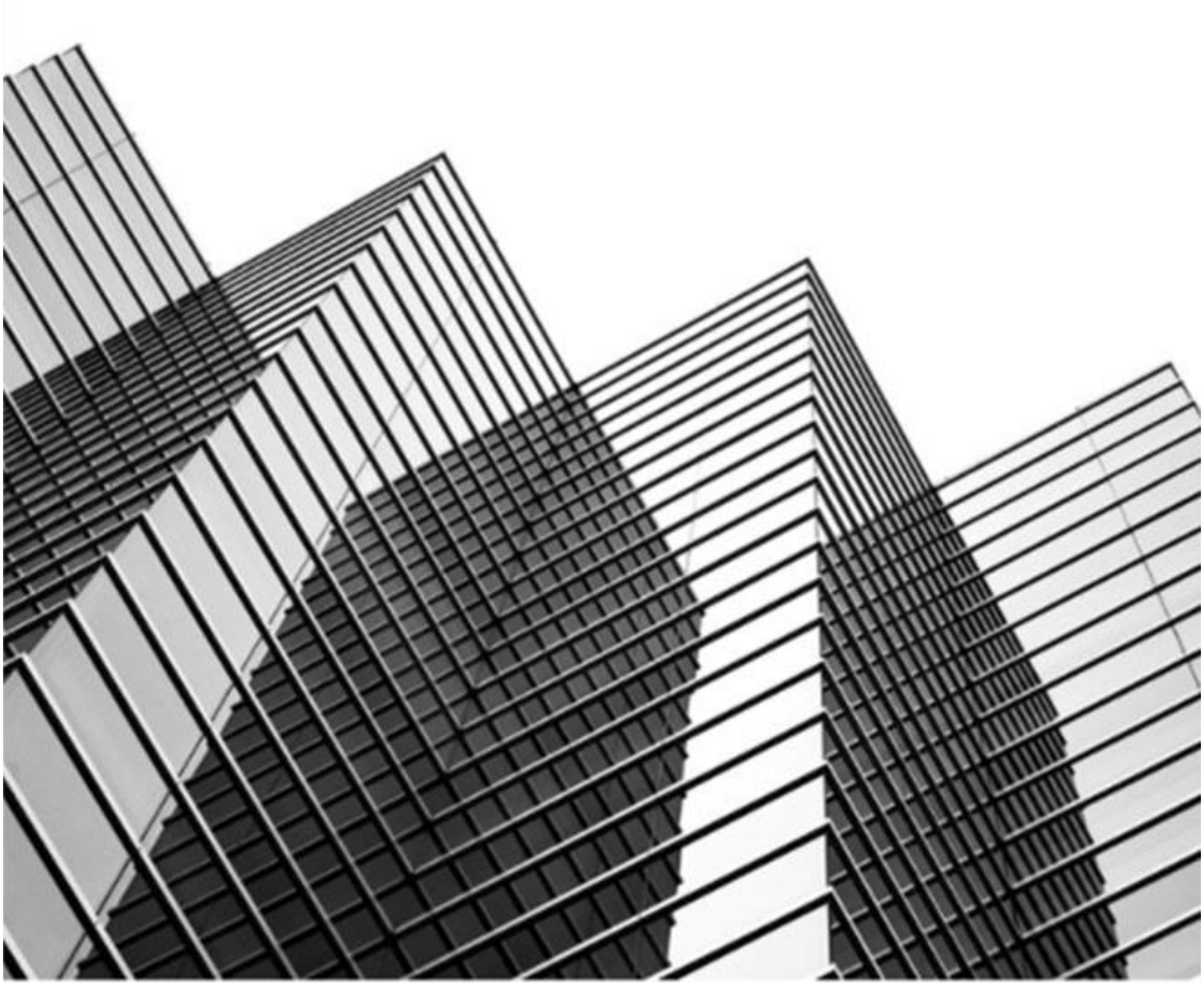


SERVICE DEFINITION DOCUMENT

Company Name: IRIS Intelligence Ltd.
Companies House No.: 06346803
VAT Number: 931984202
Website: http://www.irisintelligence.com/

OVERVIEW

IRIS Intelligence provides a user-friendly, integrated software platform that enables National and Local Government Agencies and Arm's Length Bodies (ALBs) to improve business processes and operations across a range of products. These include:

- ✓ Strategic and Enterprise Risk Management (ERM) Software
- ✓ Governance, Risk, and Compliance (GRC) SOFTWARE
- ✓ Project and Program Risk Management (PPRM) Software
- ✓ Cyber Security Remediation Tracker (CSRT)
- ✓ Artificial Intelligence Risk Management Framework (AI-RMF)
- ✓ Environmental, Social, and Governance Management (ESG) Software
- ✓ Net Zero Tracker (including RIO.AI)
- ✓ Internal Audit Management (IAM) Software
- ✓ Systematic Innovation and Idea Management (SIIM) Software
- ✓ Legal and Regulatory Remediation (LRR) Software
- ✓ Project and Portfolio Management (PPM) Software
- ✓ Asset Management Software (AMS)
- ✓ Business Continuity Planning (BCP) Software
- ✓ Knowledge Information Management Software (KIMS)
- ✓ Custom Management Information Software (CMIS)

Across the IRIS Intelligence product range, teams will find software that embeds best practice business process and automates tasks, dramatically reducing costs for the organisation and improving the ability of your team to deliver effectively on-time and on-budget.

Our systems will help identify, assess, prioritise, and actively manage risk, compliance, performance, and remediation across the enterprise. Trusted by leading government bodies, defence organisations, and regulated industries worldwide, IRIS replaces fragmented spreadsheets and static reporting with a live, auditable system that turns risk insight into decisive action.

IRIS has been involved in the drafting of regulatory guidance throughout its history, ranging from the original Management of Risk (M_o_R) principles (which fed into ISO 31000 and the HM Treasury Orange book guidance) through to having the only foreign (British) national approved to work on the forthcoming guidance to the US Federal Government from the Association of Federal Enterprise Risk Management.

