

G-Cloud

Folding Space Software Solutions

Service Definition for ERDMS/SUV

Electronic Records, Documents & Data Management with Single Unified View

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.

Contents

Corporate Introduction	page 2
Folding Space ERDMS/SUV	pages 3 to 5
Data & System Standards and Governance	page 6
Software Integrity	page 7
Data Integrity & Resilience	page 7
Project in Progress	page 8
Project Communications & Collaboration	pages 8 to 9
Standard Service Level Agreement	pages 10 to 14

Corporate Introduction

Folding Space develops software products, applications and programs with world class feature, functionality and performance but delivered as a significantly better value proposition than anything comparable.

The company was founded in 1999 as an R&D environment that began trading in November 2001. We relocated to Birmingham in January 2004 and are very happily located in the historic Jewellery Quarter in the heart of the City of Birmingham.

Folding Space has significant experience (and blue-chip references) with Central Government, Parliamentary Institutions, Local Government, Education and the NHS as well as wider commercial and industrial experience.

Recently, in partnership with Aston University, we were awarded a prestigious Innovate UK (prev. Technology Strategy Board) R&D grant for very advanced research into content analytics for unstructured data ('Content Analytics Toolset'). This two year project is unlocking the hidden meaning within document collections and will provide innovative user experiences to support evidence-based decisions across a wide variety of sectors.

Mission

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 the user experience. 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.

Focus

Our primary focus is the unification of records, documents and data to better enable information & knowledge management. Each of our software solutions delivers a Single Unified View of records, documents and data as appropriate. So every file or document or data output – whether it was originally scanned, digitally created, an email and its attachments, or report/results output from any database system – can be viewed together in one screen.

We have developed and delivered innovative software for:

- Database regeneration & data unification
- Dashboards, charting & visualisation
- Document & records management
- Document warehouse & library management
- Scanning for 'paperlite' operations
- Telephone, email and contacts management

Most of our technology efforts are focussed upon ERDMS (Electronic Records, Documents & Data Management) and DWLMS (Document Warehouse & Library Management) but we tend to have a wider scope of interest and work here than others operating in the traditional document or records management marketplace.

Folding Space are the British authors/developers of the ERDMS/SUV platform which derives from extensive, real-life experience in the Public Sector. The software is written and developed in the UK 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.

Folding Space ERDMS/SUV

Electronic Records, Documents & Data Management with Single Unified View

Service features

- Document Management
- Records Management
- Scan Management
- Microsoft Office Plug-ins
- Comprehensive Auditing
- Secure Document Access
- Active Directory integration
- Single Unified View
- Web Application - Browser Access
- Open Schema

Service benefits

- View all documents and records via a single screen interface
- Declare documents as records in an immutable form (PDF/A .TIF)
- Audit every interaction with a document or record
- Secure document and record access with AD & LDAP integration
- Assign document metadata, relate to an entity, form a record
- Support multiple concurrent access to documents and records
- Configure business rules, warnings & notifications against documents & records
- Manage document version control, expiry and retention
- Search documents and records via a metadata and/or content
- Invoke documents or records in context through SOAP/REST integration

The **ERDMS/SUV** is a web services software solution for comprehensive records, document and metadata management across the enterprise and/or within individual departments. It runs on any version of Windows Server from 2008 upwards and uses Microsoft SQL as its database backend. And it can be hosted locally at a customer site or provided as a managed hosting (cloud) service.

ERDMS/SUV is a proven solution with blue-chip references. The software is robust, used by thousands of users in the UK. User access is achieved via any modern web browser (IE9 or above, Firefox, Chrome or Safari) directly or via Citrix or VPN.

The **ERDMS/SUV** (Electronic Records, Documents & Data) provides a complete solution for secure document and records management and, uniquely, incorporates the **SUV** (Single Unified View) to enable the viewing and presentation of all documents (scanned or digitally created) via a single screen user experience. So every file or document or data output – whether it was originally scanned, digitally created, an email and its attachments, or report/results output from any database system or similar – can be viewed together *simultaneously* in one screen.

