

Software Application

Standard Support Hours

Service Level Agreement

Last Review Date: 24/05/2021
Version: 8.02 (UK)

Contents

1. Introduction
2. Documation Support Services
3. Support Ticket Process and Service Levels
4. Support Ticket Escalation Procedure
5. Customer Responsibilities

1. Introduction

The Documation Service Level Agreement (SLA) describes the software and hardware support services provided to UK customers (the 'Customer') by Documation under the Documation Licence and Maintenance Agreement or Documation Managed Service Agreement whichever is applicable (referred to as the 'Software Maintenance Agreement' in this document).

The SLA outlines roles, responsibilities and expectations for both Documation and the Customer, and provides standard mechanisms for resolving issues or queries encountered during the use of Documation's software, 3rd party software and/or hardware supplied by Documation.

1.1 Supported System Components

Please find below a full list of all software components which might be supplied by Documation as part of your solution. A list of the *exact* components from this list which are utilised by the Customer in their particular environment is provided and maintained by Documation in a document entitled 'Customer Environment Specification'. A copy of this can be provided on request to the Support Manager.

- **Documation components and solutions which may be supported by Documation**
 - Documation Enable
 - Documation Operations Centre
 - Documation Webflow
 - Documation Business Intelligence
 - Documation Manual Matching
 - Documation Analysis and Debugging tools
 - Configuration and Code produced by Documation which is required to support the above components
- **Documation databases objects contained within: (Microsoft SQL) / schemas (Oracle)**
 - DocumationHSM / DLM
 - DocumationNotifications / NOTIFICATIONS
 - DocumationOperations / OPS_CENTRE
 - DocumationWorkflow / WORKFLOW
 - DocumationDW (SQL Only)
- **3rd party software which may be supplied by and covered by maintenance with Documation**
 - Dispatcher / Input Accel / Captiva Capture
 - Kofax VRS Pro and Elite
 - Kofax Image Controls display components utilised by Documation Enable
 - Conversion toolkits utilised by Documation Enable
 - Additional 3rd party tools utilised by Documation Enable as part of the Customer solution
- **3rd party application databases (Microsoft SQL)**
 - IADB (Captiva Capture)
- **Hardware under warranty / maintenance with Documation**

1.2 Unsupported System Components

Any components which are not listed in Section 1.1 above and which form part of any IT infrastructure provided by the Customer (either on-premise or via a hosting provider) are defined as 'Unsupported System Components', these elements are not supported by Documation, and are the responsibility of the Customer. For the avoidance of doubt, any such elements which form part of a hosted environment provided by Documation will be supported by Documation to the extent defined in the Documation Generic Hosted Infrastructure SLA.

Typical examples include:

Client / Server Environment

- Operating system, service packs and general Operating system maintenance
- External storage media (for example SAN or NAS devices)
- Operating system services utilised by the Documation application (for example, Internet Information Service (IIS) / Component Services (COM+) / Microsoft Message Queuing)
- 3rd party applications which are integrated with the Documation components but not supplied by Documation (for example, financial systems, Microsoft applications)
- Physical or Virtual server hardware and performance
- Network infrastructure / performance
- 3rd party software installed in client / server environments
- 3rd party scanner drivers
- Anti Virus Software
- Server and Network Data access permissions
- Any other environmental components

Database Environment

- Database Server Installation, Components and Licensing (SQL or Oracle)
- Database updates, service packs and general database maintenance / integrity checks
- General database faults
- Database integrity issues caused by the Environment / Hardware
- Database server outages
- Installation and configuration of database client software / drivers
- Database backups, maintenance jobs and other database housekeeping activities
- Any other database components

2. Documation Support Services

2.1 Documation Helpdesk

The Documation Helpdesk will be the primary interface for all service related activity and queries regarding supported system components. The Documation Helpdesk will also provide an interface for SLA reporting and general enquiries.

On-site support at Customer premises may take place at the sole discretion of Documation. See section 2.7 for further details.

2.2 Documation Helpdesk contact information

The Documation Helpdesk can be contacted as shown below:

HelpDesk System (Required for all support tickets)	http://support.documation.co.uk
Helpdesk Email (for updating existing HelpDesk tickets)	helpdesk@documation.co.uk
Support Email (for general queries)	support@documation.co.uk
Phone	+44 (0)2380 687687

2.3 Documation Helpdesk availability

The Documation Helpdesk opening times are as follows:

Standard Documation Support Hours

Standard Support hours are Monday to Friday between the hours of 9am – 5pm GMT/BST excluding English public holidays

Supported days are all calendar days excluding English public holidays.