Our software is available as a fully hosted (SaaS) solution or for delivery on-premises. Sample implementations of the software include UK Cabinet Office, NASA, US Treasury, the Department for Business & Trade, US Geological Survey, British Columbia Energy Regulator and many more.

SYSTEM FEATURES

- Aligns with PMBOK, ISO 31000 and ISO 27001 standards
- Flexible processes and terminology to meet client requirements
- Personalized homepage with actions, timelines, links and dashboards
- Role based access, approvals, authentication and security controls
- Qualitative and quantitative assessment across cost, schedule, technical and other impacts
- Scenario analysis, automation and Monte Carlo risk modelling
- Mitigation and contingency actions with ownership, cost, ROI and scheduling
- Gantt, burndown and waterfall views with project tool export
- Dynamic risk matrices, burndown charts and roll up dashboards
- One click exports to PowerPoint and Excel using client templates
- Risk identification, libraries, candidate registers, roll up, transfer and archiving
- Custom data fields, documentation, metadata tagging and system integrations
- Accessible via all major internet browsers
- Automated email notifications send reminders for upcoming deadlines and overdue actions
- Full integration with Microsoft Office, PowerBI, Tableau, and Primavera P6
- Audit trail to track every data change and access log
- Multiple modules allow for the management of risks, issues, opportunities, and controls in one environment

SYSTEM BENEFITS

- **Proven Reliability:** Trusted by high-profile organizations including **NASA, the US Department of Defense, and the UK Cabinet Office** across hundreds of environments.
- **Unrivalled Flexibility:** Extensive **"Preference Editor"** allows administrators to change terminology, fields, and workflows in minutes without any coding.
- **User-Centric Design: Intuitive interface** that requires minimal training, allowing casual users to focus on specific tasks via personalized dashboards.
- **Military-Grade Security:** Certified with **CyberEssentials Plus** and the US DoD Certificate of Networthiness (now RMF), utilizing top-tier encryption and "default deny" protocols.
- **Real-Time Visibility:** Instant access to **interactive dashboards** and visual reports (Heatmaps, Treemaps) available at every organizational level.
- **Seamless Integration:** High interoperability via **open APIs** and pre-built connectors for MS Office, PowerBI, Tableau, and Primavera P6.
- **Proactive Automation:** Enforces active management through **automated email reminders** and in-system red flags for upcoming or overdue actions.
- **Advanced Data Analytics:** Built-in **Monte Carlo statistical engine** and automated **Return on Investment (ROI)** calculations for risk mitigation activities.
- **End-to-End Lifecycle:** Capability to **convert risks into issues or opportunities** without re-entering data, supported by a comprehensive three-tier audit trail.
- **Global Scalability:** Reliable **cloud-based SaaS delivery** supporting thousands of concurrent users with a standard 99.5% (99.9% actual) uptime SLA

SECTOR EXPERIENCE

The software is approved by a range of global government agencies across a range of Industry Sectors.

The construction of new and complex infrastructure programs requires management of risk to ensure on-time on-budget deliver. ROI calculations and Quantitative modules (e.g. Monte Carlo) may be particularly relevant,

Software provides risk management solutions for traditional, renewable and nuclear sectors. Project and Program Risk Modules facilitate the building of new capacity; ERM and Strategic Risk in the delivery phase

Deployed in the most secure environments, system includes a suite of reports designed for the sector. As the environment and the engineering program increases in complexity, more robust risk software is required.

Manage risk throughout the healthcare supply chain from R&D to patient care to construction and delivery of new facilities. Monitor and comply with the expanding range of legal and regulatory issues.

The software solution suite helps local government agencies manage the complexity of their environments, whether through management of strategic and operational risks or the roll out of new regulatory guidance.

The IRIS product range can help manage risks impacting students, faculty, staff, and the Board impacting research, academic, athletics, and funding programs.

An Independent Past Performance Survey commissioned by Dun & Bradstreet provided IRIS Intelligence with a top rating of 95, indicating at least 19 out of every 20 respondents to the anonymous survey scored IRIS's performance as 10 out of 10 or 9 out of 10 (8 out of 10 does not create a positive score in the D&B survey.

IRIS PRODUCT RANGE

IRIS INTELLIGENCE STRATEGIC AND ENTERPRISE RISK MANAGEMENT (ERM) SOFTWARE

IRIS Strategic and Enterprise Risk Management (ERM) Software helps organisations assess strategic, operational, legal, regulatory and financial risks across the enterprise and manage them more effectively. It facilitates increased risk identification, enables consistent risk assessment processes across teams, and tracks the progress of risk mitigation activity. Qualitative and quantitative risk assessment methodologies are supported and the system supports full integration with Excel, PowerPoint, MS Project and provides email alerts to ensure risk information is kept up to date and mitigating actions are completed.

The IRIS-ERM software supports a variety of UK and international guidance including ISO31000, ISO27000, HM Treasury Orange Book, COSO and many more.

IRIS INTELLIGENCE GOVERNANCE, RISK, AND COMPLIANCE (GRC) SOFTWARE

IRIS Intelligence Governance, Risk, and Compliance (GRC) System helps organisations assess manage uncertainty and achieve targets. It facilitates the design and implementation of control frameworks, the identification and mitigation of risk items, the creation and roll-out of policies, and enhances awareness and compliance across the organisation. The software IRIS provides tools to continually track organisational progress and delivers timely, customised reports to Management. IRIS GRC is a highly flexible system with the ability to tailor system settings to specific customer processes or support HM Treasury Orange Book, ISO27000, ISO31000, NIST or other regulatory frameworks.

IRIS INTELLIGENCE PROJECT AND PROGRAM RISK MANAGEMENT (PPM) SOFTWARE

IRIS Project and Program Risk Management (PPM) Software helps organisations assess enterprise-wide risks and manage them more effectively. It facilitates increased risk identification, enables consistent risk assessment processes across teams, and tracks the progress of risk mitigation activity. Qualitative and quantitative risk assessment methodologies are supported covering financial (cost), schedule (time) and quality (technical performance). The system supports full integration with Excel, PowerPoint, MS Project and provides an audit trail and email alerts to ensure risk information is kept up-to-date and mitigating actions are completed.

