

### **BMA Service Level Agreement (Support & Maintenance)**

Service and support will be provided as follows:

- **Support Services**

Support services will be provided to the client at no additional cost during normal business hours are defined by the 'Default Service Level' set out in this BMA Service Level Agreement.

- **Service availability**

The solution and services therein will be available to Customer during United Kingdom business hours 08:30 – 18:00, Monday to Friday, excluding weekends and bank holidays. Scheduled and unscheduled maintenance will be carried out during a of low system use and at a time and date agreed with the Client.

- **Service level reports**

Service level reports will be provided to Customer within ten days of the end of each calendar month detailing performance against each service level outlined in this BMA service level agreement. The service level reports will highlight any failures to meet Service Levels and any Service Credits to be applied.

- **Solution development and Implementation**

An initial project solution deployment and implementation project will have been agreed and delivered prior to this Service Level Agreement being agreed and enacted. Implementation will include User Acceptance Testing and user training.

It is therefore agreed that any future solution development and subsequent implementation is not considered to be part of this service level agreement and any additional solution development and implementation will be undertaken on a separate agreement and project basis.

- **Training/retraining of users**

Where users require refresher training, or new users require full training, BMA will provide training. Training will be delivered for an agreed fixed price and timetable according to requirements

Commented [MP1]: Can we again remove any reference charges and rate cards

Commented [CM2R1]: Removed

#### Service Level and Priority Definitions

Priority	Description
<b>Critical Priority (P1)</b>	<ul style="list-style-type: none"><li>• Those incidents that have a major and immediate impact on a key business function rendering the system inoperable;</li><li>• There is a total disruption to the service and the user is unable to interact with the system;</li><li>• The system cannot be used to provide inputs or obtain recommendations or outputs;</li><li>• The outputs of the system have, prior to the incident, been defined as an immediate business critical need;</li><li>• Does not include development issues or problems in staging environments awaiting deployment to Production.</li><li>• Requires justification of elevated priority when submitting ticket.</li></ul>
<b>High Priority (P2)</b>	<ul style="list-style-type: none"><li>• Those incidents not having an immediate impact on a key business function, but which are nevertheless important. Typically, users can continue a business function or operation but with difficulty and the impact will become more significant after a few hours;</li><li>• A major inconvenience to the service as a user is unable to log on to perform duties;</li><li>• The system is accessible, yet not functioning correctly and performance is slow, or system performance is degrading;</li><li>• System is making recommendations, yet the recommendations do not seem to be logical to the user, and the user is unable to make adjustments to correct the recommendations;</li><li>• The outputs of the system have, prior to the incident, been defined as an immediate business critical need;</li><li>• System recommendations are continually breaking system rules and parameters and the user is unable to correct these, but a workaround may be available;</li><li>• Does not include development issues or problems in staging environments awaiting deployment to Production</li><li>• Requires justification of elevated priority when submitting ticket.</li></ul>
<b>Medium Priority (P3)</b>	<ul style="list-style-type: none"><li>• Those incidents where the outage or fault is causing inconvenience, making business operation inefficient but not stopping system access;</li><li>• System recommendations are regularly breaking system rules and parameters, yet a workaround is available;</li><li>• System is making recommendations, yet the recommendations do not seem to be logical to the user;</li><li>• Default - Minor defect or service issue.</li><li>• Performance degradation and/or non-critical functionality loss affecting a minority of customers.</li></ul>
<b>Low Priority (P4)</b>	<ul style="list-style-type: none"><li>• Bugs and issues which need resolving but do not have a significant effect on system outputs or recommendations;</li><li>• The system is making recommendations in line with design, yet the user wishes to see the system behave in a different manner or more efficiently;</li></ul>

Priority	Description
	<ul style="list-style-type: none"> <li>Any system defect, modification or enhancement request which has been agreed to by both parties requires repairing / addressing.</li> </ul>

#### Response Time Definitions:

All response times are based on business hours as stated in the tables below. Support will only be guaranteed at weekends if an Enhanced or Premium Service and Support Agreement is in place. If the Default Service Level is in place, weekend or outside business hours support cannot be guaranteed and should be requested during weekday business hours.

#### Default Service Levels

The default service level provides responses to help requests Monday to Friday during business hours only.

If responses are required at other times, enhance rates will be applicable and if requested outside normal business hours, a call out charge may also be required dependent on circumstances.

**Typically, this level of service is applicable to Strategic Solutions that are used infrequently.**

Priority	Service Level		
	Normal Working Days (Mon to Fri) (09:00am to 5:00pm)	Saturdays (09:00am to 3pm)	Sundays and Bank Holidays (09:00am to 3pm)
Critical (P1)	Not Applicable	Not Applicable	Not Applicable
High (P2)	Not Applicable	Not Applicable	Not Applicable
Medium (P3)	<u><b>Response Time:</b></u> 1 Day, 98% of the time.  <u><b>Resolution Time:</b></u> 1 working week, 95% of the time.	Not Applicable	Not Applicable
Low (P4)	<u><b>Response Time:</b></u> 1 Working week, 98% of the time.  <u><b>Resolution Time:</b></u> 3 Month resolution time, 90% of the time.	Not Applicable	Not Applicable

#### Enhanced Service Levels

The enhanced level of service provides for responses to support requests weekday and Saturday business hours. If responses are required at other times, enhance rates will be applicable and if requested outside normal business hours, a call out charge may also be required dependent on circumstances.