All documents and data relating to an 'entity' (e.g. Case, Project, Clinical Trial, Patient, Client, Employee, Supplier, Customer, etc) are assigned metadata and held as a complete 'holistic' electronic record. These records can then be viewed, augmented, printed & exported as necessary by multiple users concurrently. Business rules, system warnings & notifications can also be configured against the documents held in these records (e.g. expiry management, version control).

As well as finding & viewing documents within a 'record', documents can be viewed individually across records ("show me all documents of Type X"). Source documents are also available for reference and updating within their original format.

Essentially, the ERDMS/SUV provides for **record management** - the declaration of documents into an immutable format within a defined 'entity' record. Simultaneously, it provides for full **document management** – version control, expiry management, check-in/check-out lock down for document updating, etc along with the ability to search, retrieve & find across all documents.

And all records and documents can be seen on screen via the same **Single Unified View**.

Equally, when linked to a Customer LOB (Line of Business system), documents can be accessed automatically within the context of a particular Case. So if a specific document was needed 'in situ' within a Case under study, that document would be automatically invoked and displayed to the user.

It is worth noting that we have extensive experience in integrating information with other applications; specifically, various PAS (Patient Administration System), Microsoft Active Directory (we have an MS AD management technology), LIMS (Pathology Laboratory Information Systems), Care Systems (e.g. CareFirst), Email (we possess extensive MS Exchange interaction technologies) and all manner of data warehouses (e.g. from SQL and Oracle to SAP).

We have a complete library of API, Invocation and Rendering Web Services available to ensure all manner of interfacing, integration and data exchange with other applications.

And unlike traditional document management systems, the ERDMS/SUV platform does not require the onerous task of creating *file plans*; instead we focus upon the **metadata** and create virtual folders based upon system metadata taxonomy (schemas of record & document classifications, categories and descriptive labelling) to ensure that metadata attributes and associated security is managed consistently throughout the ERDMS/SUV installation.

In summary; the ERDMS/SUV supports complete document & record management in compliance with all national standards & guidelines. Document management includes version control, expiry/retention management and detailed auditing. And the systems administration facilities provide an extensive 'self-service' capability to the customer to enable the configuration of system rules, system policies and security permissions.

Our endeavour is to always provide better, faster and cheaper means to manage structured and unstructured data into **information** fast and to present relevance quickly. And thus, our innovative focus on the user experience (Single Unified View) is not just about providing attractive and easy to use interfaces – it is about the fundamental need to present **relevance in context** as quickly and informatively as possible via the **unification** of records, documents and data.

Modular Platform

The ERDMS/SUV platform comprises a complementary set of software components that are deployed 'lego-like' to ensure the customer's needs are completely satisfied - **Search Portal, Single Unified View, Metadata Tagger, File Manager and Repository + File Store**. Optionally, we also have proven scanning technology – **Scan Manager** – to enable the digitisation of paper documents into our ERDMS/SUV as well as a range of other plug-in's as listed later.

The **Search Portal** provides a 'google-like' find, filter & retrieve function to enable users to directly access the documents and records they want. Users can search, find, filter & retrieve documents, files and records held within the system via metadata and/or content search (optional extra) and also via information fed into the system from other Customer data sources. Search Portal also provides direct access to other system components (e.g. SUV, Metadata Tagger, File Manager).

The **SUV (Single Unified View)** is for simultaneous viewing and annotating records, files & documents in one screen. SUV provides a unique, single screen interface for viewing documents, files and records together irrespective of their original format or program source.

The SUV is a web service that operates automatically within any standard web browser. Originally, the SUV operated via the innovative use of Microsoft SilverLight to enable a rich user experience. More recently, we have developed an **HTML5** version of the SUV to expand its operational use beyond desktops and laptops into all forms of tablets and mobile phones. The customer can opt for either approach or a mix of both to best suit their particular requirements and operating environment.

Our 'thin' client-side approach to data & document exchange means that data integrity and security is maximised as nothing is transferred from the secure server-side, it is merely accessed and viewed (i.e. not stored locally).

Fully granular security is provided as standard. User interfaces, system components, functions within each component and even data items, documents, content and metadata attributes can be restricted via user role or group to enable complete system functionality customisation to restrict data, documents and content for specific users, groups, departments or purposes.