The IRIS risk software supports a variety of UK and international guidance including ISO31000, Project Management Institute PMBoK, Association of Project Managers and others.

IRIS INTELLIGENCE CYBER SECURITY REMEDIATION TRACKER (CSRT)

IRIS Cyber Security Remediation Tracker (IRIS-CSRT) provides a holistic picture of the Cyber Vulnerabilities across the organization, together with real-time action tracking of the program of activity required to mitigate them and meet your regulatory requirements. The IRIS-CSRT System enables enterprises to proactively identify and manage threats and vulnerabilities concerning Cyber security. The service facilitates the identification and management of all types of Cyber Security risks including data breaches and cyber physical threats.

The system includes consistent assessment methodologies for confidentiality, integrity and availability impacts together with development, tracking and reporting of appropriate mitigating actions. The service can be used to integrate best practices and policies from NIST and NCSC and enables IT and Business Units to collaborate and track the cyber security remediation program.

IRIS INTELLIGENCE ARTIFICIAL INTELLIGENCE RISK MANAGEMENT FRAMEWORK (AI-RMF)

The IRIS Intelligence Artificial Intelligence Risk Management Framework (AI-RMF) helps organisations understand and manage the risks and opportunities arising from the implementation of Artificial Intelligence within their operating practices. Whilst Artificial Intelligence provides the opportunity for substantial productivity improvements, it also carries a number of business critical risks, including Intellectual Property destruction, leakage of Personally Identifiable Information, Hallucinations & False Positives as well as incorrect assumptions and outputs that should not be allowed to go unchecked. Our AI-RMF tool helps teams understand the scope of current and future use of AI within their organisation, the risks that this implementation will create and the controls that should be implemented to manage those risks effectively.

IRIS INTELLIGENCE ENVIRONMENTAL, SOCIAL, AND GOVERNANCE MANAGEMENT SOFTWARE (ESG)

IRIS Environmental, Social, and Governance Management System (IRIS-ESG) helps organisations align ESG activity based on international standards such as SASB, GRI, TCFD and many others. The system includes powerful tools, including planning remediation activity, automated email reminders to ensure progress and a series of management dashboards providing real time data both online and via export to custom PowerPoint templates. Organisations can set up, track and deliver a remediation programme across multiple business units and asset categories. Our simple, intuitive and easy to use systems provides a single unified source of ESG data for stakeholders and is quickly configured to match your specific ESG commitments and stakeholder needs.

IRIS INTELLIGENCE NET ZERO TRACKER

IRIS Net Zero Tracker (IRIS-NET0) builds on the ESG system with a specific tracker designed to help teams manage their journey to Net Zero. The system builds on the gap analysis from the ESG requirements, to articulate the current footprint of the team and develop a plan to reduce this to target levels. Remediation activity can be planned and activated within the system, email reminders generated to ensure regular reviews and progress, whilst system dashboards provide real time data both online and via export to custom PowerPoint templates. Organisations can set up, track and deliver a remediation programme across multiple business units and asset categories.

IRIS INTELLIGENCE INTERNAL AUDIT MANAGEMENT SOFTWARE

IRIS Intelligence Audit Management System supports the internal audit function to plan, test, assess and report on the design and operational effectiveness of internal controls. Customisable workflows promote team coordination, while detailed analytics support decision making and drive continuous improvement. Libraries of Internal Controls and Tests can be stored in the system and downloaded into the live audit plans for specific accounting periods, process reviews or operating units

IRIS INTELLIGENCE SYSTEMATIC INNOVATION AND IDEA MANAGEMENT (SIIM) SOFTWARE

Over Three Million Patents have been investigated, Doctoral Research conducted into natural evolution and the experience of 50000 Engineers has been distilled into Fundamental Inventive Principles. The software unleashes creativity embedded within teams by providing inspiration cards based on the Fundamental Inventive Principles that are scientifically proven to spark more (and better) ideas. Ideas can be rated and approved by experts, managers or the crowd and project planning techniques are included to turn those ideas into reality.
As with all IRIS products, Idea Trigger features integration with the Microsoft Office suite, email reminders and a full audit trail.

IRIS INTELLIGENCE LEGAL AND REGULATORY REMEDIATION (LRR) SOFTWARE

IRIS Legal & Regulatory Remediation Software (IRIS-LRR) provides a simple roadmap through the complexity of regulatory compliance. IRIS-LRR has been built to deliver a clear and actionable program of activity to comply with new regulatory requirements. The software will help your team assess the current state of regulatory compliance, understand the gaps then plan and track the program of activity to successfully achieve the requirements.
IRIS-LRR is fully customisable integrated system to helps organisations ensure compliance with legal requirements. It facilitates effective compliance through a gap analysis and remediation tracker tool based on a variety of legal and regulatory frameworks including (but not limited to) GDPR, CCPA, ISO 27000, NIST SP 800-53 and many more.

IRIS INTELLIGENCE PROJECT AND PORTFOLIO MANAGEMENT SOFTWARE

IRIS Software helps teams manage projects, programs and portfolios more effectively. It facilitates communication between stakeholders from ground level to senior management, enabling efficient allocation of resources, project tracking and timely program delivery. It is a highly flexible system, supporting PMBoK, APM and PRINCE2 methodologies and tailored customer processes.

IRIS INTELLIGENCE BUSINESS CONTINUITY PLANNING (BCP) SOFTWARE

The IRIS Business Continuity Planning Software provides your business with all the tools necessary to plan and implement your business continuity protocols and assess its effectiveness after any disruption. Our software will facilitate increased risk identification, enable consistent risk assessment processes across teams, and track the development and deployment of business continuity plans.

IRIS INTELLIGENCE ASSET MANAGEMENT SOFTWARE (AMS)

The IRIS Asset Management Software provides organizations with an intuitive and easy-to-use platform to effectively manage equipment and inventory. The IRIS Asset Management System is fully customisable to fit your organisational needs in managing your software and hardware assets throughout their life cycles. Assets can be tracked and managed from initial planning and procurement, through in-service production phases and finally sunset with an activity tracker that provides clear visibility of the asset register across all categories and business units.

