



Lifespan Housing Software Service Definition

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Introduction

The purpose of this document is to outline how to gain access to Property Tectonics Lifespan Housing software and how to request support via the Lifespan Helpdesk.

1.0 Accessing Lifespan

Lifespan Housing is available 24 hours a day, 7 days a week.

URL to access lifespan: <https://www.pt-lifespan.com/lifespanweb>

A username and password are required to access Lifespan. User accounts can be set up by the designated customer Lifespan administrator, or by Property Tectonics with approval from the designated customer Lifespan administrator.

1.1 Minimum Computer Specification

Lifespan web is a web application hosted on Property Tectonics' web servers and can be accessed by users 24/7, 365 days a year using any device with a compatible web browser, and as such there are very few technical requirements, however we consider the minimum specification for a PC to be:

	Client PC
Minimum	1GHz+ Processor with 2GB+ Memory, Windows 7 or later with a high-resolution display.
Recommended	3GHz+ Processor with 4GB+ Memory, Windows 7 or later with a high-resolution display

A modern JavaScript enabled web browser is also required, Lifespan is compatible with the browsers listed below:

- Internet Explorer 9-11
- Microsoft Edge
- Chrome 21+
- Firefox 29+

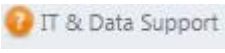
Lifespan Housing is compatible with Office 2003 and higher.

2.0 Lifespan Helpdesk

The Lifespan Help Desk is a functional unit that provides support to users of Lifespan. All support requests must be logged on the online service desk. Users can raise a support ticket directly on the service desk. All support requests received by email and telephone will be logged on the service desk by helpdesk staff.

2.1 Lifespan Help Desk contact details:

Lifespan Self Help pages: Available in Lifespan by pressing the  button.

Online Service Desk: Available in Lifespan by pressing the  button.

Email: support@lifespan-software.com

Telephone: 0161 727 4362

2.2 Lifespan Helpdesk Hours of operation

The Lifespan Helpdesk is available from 9:00 to 5:00pm Monday to Friday, Excluding Bank Holidays.

2.3 Problem severity definitions and response time guidelines:

Problem severity definitions and response time guidelines are provided in the table below:

Severity Level	Description of issue	Response Time	Resolution Time	Property Tectonics Action
Urgent	Total loss of service	Within 1 Hour	Within 4 Hours	We will resume Service Availability ASAP
High	Severe loss or reduction of service.	Within 4 Hours	Within 1 Working Day	We will release a new version of the software within one working day
	An important function is experiencing a reproducible problem causing serious inconvenience.			
	No workaround available at the time			
Medium	Minor loss or reduction of service.	Within 1 Working Day	Within 10 working days	We will release a new version of the software within ten working days
	Secondary function causing an intermittent problem.			
	Medium effort workaround available.			
Low	Minor inconvenience of service.	Within 1 Working Day	Within 90 Working Days	We will roll up minor fixes and release them alongside planned updates.
	A less common operation fails occasionally causing low level inconvenience.			
	Low effort workaround available			

“Response” is the time from when the user first logs a request for assistance to the time that the Helpdesk responds by email, telephone call or via the Online Service Desk.

2.4 Service Level

Category	Service Level target
Urgent	100% of incidents responded to within 1 hour
High	100% of incidents responded to within 4 hours
Medium	100% of incidents responded to within 1 working day
Low	100% of incidents responded to within 1 working day

2.5 Exclusions

The following items are listed as excluded from Helpdesk support, but this list should not be considered complete or exhaustive. These items can be carried out by Property Tectonics on behalf of the customer on a time charge basis.

- General data updating
- Data correction due to user error
- Data restoration due to user error
- Production of custom reports and data analysis.
- General maintenance and management tasks.

3.0 Customer Responsibilities

Included but not limited to:

- The customer shall ensure that their Lifespan data is kept up to date and is accurate.
- The customer shall ensure that all client computers meet the minimum specification
- The Customer shall ensure an on-going availability of suitable internet connection

- The Customer shall ensure that all relevant Customer employees have their own user account and Password. The customer shall be responsible for the privacy of user passwords.
- Customer shall notify the supplier of changes in staff so that user accounts can be updated for security reasons.
- Customer is responsible for the security and management of their own system.