The ERDMS/SUV **automatically audits every user interaction** with a document or page, from upload through viewing, printing, exporting, changes, metadata tagging and metadata updates. In each case, the system audits the date/time, user, device and audit action type and audit action description which records items like the metadata values changes or the reason for printing/exporting. Any audit or results data (i.e. any data that the Customer desires) can be exported easily via auto-generated CSV, HTML or XML generated at will by the Customer themselves.

ERDMS/SUV has a flexible, user friendly **Business Process & Rules Engine** to better enable document management workflows. Business Rules pertaining to the management, retention and disposal of documents can be configured to support all of a customer's records and retention policies.

The ERDMS/SUV also provides the ability for users to search, filter & customise data attributes presented then export or print. This enables **reporting & business intelligence by default** in all screens where data can be viewed & manipulated. And unlike other software vendors, we are happy to publish the underlying database schema for the proposed solution so that, if desired, authorised customer staff are able to build their own data relationships and reports directly using BI tools such as SQL Reporting, Crystal Reports, QlikView and similar.

Consequently, ERDMS/SUV supports the automated export of complete, normalised and/or anonymised datasets into 3rd Party repositories to enable offline reporting & business intelligence outside of the real-time reporting facilities provided within ERDMS/SUV itself

- Extensive user driven facilities to generate Bookmark Groups and Extraction Groups (i.e. virtual assemblies of documents)
- Metadata schema taxonomies are unlimited and generated/managed per customer installation (customer self-service)
- Documents can be created & auto-populated directly from pre-loaded templates in Microsoft Word
- Office Plug-Ins to enable save + automated upload of documents into ERDMS/SUV Repository from within Microsoft Excel, Outlook, PowerPoint and Word
- Auto-incorporation of royalty-free OCR Engine to enable extensive content (text) search facilities including hit highlighting

Additional modules

Automated Email and MFD Ingestion

Provides for automated email ingestion by polling mailboxes at scheduled intervals and offers the choice to process emails, attachments or both as preferred. This enables, for instance, paper documents scanned via Multi-Function Devices to be saved into the ERDMS Repository from anywhere across the network.

Content Search with Automated OCR

Unique server-side OCR Engine (Optical Character Recognition) makes scanned documents searchable for both ongoing operations (forward OCR scanning) and archive/bulk/legacy bulk scanning. All documents then viewed within the SUV (Single Unified View) can be searched by any words or phrases and the results displayed via page 'hit highlighting'.

Office Plug-In(s)

Enables documents to be saved into the ERDMS/SUV Repository directly from within Microsoft Excel, Outlook, PowerPoint and Word and incorporates the assignment of relevant metadata (i.e. document categorization, classification & descriptive labelling).

Scan Manager

Scan Manager is a Windows PC based scanning application that links to any industry standard scanner to enable authorised users to easily scan paper documents, forms and records (any paperwork of any kind) into digital images, recognise barcodes and capture metadata as appropriate before exporting into the server-side Repository.

Self Service MS Word Template Editor

Enables users to create a library of Microsoft Word templates which can auto mail-merge any metadata relating to the record or document (e.g. addressee details) and then be printed or auto-emailed (e.g. letter templates). Also supports barcode generation for automated repatriation to document records held in the ERDMS/SUV Repository.

Virtual Printer

Users can declare documents as records by saving documents directly from any Customer program/application that prints. Also includes the assignment of relevant metadata (i.e. document categorization, classification & descriptive labelling).

Additional services

We have extensive experience **in integrating information with other applications**; for instance - Local Government Adult & Child Care Systems, various Healthcare PAS (Patient Administration System), Microsoft Active Directory (we have an MS AD management technology), LIMS (Pathology Laboratory Information Systems), Financial Systems, Email (we possess extensive MS Exchange interaction technologies) and all manner of data warehouses (e.g. from SQL and Oracle to SAP).

More specifically, we have successfully integrated with many other 3rd Party systems such as Agresso, Coda, Banner Ellucian, Campus IT, Carefirst, Clinisys, Cobalt, Documentum EDM, Fusion Portal, McKesson PAS, Oasis PAS, Lorenzo PAS, Fusion Portal, Rhapsody Integration Engine, Tribal SITS, Wisdom EDM and Xerox XPim.

