

G-Cloud

Folding Space Software Solutions

Service Definition for DWLMS/RMM

Document Warehouse & Library Management with Requests Management Module

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.

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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 DWLMS/RMM platform which derives from extensive, real-life experience in the public and private sectors. 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 DWLMS/RMM

Document Warehouse & Library Management with Requests Management Module

Service features

- Asset Management
- Records Management
- Box & File Management
- Real-time Reporting
- Comprehensive Auditing
- Document Security Access
- Active Directory integration
- Single Unified View
- Web Application - Browser Access
- Open Schema

Service benefits

- Track all physical assets in physical or virtual locations
- Demonstrate 'duty of care' & 'chain of custody'
- Audit every interaction with a record, including digital signatures
- Secure document and record access with AD & LDAP integration
- All barcode reader devices supported, including PDAs and wireless tablets
- Configurable Record retention policies, including notifications and destructions
- Integrated Request Management Module including reporting & inventory management
- Workflow management for storage, returns, withdrawals, scanning, destruction & QA
- Administrative reporting suite including performance, capacity management and retention
- In-built invoicing & statements module for managing rates and terms

The **Document Warehouse & Library Management System** (DWLMS) with **Requests Management Module** (RMM) is a web services software solution for physical record, box and file storage management, retrieval, scanning, electronic document presentation and destruction.

DWLMS/RMM runs on any version of Windows Server from 2008 upwards and uses MySQL as its database backend (to reduce DBMS licensing costs). DWLMS/RMM can be hosted locally at a customer site or provided as a managed hosting (cloud) service.

DWLMS/RMM 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.

For supporting warehouse/library/store operatives with online access across the physical storage location(s), Folding Space commit to support any barcode reader/PDA device in various modes – wireless real-time with ruggedized PDA, offline working with periodic synching using synch software and real-time working from any mobile or tablet device and barcode reader connected by wire or Bluetooth.

DWLMS enables users to create any number of locations within hierarchies and generate barcodes for these in order for them to become 'trackable locations' within the system.

Users are then able to create any number trackable assets such as Files or Boxes, generate barcodes and bespoke metadata configurations and track these items around the organisation using a web-based UI or PDA devices, tablets or mobile phones.

Different retention policies, workflows and SLAs can be configured for any number of categories of box or file and processes for storage, retrieval, preparation; scanning, QA and destruction can be defined and managed, aligned with numerous standards such as BIP 10008.

RMM provides the facility for end users of the system to remotely & securely (intranet, extranet, internet) create and track requests online for files and boxes, run reports, manage their own inventories and order stationery such as flat pack boxes or barcode labels.

Search, Status & Retrieve

System nomenclature can be adjusted throughout to ensure screens and labels are aligned with user-known terms and admin users are able to customise metadata settings and rules as desired.

A range of search screens are provided enabling users to search on high level common fields such as barcode or date created right through to bespoke fields defined for a subset of boxes or files.

Box or file state for scanning, destruction, etc are fully tracked and every user interaction with the system or a file or box is fully audited so that all file or box movements and actions can be fully traced.

Data can be imported to or exported from DWLMS using simple to use tools provided as standard and role-based permissions are used to govern the screens, features and functions available to any given user.

Systems Integration

DWLMS/RMM has a suite of APIs which can be used to integrate with 3rd party systems such as a CRM or SharePoint or any other EDM (including our own ERDMS/RMM) for requirements such as metadata capture, EDM/CRM integration, document scanner workflows and other line of business operations.

Typically these integrations fall into 3 categories:

1. The ability to share data attributes; for example metadata or reference data held in 3rd party systems to be automatically imported by DWLMS
2. The ability to share and link entities between DWLMS and an external system; for example linking an electronic document held within an EDM such as our own ERDMS/SUV or SharePoint or similar with the referenced physical file/barcode held within DWLMS
3. Finally, the bi-directional invocation in context of DWLMS to or from a 3rd party system; for example when viewing a record for a file in DWLMS being able to click and view the electronic document held in an EDM, or from a 3rd party CRM being able to invoke DWLMS in the context of a client to view an inventory.

All these integrations are possible. And Folding Space has a long history of providing bespoke integrations with 3rd party applications which include amongst various others - SharePoint, Documentum, Xerox X-PIM, Kofax and our own ERDMS/SUV.

DWLMS also provides complete state management for documents and boxes in order to track scanning status from request through to completion, incorporating fully audited request, preparation, scan, Q/A and digital provision workflows – this is a facility used by all of our clients.

For further reference:

As cited, we have significant experience in linking DWLMS with 3rd Party and/or internal scanning services to ensure seamless integration from paper into an EDM or CRM. And as also cited, with our RMM we have user request technology to better enable customers to achieve 'scan on demand' or any other similar request across their organisation.

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 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.

DWLMS also includes a user-friendly data migration/import tool which supports both initial and ongoing data migration needs. This works by enabling admin users to upload a CSV file and then map its contents to the appropriate file or box and their configured metadata values. This facility supports both data imports and batch data updates.

