

Cloud Application Support and Development

Pricing for the Cloud Application Support is dependent on the level of the support required, the size and complexity of the solution provided and the number of users accessing the solution. As a result, prices vary from client to client.

As a base Cloud Application Support starts at £55,000 per annum and will increase based on the size, complexity of the solution and number of users. Typically pricing sits at around 15% of the overall implementation costs and is provided during the core business hours of Monday to Friday 9:00 to 17:30 (excluding bank holidays). The section below details the WR Logic Base Application support service provided.

A1.1 Incident Management

A1.1.1 The objective of the incident management process is to restore the service back to normal operating parameters in accordance with the Service Level Agreement aligned to RTO.

A1.1.2 The Client's Support Team will resolve 1st level operational issues and service requests and therefore are outside the scope of the Services provided by the WR Logic Support Team.

A1.2 Environment Types

A1.2.1 A Production Environment (“**Production**”) is an Environment where a software or service is actually put into operation for their intended use by end users. The Production environment is relied on by an organisation for commercial daily operation.

A1.2.2 Non-Production Environments (“**Non-Production**”) should have no impact on the commercial operation of the organisation. This would typically be used for development, test or staging.

A1.3 Service Level Objectives

A1.3.1 In order for these Service Level Objectives to be valid, all incidents need to be reported through one of the Contact mechanisms listed in Section B1.3.1.

A1.3.2 All Incidents are allocated a priority, which may be amended on agreement between the Client and WR Logic after initial triage. Incidents are additionally either reported as Issues, Service Requests or Change Requests candidates as appropriate.

WR Logic aims to resolve incidents in accordance with the below table.

Priority	Summary	Response	Target resolution	Update Frequency
One (P1)	Critical: Production System Down – Affecting All Users	Within 1 hour	4 hours	1 hour

Two (P2)	High: Production - Major Impact	Within 2 hours	24 hours	4 hours
Three (P3)	Medium: Production/ Non- Production - Minor Impact	Within 4 hours	Within 5 business days	Daily
Four (P4)	Low: Question/How- to/Service Requests	1 business day	As agreed	As agreed
Five (P5)	Backlog: Enhancement (Change Request)	1 business day	Fix in a planned release (as agreed)	As agreed

A1.3.3 The WR Logic Support Team will deal with the reported incidents pursuant to the following protocol;

Priority 1 (P1) Incidents (Critical): A Priority One Production Incident means the (i) Production system is severely impacted or completely shut down, or (ii) system operations or mission- critical applications are down. The Service promptly initiates the following procedures: (1) investigates the issue and begins to provide a temporary workaround or fix; (2) escalates the incident to Alfresco Support if not immediately resolvable; (3) provides on-going communication on the status of an Update; and (4) coordinates the configuration or installation of fix from Alfresco with the Client Support Team.

Priority 2 (P2) Incidents (High): A Priority Two Production Incident means (i) the Production system is functioning with limited capabilities, or (ii) is unstable

with periodic interruptions, or (iii) mission critical applications, while not being affected, have experienced material system interruptions. The support service investigates the reported incident, and provides additional, escalated procedures as reasonably determined necessary by the WR Logic Support Team.

Priority 3 (P3) Incidents (Medium): A Priority Three Production Incident means there (i) are issues in fully operational Production systems, (ii) is a need to clarify procedures or information in documentation, or (iii) is a request for a product enhancement. The WR Logic Support Team investigates the reported incident, and provides advice or cost for implementing enhancement.

Priority 4 (P4) Incidents (Low): A Priority Four Production Incident means there an item that require further explanation or 'how to' understanding. These are not break/fix issues but are questions or service requests (e.g. setting up new users accounts etc.).

Priority 5 (P5) Incidents (Backlog): A Priority Five Production Incident means an item that requires an enhancement or change to resolve or something that has been agreed by the Client and WR Logic has been deferred to a future release either because a reliable and effective workaround exists or the remedy of this item requires a future upgrade release of the software.

WR Logic may change the Priority of incidents after they have been initially raised by the Client and triaged on agreement by the Client. Incidents will not be closed by WR Logic until the Client has approved the item is resolved and may be closed.

A1.4 Information Required

A1.4.1 When reporting an Incident to the WR Logic Support Team, the nominated Customer representative (assumed as Service Delivery Manager unless otherwise informed) will ensure that the following information is provide

- Date and time of the Incident
- Severity Level agreed by Customer Support Team and WR Logic Support Team
- Environment, Location and party experiencing the Incident
- A reasonably sufficient detailed description of nature, type and frequency of the Incident, including circumstances and steps leading to it and with any triage that has been completed
- Client's Incident reference number, if applicable, against which the incident will be managed