We have a complete library of **API, Invocation and Rendering Web Services** available to ensure all manner of interfacing, integration and data exchange with other applications. And we have a philosophy of 'open schema' sharing of our database approach with our Customers so that customer IT can collaboratively access and utilise the database themselves.

We also have significant experience in linking with Document Warehouse & Library systems and 3rd Party scanning services to ensure seamless integration from paper into our ERDMS/SUV. And we have **user request technology** to better enable customers to achieve 'scan on demand' or 'send me document X' and similar across their organisation.

Data & System Standards and Governance

Folding Space developed systems are designed, built, tested & maintained to **ISO 9000** quality assurance and **ISO 27001** risk management standards. All our systems conform to all known national & international guidelines and standards as relevant to each Software Solution.

Procedures are strictly adhered to and documented, then followed up by our Project & Support Manager (accredited Prince2 and ITIL Practitioner) with direct escalation to the Technical Director.

Equally, the Compliance & Quality Assurance Manager for Folding Space is independent of Technical Development and has a direct line of responsibility to the Managing Director.

Pre-delivery, we adopt a Prince2 authorised adaptation of Fagan Inspection as part of our quality control procedures, ensuring any output processes of individual software components are fully compliant with their documented exit criteria.

Post-delivery, the same approach is adopted for any future change requests which themselves are managed accordingly as software upgrades.

We are fully committed to meeting all accessibility standards required by our customers and have extensive experience of such in Local Government, Central Government, Higher Education and the NHS.

Our software delivers complete data, document & record management solutions in compliance with all national standards & guidelines, including the NHS and HMRC and other similar UK standards like:

- Cabinet Office: e-Government Metadata Standard
- Department of Health: Records Management, NHS Code of Practice
- Dublin Core Metadata Element Set
- JISC Digital Media: Directory of Metadata Schemas and Related Standards (Higher Education)
- The National Archives: Electronic Records Management Systems - Metadata Standard
- NHS England: Document & Records Management Policy
- NHSBSA Corporate Records Management Guidance: NHS Business Services Authority: Information Governance / Records Management: NHSBSARM015
- NHS National Services Scotland: Clinical Document Index Standards
- Health and Social Care Information Centre / Academy of Medical Royal Colleges / Royal College of Physicians: Standards for the clinical structure and content of patient records

We appreciate that governance, risk and compliance (GRC) issues can permeate virtually every layer of an organization. So it is therefore important that a solution meets the GRC needs of the entire enterprise both UK nationally and internationally (particularly in the USA).

So we ensure that our Software Solutions can provide (as appropriate in each case) a fully scalable, reliable and adaptable GRC framework that incorporates customer-centric internal controls to ensure adherence to (and consistency with) corporate policies and industry regulations, such as:

- | | |
|----------------------------------|------------------------------|
| ○ 21 CFR Part 11 | ○ Internal Policy Management |
| ○ Bank Secrecy Act | ○ NAIC |
| ○ Basel II | ○ NASD |
| ○ Bill 198 | ○ OHS |
| ○ Check 2 | ○ OMB Circular A-123 |
| ○ European Union Model Contracts | ○ Risk Management |
| ○ FDICIA | ○ Safe Harbour |
| ○ Gramm-Leach-Bliley Act | ○ Sarbanes-Oxley Act |
| ○ HIPAA | ○ SEC 17a-4 |
| ○ Internal Audit | ○ USA PATRIOT Act |

Software Integrity

All software aspects of our solutions are developed with industry standard Microsoft.NET Framework and SQL database server technologies. We operate in a Windows 2008/2012 server environment (physical or virtualised) which runs the IIS web server as our software are web services based solutions.

Extensive Performance and Load tests are performed to ensure that our systems are both resilient and scalable. C# is the core programming language used to write WCF Web Services, ASP.NET websites, and rich SilverLight or HTML5 user interfaces as appropriate.