Our customers typically use this to take over Excel or CSV inventories they inherit from their new clients or departments.

Barcodes & Locations

DWLMS enables users to create any number of locations in any hierarchy configurations with associated metadata and capacity. Barcodes for these locations can then be generated individually or 'en masse'. Files, Boxes, Pallets and other assets for storage can also be created and have barcodes generated for them.

The size, layout and design of the barcodes used by DWLMS are configurable and different barcode formats and styles can be used for different types of location or asset.

Managing Files and Boxes

Files & Boxes are created to a category or client/customer and each client/category can have its own set of rules for metadata, retention, security, SLAs and workflows.

From the moment a file, box, location or other asset is generated, every user interaction with that asset is audited and visible in a clear audit trail against the item, with date/time, user and action undertaken clearly visible.

Interactions with files or boxes (Assets) can be undertaken, subject to rules and user privileges, from with the management web interface or via a PDA or tablet device/mobile phone either in real-time or offline with periodic synching.

Interactions include movements, transportations, signatures, re-print of barcode, status updates, metadata updates and workflow processes such as Prepare, Scan, QA, Upload and Destroy.

Interactions can also trigger notifications, warnings, state updates, status updates, and requests for signature as well as metadata updates and changes to retention rules. Users are also able to define their own interactions as 'Sub-Statuses'.

A wide range of reports are available as standard such as inventory reports by location or department, destruction reports and capacity reports. A complete bespoke and user-definable reports engine is also provided as standard.

Easy to Deploy and Easy to Use

Compared to traditional alternatives, DWLMS/RMM is remarkably straightforward to configure, install and deploy as well as being very easy to operate and maintain as our real-life references will confirm. It is also demonstrably advantageous both in terms of cost of purchase and cost of ownership.

Files and boxes are allocated to a category / client / department upon *create* and each category / client / department has its own default set of configurable retention rules.

These rules determine the value of a global field held against all files and boxes in the system known as 'Review Date'.

Subject to user privileges, the Review Date for a file or box can be overridden from the retention rules they inherit, either at the point of creation or as a batch process or manual update at a later of date – these actions are fully audited.

For retention and disposal, it is then the Review Date value that is used by the system when using reports or automated processes to determine whether a file or box can be destroyed.

Fast, role relevant screens & trays

DWLMS has screens that are typically accessed by operatives working within the record store and present data to them based upon their role. They will potentially have access to Store Management screens in order to view/create new locations – search screens to search for individual or groups of files or boxes - import/export tools - and a **tray-based** system which effectively shows them any requests placed upon files or boxes made by the 'end users' of the system (i.e. 'owners' of the files/boxes).

There can be as many trays as desired and, typically, trays will relate to a given process; e.g. scan requests, store requests, destructions requests, return requests or combinations of these - perhaps even multiple trays for the same type but with different SLAs or priorities.

Requests Management Module

Via the RMM, the file/box owners have remote, secure online access to a restricted set of screens where they can potentially search, view and manage their own inventories, change retention rules, run reports relative to their own inventories, request new stationery (flat-pack boxes, barcodes, etc) from central filing teams.

And also, place requests upon their own files or boxes providing instructions and date/times they require these requests to be undertaken – always subject to their individual SLA terms with the Record Manager. Different levels of role-based security can be provided subject to requirements.

When a user places a request (e.g. scan, store, destroy) it is picked up by a store operative and tracked through via the SLA during which, at any point, the end user can check the status of the request.

New transfers can either be input manually by end users or store operatives, or store operatives can use simple tools available to them to import inventories to the system, mapping metadata and generating new barcodes as required.

A set of standard management and end user reports are provided which satisfy common reporting requirements such as inventories, disposal/destruction, operator performance and capacity reports.

The underlying DWLMS database schema is open so if the Customer uses reporting tools such as COGNOS, Crystal Reports, etc they are able to design reports in these applications natively.

Dashboards, Charting & Visualisation

We also offer the option for a powerful reporting tool as a solution value-add for Customer self-service.

Our DCV – **Dashboards, Charting & Visualisation** - enables provides real-time data reporting & presentation. It is a powerful enterprise-wide reporting tool that allows companies and organizations to gain a better understanding of their performance by putting critical information into the hands of those that need it.

The DCV is offered in addition to the ability to export such data at will and for authorised Customer staff to build their own data relationships and reports directly using BI tools such as SQL Reporting, Crystal Reports, QlikView and similar (customer self-service in an open database approach).

For reference: the DCV is a true enterprise reporting tool delivered as a web service over an intranet, extranet or the internet to all users who require access provided they have the necessary permissions.

Essentially, wherever there is numeric data to chart and visualize, the DCV enables easy, instant reporting across the organization with user permissions defining what they can (and cannot) see.

Currently, the DCV is delivered via Microsoft SilverLight (an HTML5 version is on the product road map) which, provides a rich user experience from within a browser using a browser extension that is integrated with the Windows operating system and easily distributed and centrally managed via Group Policy and SUS server.

Data can be presented from a variety of data sources via direct query - the DCV does not require a data warehouse although these can, of course, be supported.

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