ITOMS Service Definition

1. Service Description

International Transcription Operating Management System (ITOMS) is Epiq's proprietary online transcription management tool. This highly secure tool helps automate the transcription process and acts as an effective communication channel between clients, Epiq's operations team, Epiq's resourcing team and Epiq's resources. At its core, ITOMS acts as a robust operations management system that automatically tracks activities. ITOMS enables you to perform and automate many common tasks, including:

- Upload audio files and download completed transcripts;
- Easily access information about job records from one place;
- Schedule work and organise activities;
- Manages each of the tasks performed by clients, Epiq's operations team, Epiq's resourcing team and Epiq's resources, enabling efficient job allocation and delivery;
- Helps monitor job progress from initial request to completion;
- Ability to track billing information for jobs.

ITOMS works with any standard web browser and does not require any software to be installed on the end-user's computer. It has an intuitive and uncluttered interface making it simple to use without any training required.

All traffic including uploading and downloading of files is encrypted using 256-byte SSL encryption over Internet port 443, which is the same technology used to access internet banking and other e-commerce sites.

2. Service Scope

ITOMS enables clients to perform and automate many tasks, including:

- Uploading transcription order details and audio/video files;
- Scheduling work and organising activities;
- Monitoring job progress from initial request to completion; Downloading completed transcripts.
- Upload transcription orders and audio/video files
- Monitor transcription order progress from initial request to completion
- Schedule and organise transcription work
- Remote access encrypted and secure file transfer system

3. Technical Specifications and Requirements

Clients would need to upload a job to the Epiq ITOMS portal:

- Submitted jobs should include detail on the type of transcript and the turnaround required.
- Epiq will assign resource(s) fully trained in the transcription of Client hearings.
- If received by 5pm, the transcription will commence the same working day; if received after 5pm, the transcription will commence the next working day.
- The completed transcripts shall be provided via ITOMS.

4. User Support

a. Onboarding

Initial client engagement is focused on a kickoff meeting, which may take place in person or by telephone call. This will determine the number of users that may be required to use the system and to discuss the overall functionality of the system. The initial meeting may include a demonstration of the system. We also provide a user guide in PDF format.

b. Offboarding

The system is set up to automatically retain the data for as long as agreed in the contract and then automatically delete it. Users can extract their data by downloading it from the system to an external source. At the end of the contract, ITOMS access is removed. No additional costs are incurred to the user.

Our ITOMS transcription management system is configured to retain data only as long as contractually required by each of our clients. The audio and transcript will be stored securely on ITOMS for the length of time required by the client and will then be automatically deleted. To protect the integrity of this data, Epiq utilises the principle of least privilege to restrict access only to our administrative team.

5. Service Constraints

Service is deployed via the internet and is compatible with Google Chrome, Firefox and Microsoft Edge browsers, as well as Apple devices running Safari. Service cannot be accessed via mobile or tablet devices running Android.

6. Service Levels

a. What are the SLAs

The service level and availability criteria required for this Call-Off Contract are:

- 24-hour turnaround
- 3 working days turnaround
- 10 working days turnaround
- 15 working days turnaround

b. How buyers are compensated if SLAs not met

Each client is supported by an account manager and project management team. The project management team will be able to troubleshoot and resolve most day-to-day issues. The project support team is also assisted by a technical support desk, who are able to address more complex functionality questions. If necessary, the project management team and project support team will engage additional technical support to answer client queries. Technical support is included as standard and is not separately charged.

7. Outage and maintenance management

We maintain an Incident Response Plan, which sets out our approach to reporting and responding to security incidents. Employees report incidents to the information security team using a standard format document and the team is responsible for investigating the reported activity in a timely manner and reporting findings to the client, management and any appropriate external authorities as necessary. Incident reports are usually provided by secure email. Our information security team subscribes to various industry alert services to keep abreast of relevant threats, vulnerabilities or alerts from actual incidents.