All of our code is written using the Microsoft Visual Studio development environment. We are pioneers in the use of HTML5 for multi-device operations (e.g. Tablets, Mobiles). And we follow a test driven Agile methodology (SCRUM) where we are able to accommodate new customer requirements, whilst also maintaining high standards in writing new code with unit and integration testing for all of our new code.

From a technical architecture perspective – our software provides for horizontally scalable solutions which support multi nodes at application and data levels for the highest levels of data security and integrity.

Data Integrity & Resilience

Externally: independent penetration tests, security tests and performance tests have been successfully undertaken by blue-chip customers such as HMCS (Her Majesties Courts Service), House of Commons, IPSA (Independent Parliamentary Standards Authority), Scottish Parliament and the Welsh Assembly as well as various NHS Trusts and Local Authorities.

Internally: as appropriate to each Software Solution, our systems automatically audit every user; from access and input, upload through viewing, printing, exporting, editing/changes, metadata tagging and metadata updates. In each case, the system audits the date/time, user, device and audit action type and audit action description which records items like the metadata values changes or the reason for printing/exporting.

Server-side: Customer data is securely stored within the System Repository for use by the Customer alone. Similarly, as appropriate, all files and documents are securely stored for use by Customer alone.

Software maintenance of the Customer Solution by Folding Space does not normally touch upon the data or documents. However, if the occasion arises where a particular record or similar needs to be viewed as part of any remedial work, Folding Space staff abide by the five rules of confidentiality as set by the Health & Social Care Information Centre for the NHS and similar standards, and all such occasions are logged within the Folding Space Support Portal for the Customer to monitor as per ISO 270001 guidelines.

Unless a DMZ is specifically required by the Customer for secure data interchange, typically, in order to provide the most economic approach, we focus on securing all data exchanges via HTTPS or SFTP.

We normally provide a 'Test' instance of our Software Solution alongside the 'Live' and (optionally) 'Training' instances as well as (optionally) a separately located DR/BC (Disaster recovery / Business Continuity) instance.

The 'Test' instance enables the Customer to safely test and approve any updates or upgrades to the Software Solution prior to their incorporation into the 'Live' environment. We agree a set time/date for any such updates/upgrades with the Customer. And if any such update/upgrade is likely to temporarily interrupt live usage, we would undertake such out-of-hours (but this is a rare occurrence).

Client-side: everything proposed in any of our Software Solutions operates under industry standard web browsers like Internet Explorer, Mozilla/Firefox, Chrome, etc. Our 'thin' client-side approach to data & document exchange means that data integrity and security is maximised as nothing is transferred from the secure server-side; it is merely accessed and viewed (i.e. not stored locally).

Project in Progress

Throughout the whole process leading to 'Go-Live', we monitor, measure and report upon our performance against the identified outcomes directly via regular face-to-face meetings and telephone conferencing.

Normally – but as appropriate for the particular project and customer circumstance - we would propose monthly face-to-face meetings to report & discuss progress against plan as well as fortnightly or weekly telephone Prince2 RAID conferences for ongoing project management.

We also provide a dedicated instance of our 24x7 online Project Support Portal for collaborative use by the Customer and Folding Space. This enables detailed, line-by-line monitoring & reporting so issues can be addressed in a timely manner and the Customer can track progress.

Through these means, together, we track & monitor cases, issues and Q/A progress and agree remedial action as appropriate according to an agreed SLA.

Typically, a schedule of work comprises the following key activities:

- Identify data, document, file Repository(s) as appropriate
- Differentiate data-centric, document-centric and records-centric applications
- Identify Metadata per Repository and the Metadata Taxonomy
- Identify data, document and file types as appropriate
- Review usage, AS-IS processes, security, retention, how data/files will enter system
- Develop Scanning Control Panel & Procedures (if scanning is required)
- Develop Email Policies & Procedures if appropriate
- Review hardware, storage, backup requirements
- Develop TO-BE processes, workflows, reporting & business rule definitions
- Provision & deploy hosting environment (internal or external)
- Install software
- Test, Review, Rework, Sign-Off
- Training & Documentation
- [Pilot Go Live(s) if appropriate]
- Full Roll-out
- Review & Lessons Learnt

Project Communications & Collaboration

An Agile approach to successful solution delivery necessarily embraces a collaborative working relationship with the Customer where iterative deliverables, user feedback and testing within an open and honest environment are an integral part of the process.

