

FCS Software

Service Level Agreement

Version 5.0.1

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1. Introduction

1.1. Overview

The objectives of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities
- Present a clear, concise, and measurable description of service provision to the customer
- Match perceptions of expected service provision with actual service support and delivery

1.2. Purpose

The purpose of this Agreement is to ensure that the appropriate commitments are in place to enable the Provider to provide the consistent delivery and support service to the Customer.

The goal of this Agreement is to obtain mutual agreement for the service provision between the Provider and the Customer.

1.3. Periodic Review

This Agreement is valid from the Effective Date of this Agreement and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The Business Relationship Manager for the Agreement is responsible for regularly reviewing the Agreement. Contents of this document may be amended as required, provided that mutual agreement is obtained from the Customer and communicated to all affected parties. The Business Relationship Manager will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

- Business Relationship Manager: Jamie Doig
- Review Period: Annually (12 months)
- Previous Review Date: 01/04/2025
- Next Review Date: 01/04/2026

2. Onboarding and Offboarding

2.1. Onboarding Support (including the implementation plan)

Prior to the delivery of the LIVE system, a TEST instance of the system will be provided as standard.

At the point of awarding the contract, FCS will appoint a dedicated Project Delivery Manager (PDM) to oversee the migration to FCS Software. The PDM will do the following,

- Liaise directly with all stakeholders
- Compile both the draft and agreed Project Delivery Plans
- Participate in daily catchups
- Hold weekly progress report
- Assist the customer with the user acceptance testing process
- Oversee the customer from a TEST environment to a LIVE environment
- Complete the handover process to the FCS Software support team and service

Training is delivered through a series of online training sessions and covers Registration, Canvass, and Election Management. To support the training received, a full and comprehensive user document that covers all aspects of the application and its use is provided at the point of delivery of the LIVE system.

2.2. Offboarding Support

An end of contract scenario (termination or otherwise) will trigger our Data Extraction Plan. This plan assumes a 'big bang' approach, meaning that everything happens in a one-time boxed event. This approach acknowledges the restricted timescales that the user is typically bound by and so allows them to migrate their data to another supplier in the most practical, timely and efficient manner possible. An overview of the process is as follows,

- FCS will assign a Contract Transition Manager (CTM)
- The CTM will liaise with the user and agree the data extraction plan
- The CTM will communicate this to all stakeholders involved in the data extraction process
- THE CTM will ensure that detailed supporting documentation is provided to assist the user's incumbent supplier in auditing the data, in readiness for the migration, by identifying the following,
 - What the data fields are
 - What does and doesn't need to be mapped
 - Any missing data
 - Any inaccuracies
- FCS Software will extract the data and deposit it in a secure location (as agreed and provided by the user i.e., a secure FTP)
- FCS Software will provide a consultative service to assist the user during their migration process

In conjunction with the data extraction service, the following process will be implemented, all of which is included in the price of the contract.

At the point of successfully extracting the data, securely delivering it to the user and receiving confirmation from the user that the data has been successfully extracted and delivered, FCS

Software will commence a 'fold up' service, which will include the following,

- The removal of any and all user data backups
- Redaction and service archiving of any related information or documentation that we are legally bound to retain (for any set period of time)
- Revoking of any and all user access to the FCS Software, software, and services

3. Service Agreement

3.1. Service Scope

The following Services are covered by this Agreement:

- Staffed telephone support
- Monitored email support
- Remote assistance

3.2. Customer Requirements

Customer responsibilities and/or requirements in support of this Agreement include:

- Reasonable availability of a customer representative when resolving a service-related incident or request.

3.3. Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service-related incidents

4. Service Management

4.1. Service Availability

The Service Availability covered in this Agreement is as follows:

- Telephone support:
 - 09:00 to 17:00
 - Monday – Friday
- Email support
 - Monitored
 - 09:00 to 17:00
 - Monday – Friday
- Emergency support:
 - Monitored outside of the Business Hours
 - An emergency email support service for accessibility issues
 - 17:00 – 20:00
 - Monday-Friday
- Election Support (scheduled elections)
 - 08:00-20:00 (Monday-Friday)
 - 09:00-15:00 (Saturday and Sunday)
- Emergency Election Support (scheduled elections)
 - Monitored outside of the Election Support Hours
 - An emergency email support service for accessibility issues
 - 20:00-22:00 (Monday-Friday)
 - 15:00-17:00 (Saturday and Sunday)
- Election Day Support (scheduled elections)
 - 06:00-17:00 (the following day)

4.2. Scheduled Elections

Scheduled elections are those elections scheduled to take place nationally i.e., UK Parliamentary General Elections, Local Elections, Parish Elections, Police and Crime Commissioner Elections, Combined Mayoral Elections etc.

The Election Support Period for a scheduled election commences on the latest date for the Publication of Notice of Election (no later than 25 working days before poll).

Standard support hours are provided for all unscheduled elections i.e., by-elections.