8. Security details

All traffic including uploading and downloading of files is encrypted using 256-byte SSL encryption over Internet port 443, which is the same technology used to access Internet banking and other e-commerce sites. ITOMS is hosted in a Tier 3, ISO 27001 accredited data centre with very high levels of security. ITOMS is penetration tested on an annual basis by a CESG approved third party penetration testing company and by Epiq's own internal security team. This penetration test includes both an unauthenticated test of the application and an authenticated test to ensure that an authorised user cannot access data outside of their assigned privileges.

Information security is managed through a dedicated information security team who are responsible for designing and updating polices relating to user access, physical controls, network storage, appropriate use of systems and compliance with existing legislation. Policies are reviewed and updated on a quarterly basis. Mandatory training on security issues is provided to all employees when they join the company and at least annually during their tenure. Our data centre and operations centre have been accredited to ISO 27001 standard and as part of this certification we are regularly interviewed and audited by an external auditor - a robust process that evaluates our policies and practices to identify and resolve potential vulnerabilities.

9. Business continuity/disaster recovery

Email alerts are sent directly to the IT support team who will then investigate and report back to clients confirming the start and end times for any outage, our analysis of the

cause of the outage and how the issue was resolved. Reports will also include recommendations for any future changes or upgrades if these are required.

10. Statement that detailed implementation plan can be provided to buyer upon request

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We provide all onboarding and offboarding documentation to our clients in PDF format via email or via our secure file transfer system. Our onboarding and offboarding documentation:

- uses simple colours;
- is written in plain English;
- uses simple sentences and bullet points;
- uses good contrasts and a readable font size;
- uses a combination of colour, shapes and text;
- follows a linear, logical layout;
- contains lots of explanatory screen shots and examples.

11. Associated services included/not included, e.g. API's, bolt on services, maintenance, professional services, storage

Service is deployed via the internet and is compatible with Google Chrome, Firefox and Internet Explorer browsers, as well as Apple devices running Safari. Service cannot be accessed via mobile or tablet devices running Android.

Supported browsers include Microsoft Edge, Firefox and Chrome (API's not available)

We train staff to answer phones within three rings, acknowledge emails within one hour and escalate all unusual queries to their manager. We maintain a formal policy for handling queries and all personnel are trained in our escalation process. Specific service level agreements for availability are agreed with clients on a case-by-case basis.

The physical protection of all data centres encompasses multiple layers including 24x7 onsite staff, strict personnel access controls utilising badge and/or biometric access and mantraps, and 24x7x365 video surveillance both inside and outside the facility. Hardware, servers, and network devices are maintained on raised flooring and are secured in locked cabinets. Visitors must be escorted at all times, sign in, and be assigned an electronic photo ID badge that does not grant access to any raised floor areas. Further information is available on request.

12. Development lifecycle of the solution

The ITOMS software is managed using an agile development model with monthly sprint releases. The product roadmap is generated in line with client feedback and operational requirements for improvements.

13. After sales account management

Each client is supported by an account manager and project management team. The project management team will be able to troubleshoot and resolve most day-to-day issues. The project support team is also assisted by a technical support desk, who are able to address more complex functionality questions. If necessary, the project management team and project support team will engage additional technical support to answer client queries. Technical support is included as standard and is not separately charged.

Task lists and Gantt charts will be used to itemise and schedule tasks. These will be monitored by the Contract Manager who will assign tasks to the most suitable member of the implementation team. Bi-weekly meetings will be held during the implementation period to review progress and ensure that objectives are met in a timely fashion.
Epiq will meet with the client at the outset of the contract to establish a Contract Management Plan to be implemented and reviewed periodically. The plan will address any obstacles to success and provide a description of how we will manage the contract. The team will also review any processes that require updating and propose any improvements that can be made for the future.
The system is set up to automatically retain the data for as long as agreed in the contract and then automatically delete it. Users can extract their data by downloading it from the system to an external source.

At the end of the contract, ITOMS access is removed. No additional costs are incurred to the user.