**Typically, this level of service is applicable to solutions that provide outputs that are operational but not critical to day to day operations, e.g. business planning or budgeting solutions for short to medium term planning.**

Priority	Service Level		
	Normal Working Days (Mon to Fri) (09:00am to 5:00pm)	Saturdays (09:00am to 3pm)	Sundays and Bank Holidays (09:00am to 3pm)
Critical (P1)	<p><b><u>Response Time:</u></b> 2 Hours, 99% of the time, measured over a 6-month period.</p> <p><b><u>Resolution Time:</u></b> 1 Working Day, 98% of the time, measured over a 6-month period.</p>	<p><b><u>Response Time:</u></b> 2 Hours, 99% of the time, measured over a 6-month period.</p> <p><b><u>Resolution Time:</u></b> 1 Working Day, 98% of the time, measured over a 6-month period.</p>	Not Applicable
High (P2)	<p><b><u>Response Time:</u></b> 4 Hours, 99% of the time, measured over a 6-month period.</p> <p><b><u>Resolution Time:</u></b> 2 Working Days, 98% of the time, measured over a 6-month period.</p>	<p><b><u>Response Time:</u></b> 4 Hours, 99% of the time, measured over a 6-month period.</p> <p><b><u>Resolution Time:</u></b> 2 Working Days, 98% of the time, measured over a 6-month period.</p>	Not Applicable
Medium (P3)	<p><b><u>Response Time:</u></b> 1 Day, 98% of the time.</p> <p><b><u>Resolution Time:</u></b> 1 working week, 95% of the time.</p>	Not Applicable	Not Applicable
Low (P4)	<p><b><u>Response Time:</u></b> 1 Working week, 98% of the time.</p> <p><b><u>Resolution Time:</u></b> 3 Month resolution time, 90% of the time.</p>	Not Applicable	Not Applicable

Any support required outside these business hours will be chargeable and may be subject to a surcharge and call out as detailed in the Schedule of charges.

### **Premium Service Levels**

The Premium level of service provides for responses to support requests weekdays, Saturday and Sunday business hours. If responses are required at other times, enhance rates will be applicable and if requested outside normal business hours, a call out charge may also be required dependent on circumstances.

**Typically, this level of service is required for frequently used operational solutions which provide output that may be required the same or next day.**

Priority	Service Level		
	Normal Working Days (Mon to Fri) (09:00am to 5:00pm)	Saturdays (09:00am to 3pm)	Sundays and Bank Holidays (09:00am to 3pm)
Critical (P1)	<b><u>Response Time:</u></b> 2 Hours, 99% of the time, measured over a 6-month period.  <b><u>Resolution Time:</u></b> 1 Working Day, 98% of the time, measured over a 6-month period.	<b><u>Response Time:</u></b> 2 Hours, 99% of the time, measured over a 6-month period.  <b><u>Resolution Time:</u></b> 1 Working Day, 98% of the time, measured over a 6-month period.	<b><u>Response Time:</u></b> 2 Hours, 99% of the time, measured over a 6-month period.  <b><u>Resolution Time:</u></b> 1 Working Day, 98% of the time, measured over a 6-month period.
High (P2)	<b><u>Response Time:</u></b> 4 Hours, 99% of the time, measured over a 6-month period.  <b><u>Resolution Time:</u></b> 2 Working Days, 98% of the time, measured over a 6-month period.	<b><u>Response Time:</u></b> 4 Hours, 99% of the time, measured over a 6-month period.  <b><u>Resolution Time:</u></b> 2 Working Days, 98% of the time, measured over a 6-month period.	<b><u>Response Time:</u></b> 4 Hours, 99% of the time, measured over a 6-month period.  <b><u>Resolution Time:</u></b> 2 Working Days, 98% of the time, measured over a 6-month period.
Medium (P3)	<b><u>Response Time:</u></b> 1 Day, 98% of the time.  <b><u>Resolution Time:</u></b> 1 working week, 96% of the time.	Not Applicable	Not Applicable
Low (P4)	<b><u>Response Time:</u></b> 1 Working week, 98% of the time.  <b><u>Resolution Time:</u></b> 3 Month resolution time, 94% of the time.	Not Applicable	Not Applicable

Any support given outside these business hours will be chargeable and may be subject to a surcharge and call out as detailed in the Schedule of charges.

***Effect of Third Parties on Service Levels and Response Times.***

Whilst BMA will strive to maintain the service-levels indicated in the tables above, it is a case that the solution that BMA will be deploying is based on components and services provided by 3<sup>rd</sup> parties which may, in turn, vary depending on the agreement with the customer. The service level definitions above are based upon BMA's own capability to impact on the solution or service being offered.

If a 3<sup>rd</sup> party service provider fails to deliver on a service level agreement that is in place, this will have a consequential impact on the service being delivered by BMA.

In the event of an on-premise deployment, the 3<sup>rd</sup> party service provider may be the client themselves, or their own supplier/contractor.

In all cases where a third party's support is needed, BMA's response times commence when the third party's actions are complete.

If resolution of a support request requires third party activity, BMA will advise the support requester as soon as possible and will indicate the implication of the third-party issue on the support request and BMA's response to it.

**Service Level Required.**

Solution No/Name	Service Level Required
XXXXX	Default Service Level (No out of hours requirement)