As cited above, during the pre-Go-Live phase, this iterative & collaborative process is facilitated and supported by the provision of an online, secure & dedicated **Project Support Portal**. This Portal provides a complete environment for customer feedback & communications incorporating an incident logging, triage response and issue/fix monitoring service; effectively, a complete structured, threaded and audited case management system.

This is the customer facing half of the Folding Space **Customer Support Portal** which is also used internally by the technicians committed to the project and which is reviewed and authorised by our Technical and QA Management with escalation to the relevant Director.

As the project moves out of deployment & installation (customisation, tailoring, etc) via onsite testing into post-Go-Live operations, the same Portal is used for Task, Issue & Case Management + Technical Support which is available to the customer online (24 x 7).

Once logged and escalated all calls are reviewed, triaged, categorised and worked towards resolution in line with the agreed Service Level Agreement (SLA).

For response times, aligned with ITIL recommendations, we work with the Customer to identify 'business critical' application processes and agree acceptable response times for these (excluding environment and network latency) which are then measured and analysed in quarterly service review meetings.

Where necessary any failure to comply with these measurements can then automatically invoke high priority support cases. For example, Priority 1 and 2 incidents - severe system disruptions - are typically measured by a one hour response and four hour resolution maximums. Non business critical application processes are also defined and measured separately but with the same approach and standards.

Remote diagnostics and operational technical remedial investigation/action are also, of course, provided as is onsite technical support as appropriate.

In parallel, a management escalation procedure is also agreed with the customer to ensure that issues requiring direct management intervention are in place. Typically, this encompasses invocation of an upward chain of command (peer-to-peer contact points) as well as emergency and out of hours contact facilities.

The holistic approach outlined above extends across all technical and non-technical (commercial) issues as appropriate. This approach also extends to the appointment of an Account Manager to ensure for continued direct liaison and communications between all parties.

All our support & maintenance operations are fully ITIL aligned including those for remote maintenance, monitoring and fault finding.

System and software support is provided as standard via regular monitoring of the health of the system in operation and in response to customer feedback received via the Customer Support Portal or via email or telephone.

For reference: the provision of a dedicated Portal environment to the Customer for the mutual managing and monitoring of all development, feedback & issues provides an innovative solution to most communication and remedial needs. However, we also fully recognise the parallel value in regular telephone conferences and onsite meetings.

Effectively, we see ourselves as becoming an extension to the Partner/Customer Project Team acting in partnership with the team in responding to end-user concerns and requirements as well as suggesting innovations deriving from mutual collaboration and our previous experience.

Collaboration is at the heart of our Agile approach to both development and ongoing support. And we anticipate responding constructively and swiftly to any changing legislation, statutory guidance, user feedback and identified efficiencies. **As software technologists we are fundamentally committed to 'fitness for purpose' as our guiding measurement of success.**

Conclusion

We genuinely encourage customer feedback and suggestions for system development and improvement.

Typically, this occurs via the Customer Support Portal and Quarterly Service Review Meetings. But we also keep each customer updated with suggestions from other customers to ensure fitness for purpose across our customer base and the open sharing of 'best practice'.

As we work in a collaborative, agile way with all our customers, lessons learnt are quickly identified & embraced.

The most critical lesson we have learnt is that a successful implementation depends entirely upon open & honest dialogue within a collaborative, constructive relationship measured by 'fitness for purpose' and active 'user engagement'.

Standard Service Level Agreement

1. Overview & Purpose

The purpose of this Service Level Agreement is to provide the **Customer** (XXXXXXXXXXXXXXX) and the **Company** (FOLDING SPACE) and the with an effective basis upon which the Folding Space **Software Solution** provided to the Customer can be managed, ensuring that the software and services provided meet the stated business needs and that there is clear accountability for their provision.

