue Prism is not responsible for the content of external websites referenced by this document.

Blue Prism Limited, 2 Cinnamon Park, Crab Lane, Warrington, WA2 0XP, United Kingdom  
Registered in England: Reg. No. 4260035. Tel: +44 870 879 3000. Web: [www.blueprism.com](http://www.blueprism.com)

# Contents

1.	Build Quality Assessment.....	2
1.1.	Overview .....	2
1.2.	Service Description .....	2
1.3.	Service Features.....	2
1.4.	Service Benefits.....	2
1.5.	Customer Responsibilities .....	2
1.6.	Service Management .....	3
1.7.	Service Levels.....	4

# 1. Build Quality Assessment

## 1.1. Overview

The Build Quality Assessment is a deep dive into configured processes to evaluate how well you've leveraged best practices. Have the confidence of processes that are robust, resilient and reusable.

## 1.2. Service Description

The Build Quality Assessment evaluates your processes and VBO objects against benchmarks and best practices to uncover areas that may be hindering performance. It provides a framework to improve delivery time and digital worker utilization, setting up your CoE for long term success and stability in their automation development.

An expert SS&C Blue Prism developer will undertake a full review of (up-to) two automations build by your CoE. Thoroughly benchmarking the process/es and their associated objects against established Blue Prism best practice, highlighting areas of good and bad adherence. These findings are then clearly and methodically documented and presented back to your CoE to learn from and understand.

## 1.3. Service Features

- A thorough evaluation of (up to) two end-to-end configured processes.
- Analysis on the use of recommended best practices for designing and building automations.
- Analysis on the use of VBO and reusable objects, as well as assets available from the SS&C | Blue Prism® Digital Exchange (DX).
- Detailed readout of specific areas that need to be addressed to unlock value, reduce delivery time and drive efficiency.
- A workshop to walk through the findings and create a strategy based on those development, success assessment, reporting, evangelism and overall maturity.

## 1.4. Service Benefits

- Reduces operating costs.
- Better design decisions.
- Improved design and build methods to deliver more robust processes.
- Alignment to best practice for efficiencies, stability and resilience.
- Recommendations for process automation enhancements and performance improvements.
- Training plans to upskill your team.
- Steps to move your program forward and take on more complex intelligent automation development.

## 1.5. Customer Responsibilities

The customer will be required to engage with SS&C Blue Prism to select one or two automations from their current estate to be assessed by SS&C Blue Prism for the Build Quality Assessment. Once this has been agreed, the full .bprelease file of the selected process/es and objects should be shared with the SS&C Blue Prism consultant for the Build Quality Assessment to then commence.

## 1.6. Service Management

Customer service for the platform is provided between the hours of 09.00hrs and 17.00hrs - Monday to Friday.

“Production” and “Business Critical” service offerings are available; however, these carry an incremental service charge, further details can be found within the published Pricing Document.

Onsite support can be provided, however does not form part of the standard service level agreement.

### Production Support:

This includes access to a full database of online enablement and training resources, our Community Support pages as well as 5 hours of Knowledge Support Calls. Customers have the ability for up to 10 nominated contacts to open cases using the customer support portal plus guaranteed phone and email support during working hours (07.00 – 19.00 Mon-Fri) for the country of purchase. For urgent issues (P1), our support staff will respond within one hour. You will also receive a full onboarding of our online support resources from our dedicated Support Staff Members.

### Business Critical Support:

Business Critical Support is an enhanced level of support that meets the needs of customers who have deployed business-critical automations, guaranteeing 24/7 support and availability as well as enhanced response times and resolution SLAs. You will also receive 10 hours of Knowledge Support included. In addition to quarterly meetings and regular reviews of your outstanding support cases, you will benefit from a designated support team who will be familiar with the specifics of your deployment and can quickly provide customised support to ensure that you are receiving the maximum benefit and success from your SS&C Blue Prism Investment.