4.0 Service Level Agreement

1. **pt** shall use all reasonable endeavors to ensure that Lifespan Web is available 24 hours a day, 7 days a week.
2. If **pt** fails to achieve a target at any time, the Customer will receive a service credit in the next month as follows:

Monthly Uptime Percentage	Service Credit
<99%	10%
<95%	25%
<90%	50%
<80%	100%

3. The Customer must make a claim for any Service Credit in writing to **pt** no later than 5 working days after the end of the period in which the Customer considers that the system availability targets has not been met.
4. Any claim referred to in clause 2 above must detail the downtime being claimed for.
5. **pt** will calculate the Service Credit (if any) within 5 working days of receipt of the claim.
6. **pt** shall have no liability to the Customer (whether for Service Credits or otherwise) if the failure to meet System Availability Targets arises directly or indirectly from any of the following: -
 - (a) Factors outside our control;
 - (b) scheduled maintenance or re-configuration to service being carried out by **pt**;
 - (c) outages resulting directly or indirectly from a breach of any of the terms of this Agreement by the Customer including but not limited to failure to comply with Procedures by the customer;
 - (d) outages that result from your unauthorized action or inaction or from your employees, agents, contractors, or vendors, or anyone gaining access to the system by means of your passwords;
 - (e) Planned Maintenance notified at least 7 days in advance.
7. The Customer will not be entitled to claim any Service Credits if, at the date of the event causing the outage, the Customer is in default in payment of Charges.
8. **pt** will use its reasonable endeavors to ensure that maintenance is carried out during off peak hours and that the Customer is notified at least 1 week in advance);

5.0 Lifespan Security

Our Live environment is PCI DSS Compliant and vulnerability scans are carried out on a monthly basis.

Lifespan Housing Web is hosted on a series of dedicated servers which are provided by Iomart server hosting in their datacentres which are both located on Manchester Techno Park in Manchester. Iomart is accredited ISO 27001 & BS25999.

The servers are managed by Iomart and come with SLA's that promise:

- 100% Power availability
- 99.5% Network availability
- Hardware faults fixed within 1 hour
- 24/7 Support
- OS and Hardware management with proactive monitoring

Property Tectonics' staff is on call 24/7 to support system availability.

All Iomart's managed datacentres are accompanied access only, no unauthorised personnel can access the servers used to handle customer's assets. It's very rare that any managed hosting customer will request or need access to the hardware.

Iomart Server hosting harden all their network and communications hardware in line with industry best practice and employ multi-level controls to mitigate against DDoS including firewall with IDS systems, edge router ACL's for packet filtering and traffic flow filtering.

Remote access authorisation is restricted by user and confined to approved laptops and desktops. Any remote access is restricted to the company network and is restricted to IP addresses from Property Tectonics external IP range.

The following controls are used to protect against malicious code:

- Application of security patches.
- Hardened configuration of server OS and firewall.
- Host intrusion prevention; anti-virus, anti-spyware and integrity verification software.
- Prevention of executable file transfer/upload.
- Packet filtering and monitoring.
- Traffic filtering and monitoring.
- Regular audit.
- User education and awareness.

Accounts are restricted by separation of duties. For example, IT administrators are restricted to limited ftp and limited access to logs; software developers/testers are restricted to the UAT environment. The highest level users are subject to strong authorisation and password management, with password disclosure severely restricted and periodically revoked.

The lifespan web application uses SSL certificates to encrypt data between the client computer and application server and has been designed to prevent unauthorised access and configured to prevent access to backend components and internal network infrastructure. The code is reviewed to prevent injection attacks.

Customer Web Data held at Iomart Hosting Limited

All database files, photographs and other related documents are backed up to a backup server daily that is in turn backed up weekly to Network attached storage which is stored in a different location to the backup server.

The data on the backup server is overwritten every 5 days.

In the event of server failure resulting in data loss, the latest backup will be restored.

In the event of data loss due to customer user errors, Property Tectonics should be notified to as soon as possible to enable the data to be restored from backup.

6.0 Escrow

Our source code for Lifespan Housing is held escrow and we also have a multi user licence agreement to allow our customers to hold their data in escrow.

The cost of the multi user agreement has been covered by Property Tectonics but the annual cost of 'hosting' your data would be covered by the customer. How it works: At no extra cost to our customers we regularly (every 6 months) deposit data with NCC group and they run various test to check the integrity of the data and then its deposited in their vaults as part of a disaster recovery policy i.e. should servers be destroyed then there is a 'backup' copy held with NCC.