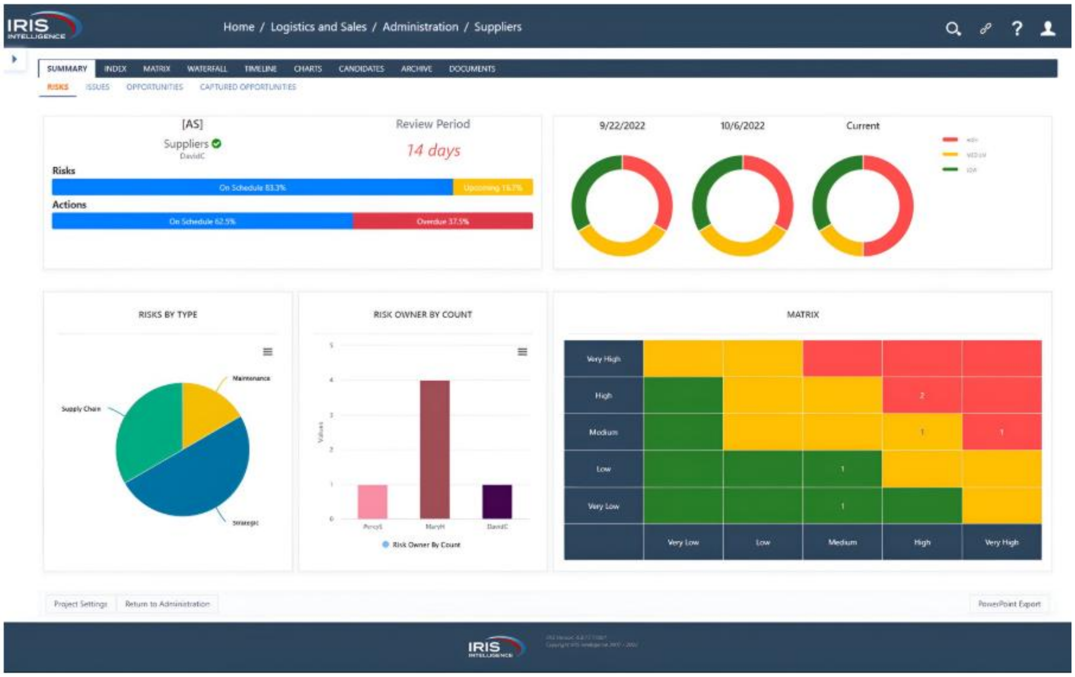
IRIS INTELLIGENCE KNOWLEDGE INFORMATION MANAGEMENT SOFTWARE (KIMS)

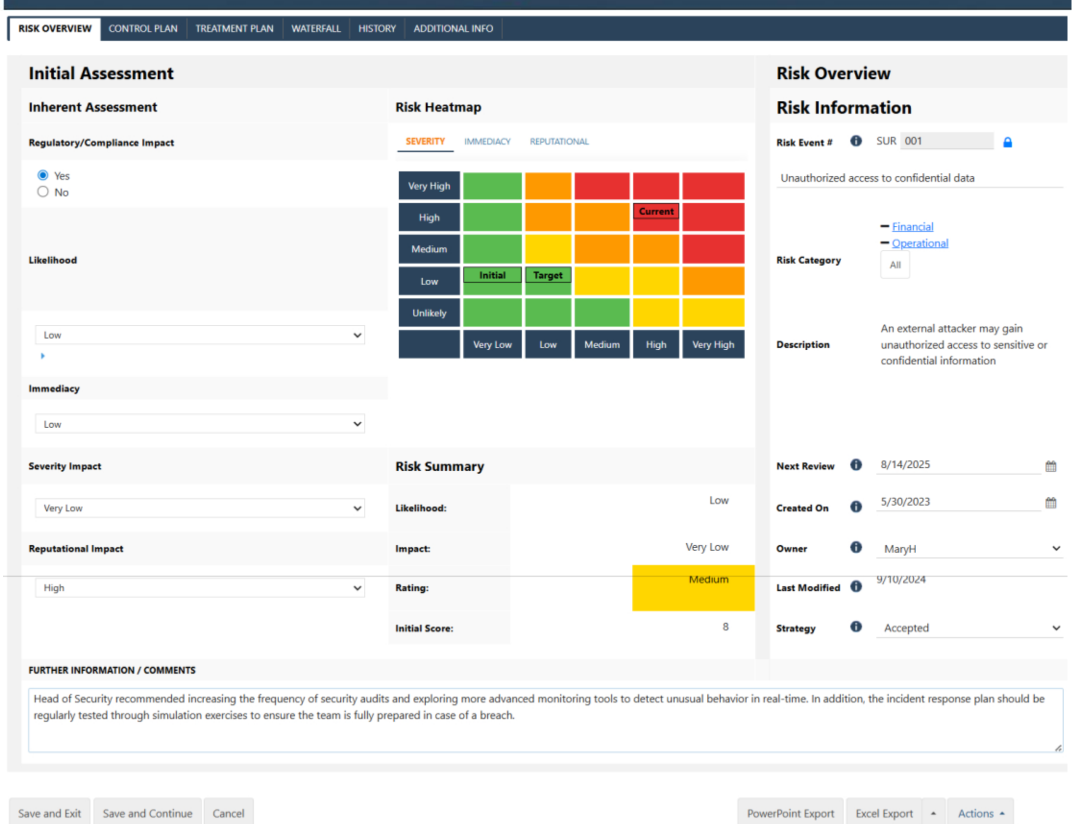
IRIS Knowledge Information Management System helps organisations gain competitive advantage by effectively managing their data and information. It allows organisations to gain a clear understanding the data and information they hold, the location and format of that data and the risks, responsibilities and requirements of holding the information. The IRIS system will provide tools to continually monitor and manage data and to deliver timely, customised reports to Management.