4.3. Service Requests

In support of the services outlined, FCS Software respond to service-related incidents and/or requests submitted by the Customer within the following time frames:

- 0-4 hours (during business hours) for issues classified as **High** priority
- Within 1 working day for issues classified as **Medium** priority
- Within 2 working days for issues classified as **Low** priority

5. Business Continuity (BCP)

5.1. Business Continuity Overview

As part of our ISO 27001 certification, FCS Software have a detailed and comprehensive BCP in place that creates a system of prevention and recovery and enables us to deal with any potential threats to the company. The objective of the BCP is to enable us to carry out the successful day to day business operations both before and during the execution of our disaster recovery plan.

The Business Continuity Plan (BCP) is an internal operational document that is constantly monitored and updated to reflect our on-going business needs. To protect the security of the plan, while enabling customers and potential clients to review and assess the adequacy of our BCP, we have created this BCP overview for external use.

Anyone wishing to inspect the full BCP can do so by contacting us directly where we will arrange for them to inspect it under controlled conditions at our offices. Please note that it will not be possible to request or make copies of the BCP during this time.

5.2. The Business Continuity Plan Overview

- Information contained within the BCP
 - Person with overall responsibility for the BCP
 - Date the BCP was last tested
 - Internal distribution list
 - The locations where copies of the full BCP are held
 - Off-site recovery locations (where the business can move/operate if needed)
 - Date the last fire safety tests were conducted at the business premises
 - Date the last security tests were conducted at the business premises
- Potential Incidents
 - Identification of the potential risks to the business
 - Identification of the level of risk for each potential incident
- Business Impact Analysis (BIA)
 - The BIA sets out the businesses key products and services and identifies how each would be impacted in the event of an incident within a particular time frame i.e., first hour, first 24 hours, 24-48 hours, up to 1 week, up to 2 weeks, beyond 2 weeks
- Resource required for recovery
 - Sets out the time frame, resource required and identifies if any relocation is required
- Recovery Action Plan (RAP)
 - Based on the BIA, the RAP lists the tasks the business will need to do to recover and specifies the timeframe within which this must be done i.e., first hour, first 24 hours

- Staff Contact Details
 - A full list of staff contacts for use in the event of an incident
 - Name, homes address, email, mobile telephone, and home telephone
- Key Staff
 - A record of all the key staff and their roles and responsibilities
 - Name, role, responsibility, date of any relevant training last received
- Business Contact Details
 - A definitive list of both customers and suppliers contacts
 - Customer/supplier name, company, contact details
- Alternative Supplier Details
 - If the supply chain to critical goods is interrupted, the business holds a record of alternative supplier records to enable us to quickly identify alternative supply sources
- Other Useful Contacts
 - A list of contacts that will enable the business to get up and running as soon as possible i.e., utility companies
- Insurance Details
 - To routinely assess and monitor that the business holds sufficient insurances in place to meet the potential incidents identified, a list of existing insurances is held within the BCP
 - Company, contact, telephone numbers, policy details
- Backup Information and Equipment Register
 - Sets out what information and equipment is critical to the functioning of the business and specifies how that information is stored and backed up
 - The register contains the following:
 - IT records / backup details and data location(s)
 - Critical document records and information location(s)
 - Asset register / inventories / key equipment records
 - Emergency pack / content and location
- Additional Notes
 - The business records and reviews and any information
 - Specifies the timeframe for when the business will next review and update the BCP

6. Escalation

6.1. Escalation Process

As an SME there are number of staff that undertake multiple roles within the business. As a result, this can create paradoxical reporting channels and so the escalation process has been simplified to bypass any conflicts and provide the customer with clear escalation channels.

The FCS Software team currently comprise of the following.

- Managing Director (role includes secondary support services)
- Technical Director (role includes secondary technical support services)
- Operations Director (role includes secondary support services)
- Head of Service (Elections) (role includes Training and Support services)
- Head of Service (Appeals) (role includes Training and Support services)
- Head of Sales and Business Development
- Technical Author
- Quality Assurance Tester
- Front End Developer (UI/UX)
- Development Manager (role includes secondary technical support services)
- Lead Developer (role includes secondary technical support services)
- Full Stack Developer x 4 (role includes secondary technical support services)

6.2. Support Service Escalation

All training and end user support services are currently delivered through the Head of Service for each product. Initial complaints should be made to the Head of Service. If a satisfactory resolution has not been provided, the customer should then escalate (request escalation) to the Operations Director. If a satisfactory resolution has not been provided, the customer should then escalate (request escalation) to the Managing Director for final resolution.

All technical support issues should be escalated to the Head of Service for the specific product. The Head of Service will escalate the issue internally, via the Development Manager and then the Technical Director. If a satisfactory resolution has not been provided, the customer should then escalate (request escalation) to the Operations Director. If a satisfactory resolution has not been provided, the customer should then escalate (request escalation) to the Managing Director for final resolution.

End of policy