The purpose of this document 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 document 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

2. Scope of the Agreement

This Service Level Agreement (SLA) exists between the **Company** and the **Customer** and, if appropriate, with the **Reselling Partner**. This agreement describes the core services that are delivered by Folding Space. These services are:

- Application Support Services
- Incident Management
- Requests

Unless otherwise agreed, Folding Space is not responsible for 1st Line Support; the Customer (or Partner if appropriate) will provide 1st Line Support via their IT Services Help Desk or similar to the end users, referring this to Folding Space for 2nd Line Support where appropriate.

3. Definitions

This section gives definition for some of the commonly used terms in this document.

Incident - a degradation to the standard service delivered

Customer – the end user of the Software Solution being supplied by the Company. Specifically, in reference herein, a senior representative of the users of the services responsible for agreeing and reviewing the SLA

User - an individual who makes use of the services provided

Company – Folding Space; being the party responsible for delivering service (including the system software). Specifically, 'Company' refers to Microports.Net Ltd trading as 'Folding Space', whose registered office is at 10-14 Accommodation Road, London, NW11 8ED

Partner – any third party organisation that is an authorised OEM or Reseller of Folding Space products & services

Request - movement, addition, deletion or change to software owned and maintained by Folding Space

Asset – an item of hardware/software owned and maintained by Folding Space

Infrastructure - the assets and services that underpin Folding Space's ability to deliver service to its customers

4. Service Description

▪ Working with the Customer (or Partner) Help Desk:

The Customer or Partner IT Services Help Desk, User Help Service or similar (hereinafter referred to as 'Help Desk') is the day-to-day first contact point for users of the Folding Space Software Solution.

The Help Desk is responsible for dealing with user queries concerning Folding Space products and services, and escalating these to Folding Space 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 of the Help Desk for Folding Space solutions & services can be made available at an agreed rate.

▪ Folding Space - Customer Support Portal:

As a Standard Operating Procedure, Folding Space provides its customers and/or partners with unlimited remote support via the online **Customer Support Portal** and via fax, email & telephone to the Partner or Folding Space as appropriate 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" then they will report the problem through the Customer Support Portal at the address provided by Folding Space; namely, www.XXXXXXXXXXXXXX

▪ Requirements of the Customer/User:

Users are asked to notify the Help Desk as soon as practically possible to allow relevant support items to be raised to Folding Space (or the Partner if appropriate), 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.

Emergency incidents should be notified immediately upon discovery to the Help Desk to be raised to Folding Space or the Partner as appropriate.

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 may be raised directly to Folding Space or the Partner – via the Customer Support Portal, email or telephone - by those individuals identified by the Customer as authorised contacts (see page 6 herein).

▪ Contact hours by Service Type:

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

▪ **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%
Request Services	Turnaround by Folding Space of order requests with time and cost parameters within 5 working days to customer	95%

Folding Space will record the time an incident is reported to them, and 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 Help Desk were notified of resolution.

5. Folding Space Incident Management Services

▪ **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 Folding Space Customer Support Portal at www.XXXXXXXXXXXXXX, which is then 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.

▪ **High Severity Incident Management**

The Customer Support Portal co-ordinates and manages the resolution of major impacting incidents. The Customer Support Portal provides structured and audited communications throughout the lifecycle of high severity incidents with auto-alerts into Folding Space management.

This will take the form of:

- A notification service to the Help Desk to enable 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
- Production of a post-incident report (where appropriate)

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

▪ **Contact Protocol**

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

6. Folding Space Incident Classification

Classification / Priority	Business Impact	Target Response Time – within standard working hours	Target Resolution Time – within standard working hours
Priority 1	Defined as an incident that affects full system functionality for all users. This will be managed through the high severity incident process. Examples of high severity incidents are: - Any or all components of the system not responding - Inability to complete any or all 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 e.g. completion of workflows or document generation. This will be managed through the major incident process.	1 hour	6 hours
Priority 3	An incident that renders a single 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 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 are subject to any dependencies on the Customer and/or Partner if appropriate to fulfil any requirements or dependencies on their side of any incident or issue as advised by Folding Space		

7. Escalation

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

Escalation Level	Contact Name	Contact Detail
1	[Customer or Partner Name]	Telephone] [Email]
2	[Customer or Partner Name]	Telephone] [Email]
3	[Customer or Partner Name]	[Telephone] [Customer Email]

▪ Requirements of the User

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