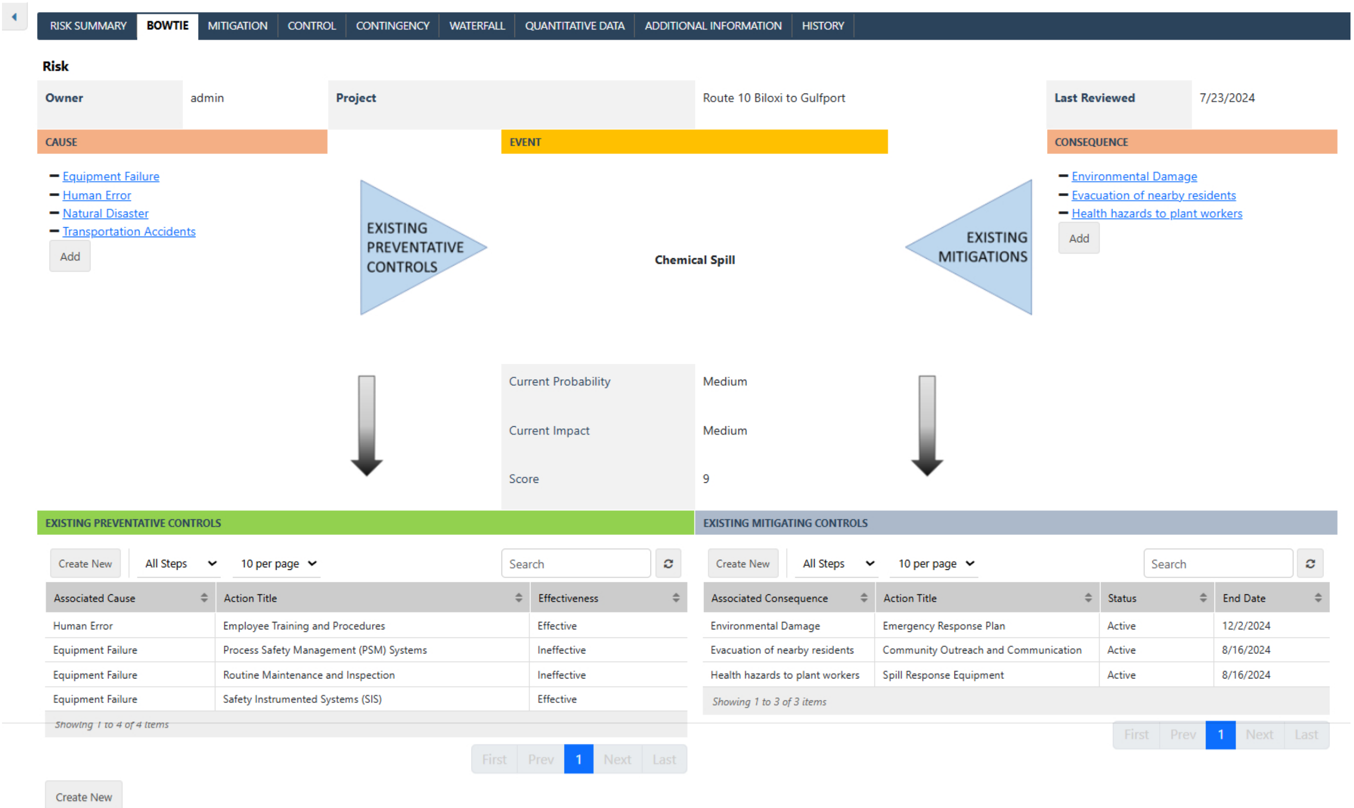
IRIS INTELLIGENCE CUSTOM MANAGEMENT INFORMATION SOFTWARE (CMIS)

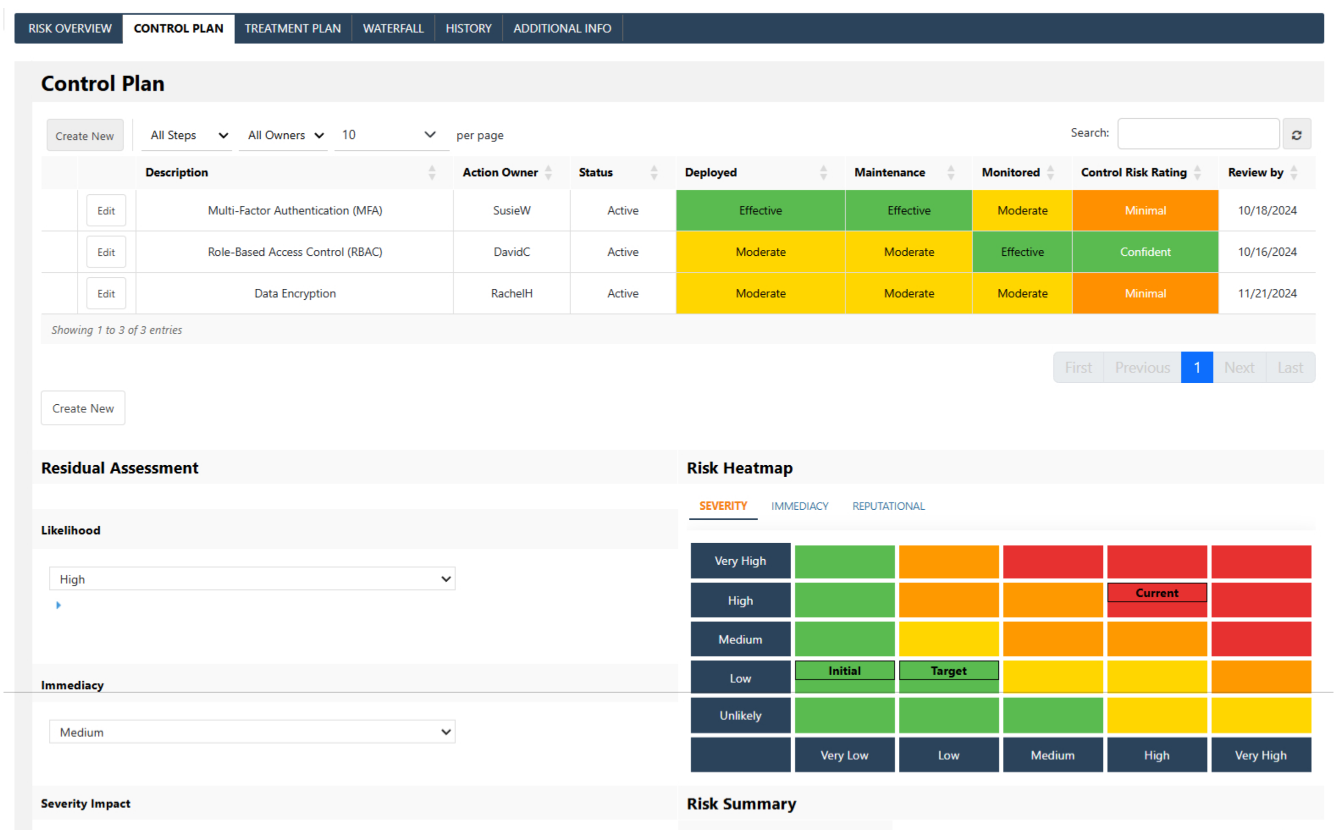
Combine the benefits of custom software with the security of Commercial-Off-The-Shelf (COTS) software. Utilise the flexibility of the IRIS Intelligence software to configure and create a Management Information Dashboard and Database specific to the needs of your organisation. Newly configured custom MI system will automatically include integration with Microsoft Office products such as Excel, PowerPoint and Project, together with an automated audit trail and configurable dashboards. All systems permit multiuser access and can be accessed via any major browser.