Working hours means the Standard Support hours

A Working day is defined as a 24 hour period on any supported day.

Note that:

- All support services are subject to daylight saving time adjustments e.g. in the UK are in line with GMT & BST.

2.4 Documation Helpdesk Team Roles

Documation employ suitably qualified personnel who are responsible for providing an efficient and effective Helpdesk.

Responsibilities of the core Documation Helpdesk team are detailed below and provide a guide to the internal structure of the Documation Helpdesk. In addition to the Helpdesk team, Documation provide a holistic support service, encompassing members of the extended Documation team (for example, Developers, System Designers, Project Leads or Software Testers). The extended Documation team will be utilised by Documation on support queries if a requirement is identified by the Documation Helpdesk.

Documation Software Helpdesk
<p>Support Analysts (SA)</p> <p>Responsible for the diagnosis, investigation and resolution of individual support tickets and ongoing communication with the Customer.</p> <p>Support Analysts should be contacted with any queries in relation to tickets logged in the Documation Helpdesk System (for example, requests for status updates / resolution plans). The assigned Support Analyst for a ticket can be confirmed in the Documation Helpdesk System.</p>
<p>Support Manager (SM)</p>

Responsible for the day-to-day operation of the Documation Helpdesk, the adherence to the SLA agreement and for assisting SA's with the investigation and resolution of individual support tickets and ongoing communication with the Customer.

Additionally, the SM should be contacted regarding any queries as follows:

- Queries relating to the quality and delivery of support provided by the Documation Helpdesk
- Initial enquiries relating to quotes for support and ad-hoc charges relating to work which is considered outside the Software Maintenance Agreement
- Concerns relating to the support schedule and SLA or contractual issues which require escalation
- Any other queries regarding the Documation Helpdesk and associated systems

2.5 Documation Account Manager

Each customer is allocated an account manager by Documation. The account manager plays an important part in the service delivered to the Customer, and is the primary Customer interface in respect of the following areas:

- Queries regarding Software enhancements and new functionality requests
- Software service life and upgrade paths
- Software change requests
- New hardware enquiries (for example, requests for quotations for scanners)
- Licensing enquiries
- Requests for Ad-hoc out of hours support (See section 2.8)

If the Customer is uncertain as to who their account manager is, they should contact the Support Manager who will provide contact details.

2.6 Language

All services are provided by Documation in the English Language.

2.7 On-site Support

On-site support may be provided at the sole discretion of Documation, for example if no other option exists for resolution of a support ticket via remote support.

On-site support visits may take place on Monday to Friday only between the hours of 9am – 5pm GMT/BST (excluding English public holidays), unless a prior out of hours support arrangement has been agreed. See Section 2.8 for further details.

Subject to circumstances, costs associated with such visits may be chargeable, either in full or in part, to the Customer.

2.8 Ad-hoc Out of Hours Support

Ad-hoc out of hours support (either remote or on-site) is not provided by Documation as part of the standard Helpdesk service. Any queries regarding the availability of temporary ad-hoc support should be raised with the Customer account manager.

2.9 Out of Scope Support Management

There are a number of areas which are considered outside the scope of this SLA agreement and therefore do not fall under the remit of the Documation Helpdesk team. These include, but are not limited to, support relating to the following areas and situations:

- Components listed in section 1.2 of this document
- Any investigation of a system fault which is identified by Documation to be caused by the Customer's environment, or by a system component not listed in section 1.1
- Investigation or resolution of a system fault caused by incorrect configuration, action / operation of the Documation applications by the Customer (for example, deletion of components, application configuration changes or changes to an operating environment without prior agreement with Documation)
- Use of the Documation applications on an unsupported environment or operating system
- Investigation or resolution of a fault with the Documation applications caused by mismanagement of the Customer's IT environment (for example, untested patch rollouts)
- Amendment or removal of data which has been entered into the Documation applications by the Customer, which whilst considered functionally valid by the application configuration and specification, is deemed incorrect by the Customer and is resulting in the system operating incorrectly (for example, incorrect vendor data content uploaded)
- Investigation of custom components created by Documation, but maintained and edited by the Customer. *NB: As soon as the Customer amends any custom components created by Documation, then Documation will deem ownership of the components to have transferred to the Customer.* A typical list of custom components may include but is not limited to:
 - Database schemas including scripts, views, stored procedures and triggers
 - 3rd party Integration configuration
 - Style sheets
 - Dispatcher / Input Accel / Captiva Capture configuration files and templates
- Performance issues (database or otherwise), caused by components listed in section 1.2
- Performance issues where the Customer's server / client environment does not meet Documation's minimum specification requirements (detailed in the Documation Solution System Requirements –a copy can be provided on request from the Documation Helpdesk team) other than any components provided by Documation as part of a Hosted Infrastructure

In the event that Documation undertake investigation and / or resolution of a support ticket which is outside the scope of this service agreement, then Documation may choose to pass on some or all of the associated costs to the Customer.