A detailed breakdown of the support within each Support level is below;

	Production	Business-Critical
Knowledge Support Calls	5hrs	10hrs
Support Relationship Manager	-	Yes
Incident Manager	Yes	Yes
Live Chat	-	Yes
EOL Support Extension	-	12 Months
P1 Issue Target Resolution SLA	-	12hrs
P1 Response SLA	1hr	30min
P2 Issue Target Resolution SLA	-	36hrs
P2 Issue Response SLA	4hrs	2hrs
Nominated Contacts	10	50
Support Hours	7am to 7pm – Monday-Friday	24/7 (P1), 24/5 (P2-4)
Digital Support Access	Yes	Yes
New Releases	Yes	Yes

<b>Maintenance Releases</b>	Yes	Yes
<b>eLearning</b>	Yes	Yes
<b>Community Participation</b>	Yes	Yes

## 1.7. Service Levels

The Service Level Agreement priorities are:

- P1 -The entire Software is not working on the Buyer's production system due to a critical issue.
- P2 - A substantial part of the Software is not working on the Buyer's production system, and there is no viable workaround.
- P3 - There are one or more issues that are causing inconvenience, but the software is substantially working or a workaround has been provided.
- P4 - There is a minor issue or a suggestion for a change in functionality or appearance of the software.

<b>Class</b>	<b>Response Time</b>	<b>Resolution Time</b>
<b>Priority 1</b>	Response within one hour.	SS&C Blue Prism will use Continuous Effort, within Service Hours, to resolve the Fault within 12 Service Hours.
<b>Priority 2</b>	Response within three hours.	Fault resolved by the end of the following three Business Days.
<b>Priority 3</b>	Response within one Business Day	Bug fix scheduled for the next available release.
<b>Priority 4</b>	SS&C Blue Prism shall consider such issues or requests in the light of other Buyer requirements and will advise what action will be taken to address the issue.	

## Availability Service Level

### **1 Definitions**

**Actual Uptime** shall mean the total minutes in the reporting month that the Blue Prism Cloud Services was actually available to Authorised Users for normal use.

**Maintenance Downtime** shall mean the total minutes in the reporting month during which Blue Prism shall maintain the Blue Prism Cloud Services, as notified at least 48 hours in advance to the Customer.

**Emergency Downtime** shall mean the total minutes in the reporting month during which the Blue Prism Cloud Services shall be unavailable in order to resolve a critical issue.

**Scheduled Downtime** shall mean the total minutes in the reporting month represented by the Maintenance Downtime plus Emergency Downtime.

**Scheduled Uptime** shall mean the total minutes in the reporting month less the total minutes represented by the Scheduled Downtime.

### **2 Service Level Standard**

a. Blue Prism Cloud Services will be available to Customer for normal use no less than 99.9% of the Scheduled Uptime.

### **3 Calculation**

a.  $(\text{Actual Uptime} / \text{Scheduled Uptime}) * 100 = \text{Percentage Uptime}$  (as calculated by rounding to the second decimal point)

### **4 Performance Credit**

a. Where Percentage Uptime is equal to or greater than 99.9%, no service credit will be due to Customer.

b. Where Percentage Uptime is less than 99.9%, Customer shall be due a service credit.

c. The service credit shall be in the amount of 5% of the monthly subscription fee (if the subscription fee is invoiced annually, the monthly fee is calculated by dividing the annual fee by twelve; the service credit is as calculated on a monthly basis for the reporting month).

d. The service credit shall increase by a further 5% for each full 1% reduction in Percentage Uptime, up to a maximum of 15%.

### **5 Example Calculation**

a. Assuming reporting month is February (41,760 minutes).

b. Assuming a single Maintenance Window from Midnight to 2:00 a.m. (equals Scheduled Downtime of 120 minutes) during the month.

c. Scheduled Uptime equals 41,640 minutes (total minutes of 41,760 less 120 minutes of Scheduled Downtime).

d. Assuming Actual Uptime of 41,140 minutes. A Percentage Uptime is calculated as follows:  $(41,140 / 41,640) * 100 = 98.8\%$ .

e. The threshold of 99.9% less the Percentage Uptime of 98.8% = 1.1%.

f. The difference is greater than a 1% reduction therefore, Customer is due 10% of the monthly subscription fee as a service credit.