SAMPLE SCREENSHOTS






RISK SUMMARY
BOWTIE
MITIGATION
CONTROL
CONTINGENCY
WATERFALL
QUANTITATIVE DATA
ADDITIONAL INFORMATION
HISTORY
Risk
Owner
admin
Project
Route 10 Biloxi to Gulfport
Last Reviewed
7/23/2024
CAUSE
EVENT
CONSEQUENCE
Equipment Failure
Human Error
Natural Disaster
Transportation Accidents
Add
EXISTING PREVENTATIVE CONTROLS
Chemical Spill
EXISTING MITIGATIONS
Environmental Damage
Evacuation of nearby residents
Health hazards to plant workers
Add
Current Probability
Medium
Current Impact
Medium
Score
9
EXISTING PREVENTATIVE CONTROLS
Create New
All Steps
10 per page
Search
Associated Cause
Action Title
Effectiveness
Human Error
Employee Training and Procedures
Effective
Equipment Failure
Process Safety Management (PSM) Systems
Ineffective
Equipment Failure
Routine Maintenance and Inspection
Ineffective
Equipment Failure
Safety Instrumented Systems (SIS)
Effective
Showing 1 to 4 of 4 items
First
Prev
1
Next
Last
EXISTING MITIGATING CONTROLS
Create New
All Steps
10 per page
Search
Associated Consequence
Action Title
Status
End Date
Environmental Damage
Emergency Response Plan
Active
12/2/2024
Evacuation of nearby residents
Community Outreach and Communication
Active
8/16/2024
Health hazards to plant workers
Spill Response Equipment
Active
8/16/2024
Showing 1 to 3 of 3 items
First
Prev
1
Next
Last
Create New


RISK OVERVIEW
CONTROL PLAN
TREATMENT PLAN
WATERFALL
HISTORY
ADDITIONAL INFO
Control Plan
Create New
All Steps
All Owners
10
per page
Search:
Description
Action Owner
Status
Deployed
Maintenance
Monitored
Control Risk Rating
Review by
Edit
Multi-Factor Authentication (MFA)
SusieW
Active
Effective
Effective
Moderate
Minimal
10/18/2024
Edit
Role-Based Access Control (RBAC)
DavidC
Active
Moderate
Moderate
Effective
Confident
10/16/2024
Edit
Data Encryption
RachelH
Active
Moderate
Moderate
Moderate
Minimal
11/21/2024
Showing 1 to 3 of 3 entries
First
Previous
1
Next
Last
Create New
Residual Assessment
Likelihood
High
Immediacy
Medium
Severity Impact
Risk Heatmap
SEVERITY
IMMEDIACY
REPUTATIONAL
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Low
Initial
Target
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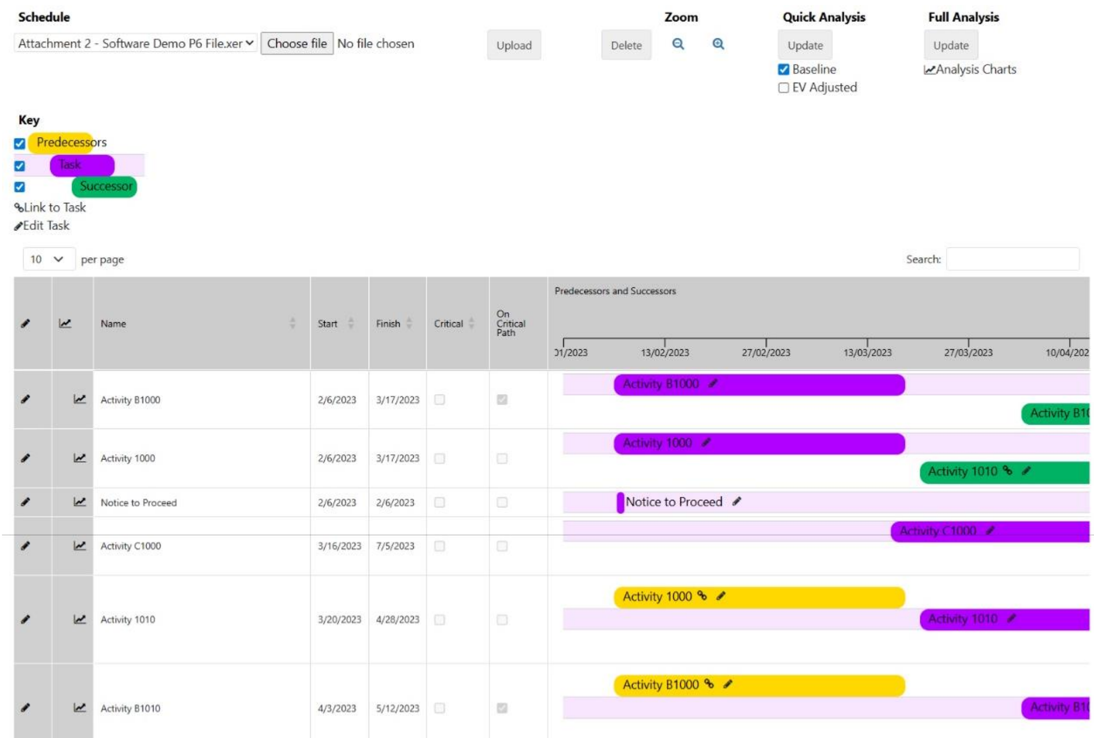
Very Low
Low
Medium
High
Very High
Risk Summary
High


Schedule
Attachment 2 - Software Demo P6 File.xer
Choose file
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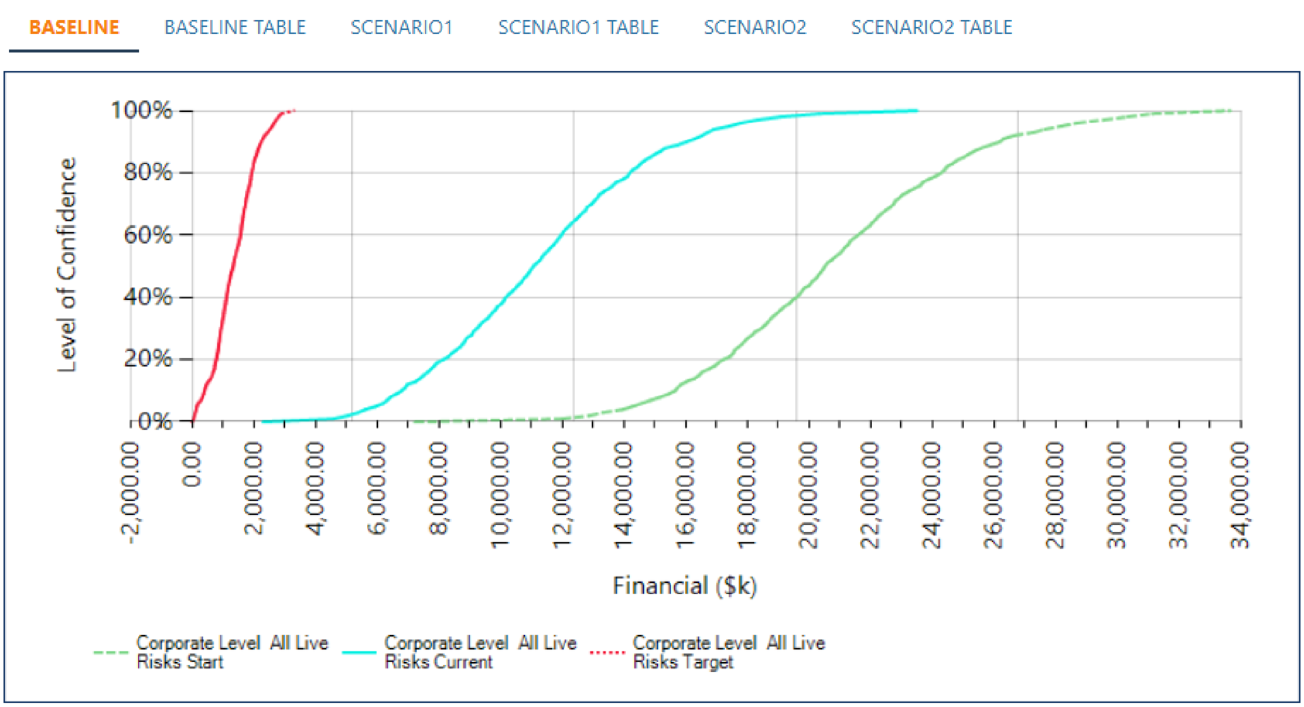
Upload
Delete
Zoom
Quick Analysis
Update
Baseline
EV Adjusted
Full Analysis
Update
Analysis Charts
Key
Predecessors
Task
Successor
Link to Task
Edit Task
10 per page
Search:
Name
Start
Finish
Critical
On Critical Path
Predecessors and Successors
Activity B1000 2/6/2023 3/17/2023
Activity 1000 2/6/2023 3/17/2023
Notice to Proceed 2/6/2023 2/6/2023
Activity C1000 3/16/2023 7/5/2023
Activity 1010 3/20/2023 4/28/2023
Activity B1010 4/3/2023 5/12/2023
Activity 1010
Notice to Proceed
Activity C1000
Activity 1000
Activity B1000


BASELINE
BASELINE TABLE
SCENARIO1
SCENARIO1 TABLE
SCENARIO2
SCENARIO2 TABLE
Level of Confidence
100%
80%
60%
40%
20%
0%
-2,000.00
0.00
2,000.00
4,000.00
6,000.00
8,000.00
10,000.00
12,000.00
14,000.00
16,000.00
18,000.00
20,000.00
22,000.00
24,000.00
26,000.00
28,000.00
30,000.00
32,000.00
34,000.00
Financial ($k)
Corporate Level All Live Risks Start
Corporate Level All Live Risks Current
Corporate Level All Live Risks Target

SERVICE MANAGEMENT

Our Service Desk manages all aspects of Service provision and monitoring, all first line support and contact for user-members through telephone, VOIP chat and email, being available over a normal UK working day (9 am to 6 pm).

Premium support is available to customers with larger teams or by arrangement subject to an additional fee. This includes access to 24/7 support on all software queries, named helpdesk representatives and access to a client portal for in-depth on-line help.

SERVICE DESK AND ESCALATION

Our Service Desk is the focus for all issue resolution on our Services. Requests for assistance can come through online ticketing, email, online chat with an agent, or a telephone call, as the member prefers. In the event that a member or the departmental customer feels that an issue has not been resolved to their satisfaction, a simple three stage escalation procedure is provided.

1st Level – When an issue arises - Online ticket or a Chat with an allocated service agent.
2nd Level - Should the remedy fail, not be fully as expected, or be beyond the stated time, then an email or phone call to the Service Desk Manager would be expected.
3rd Level – Should the 2nd level Remedy fail within the stated time, and then a direct phone call to the Service Director is entirely appropriate.

Generally, we intend to resolve these immediately and to give an estimated time to resolve at that time. When the action is taken by the Service Desk to remedy that issue, an email is sent to the originator to that effect. Our aim is to resolve 98% at the first intervention.

The Service Desk Manager will ascertain the original remedy and undertake a further remedy or request for second line assistance if a more technical remedy is required. Again, a stated Time to Repair will be given at this point. When the action is taken by the Service Desk to remedy that issue an email is sent to the originator to that effect.

The Service Director will review the case history and discuss this with the originator, before making further arrangements to amicably remedy the originators issue.

USER TRAINING

All customers will be provided with soft copies of self-study training exercises and user manuals. Additional training is available online and in person whichever method is preferred. This may be included at no additional fee subject to a minimum license purchase, otherwise hourly rates will apply. Additional project manager and IT support training will be conducted with project heads.

ORDERING AND INVOICING PROCESS

IRIS products are procured based on a specified number of users. We invoice monthly, quarterly or annually in advance. Our standard payment terms are Net 30.

TERMINATION TERMS

By Customers

A customer agreement may be terminated by the customer at end of the agreed contract term on giving the Provider thirty (30) days written notice. On service of a notice of termination the Provider shall continue to provide the Services in accordance with the Service Level Arrangements without degradation. On termination each party will return any property including any Confidential Information to the other. Some clauses of the Terms and Conditions and G-Cloud Agreement survive termination.

By The Supplier

IRIS as the Supplier may by giving reasonable notice restructure or terminate all or part of its Services or enter into an arrangement with another G-Cloud provider in conjunction with G-Cloud management, to take over a service to ensure continuity for customers. This form of termination is considered unlikely as the underlying commercial and customer model is robust and focused on delivering excellence to G- Cloud customers. In the event that such a termination is required, then notices of termination will be made adhering to individual customer agreements or Terms and Conditions. Assurances will be made in the spirit of enabling a customer to evaluate a replacement service and migrate to that replacement service.

DATA RESTORATION / SERVICE MIGRATION

For Service Migration, we will provide a “simple and quick” exit process to enable members and customers to move to a different supplier for each of their G-Cloud Services and to retrieve their data. We have adopted a ‘no fuss, no delay, no charge’ approach where provided that no substantial payments are outstanding, then through the Service Desk, bulk customer data will be returned swiftly in a common format, to the customer or to a new provider.

Bulk restoration of data assumes that no special processing had been put in place to commission a community, which may require special work by the Service Desk to restore that data into an original format.

Metadata associated with an actual service migration of the IRIS Service may not be directly possible to transfer a new service provider, due to inherent design differences between the two platforms. However, we undertake to co-operate as far as is practicable with the new provider to achieve such a service migration.

Purge and expungement will be the last action of the Service Desk, after a wait period of four weeks to enable the new service provider to recover from a catastrophic loss of data, following the transfer of data to the customer or a new provider. Then, as defined in security our accreditation for different Impact Levels, suitable over-write or even physical destruction techniques will be used where appropriate.

Data recovery *is* provisioned by the Service Desk for instances of lost data or the reinstatement of a cancelled community.
Customers can upload/download (on-board and off board) individual and bulk documents and objects to load their community or workshop, using contemporary third-party formats with information content or numeric data. Large uploads would be undertaken on the behalf of members by the Service Desk.

CUSTOMER RESPONSIBILITIES

Our Terms and Conditions for IRIS (Cloud Software) document the formal responsibilities of the customer. In summary, the focus for IRIS is on the customer ensuring that all users behave responsibly with the content uploaded to the platform

i. The Customer is responsible for the performance of their own networks and devices needed to access the tool.
ii. ii. The Customer shall where appropriate, make available to the Provider such internet access, office space, computer resources, materials, facilities and other support and services as may be reasonably necessary to assist the Provider in the provision of the Services.
iii. The Customer shall ensure that the Provider has access to its employees and any sub- contractors to the extent reasonably required by the Provider for the purpose of making decisions and performing its obligations.
iv. The Customer shall promptly provide the Provider with all information and documents as the Provider may reasonably require or request for the proper performance of its obligations.
v. The Customer shall: comply with all applicable laws and regulations with respect to its activities under this Agreement; and be responsible for procuring and maintaining its network connections and telecommunications links from its systems to the Provider's data centres.
vi. The Customer shall adhere to these Terms of Service as amended from time to time and make all reasonable efforts to ensure that all Authorised Users on service instances controlled by the customer adhere to the relevant parts of these Terms of Service. vii. The Customer shall adhere to the Acceptable Use Policy as amended from time to time and make all reasonable efforts to ensure that all Authorised Users on instances controlled by the customer adhere to the Acceptable Use Policy. viii. The Customer acknowledges that its use of IRIS Software is subject to its agreement to the Privacy policy as updated by us from time-to-time.

FINANCIAL RECOMPENSE MODEL FOR NOT MEETING SERVICE LEVELS

Our commitment for the IRIS Software availability is based over the normal working day as a membership Service Credit. If not met:

1. 95% - 97.5%: 2% of the subscription or charge for the month during which the failure occurred.
2. 90% – 95%: 5% of the platform subscription during the month in which the failure occurred.
3. 89% and below: 20% of the subscription for the month during which the failure occurred.

TRIAL SERVICE

A free trial of the IRIS Software may be provided for one month for a new departmental group of members upon request.