Documation is unable to guarantee, and does not warrant that every query logged as a support ticket will be resolved.

2.10 Customer Contacts

The Customer must provide a nominated contact(s) and / or Helpdesk team responsible for reporting queries to Documation.

Documation will allocate accounts in the Documation Helpdesk System to each Customer contact.

On identification of any queries in relation to the supported system components, the Customer's nominated contact point(s) should immediately report suspected faults to Documation using the interface detailed in section 3.1.

Additionally, the Customer must also provide a nominated contact as an 'escalation resource'. The escalation resource will act as a contact point for Documation in the case of an issue requiring escalation within the Customer organisation, in order to aid progression of queries towards resolution in a timely manner.

Documation will allocate an account in the Documation Helpdesk System to the escalation contact.

Documation will maintain a record of customer contacts and escalation contacts within internal systems. These can be provided to the Customer on request.

The Customer can amend / update customer contacts and escalation contacts by contacting the Documation Helpdesk team.

2.11 Provision of support to trained staff

Documation will only offer and provide software support services to the Client's employees who have been trained on the Software. Documation will have no responsibility to offer and provide software support services to other employees of the Client.

3. Support Ticket Process and Service Levels

The following section describes the process by which support tickets are raised and resolved, and the specific service level targets which apply to process milestones.

3.1 Logging a Support Ticket - Customer

Accurate problem reporting by the Customer can help ensure that all software and hardware support tickets can be quickly progressed and resolved by Documation.

All support tickets must be logged by the Customer using the Documation HelpDesk System interface: <http://support.documation.co.uk>. If the customer is unable to access the Documation Helpdesk System, the Documation Support desk can be contacted to provide access (see section 2.2).

- The Customer's nominated contact(s) (see section 2.10) should gather the following information as appropriate before logging the ticket with Documation Helpdesk, and provide this information to Documation during the logging process:
 - Description of the issue*
 - Steps to recreate the issue *
 - Number of users / PCs affected *
 - Impact on users *
 - The environment affected *
 - Details of any changes which have taken place in the environment *
 - Details of any actions taken to attempt to rectify the problem *
 - Frequency of problem *
 - Example document details (for example, Invoice number or similar)*
 - Screen dump of error message(s) / details of exact issue*
 - Details of the Customer's unique ticket reference if logging the issue into the Customer's internal Helpdesk System
 - Details of previous DSL ticket reference(s) if a recurrence of previously reported issue
 - Make, model number and serial number of affected equipment (hardware only)

* *Mandatory*

NB: In the event that some or all of the above mandatory information is not provided by the Customer, then Documation may choose to pass the query back to the Customer, and in some cases may cease investigation until the requested information is provided. In this scenario the support ticket will have its SLA timescales placed on hold and Documation work will resume once sufficient information is provided.

3.2 Support Ticket Prioritisation - Documation

When a ticket is logged within the Documation Helpdesk System the Customer will assign an initial severity category.

A unique reference will be automatically allocated to the ticket by the Documation Helpdesk System, and an email acknowledging receipt of the ticket is sent to the Customer.

Once the ticket has been reviewed by the Documation Support team a Documation support resource will be assigned to progress the investigation. Responsibilities for progressing and resolving tickets raised by the Customer are shared across the Documation Helpdesk team, dependent on the nature and severity of the query, and resource availability at the time the support ticket is raised.

A ticket may change severity during resolution dependent on changes in frequency of the issue, symptoms or due to provision of a valid workaround which reduces the impact of the issue to the Customer. Where necessary, the Customer and Documation shall agree to increase or decrease the severity of a support ticket. In the case of a severity increase this may invoke escalation if required (see Section 4). The severity change will be recorded in the Documation Support Helpdesk System.

There are four primary support severities utilised by Documation to categorise support tickets:

Severity 1 - Critical	All users affected and / or a loss of major functionality with <i>no workaround available</i> to the Customer.
Severity 2 - High	Many, but not all users affected and / or a loss of functionality with <i>no workaround available</i> to the Customer.
Severity 3 - Normal	Little or no impact on the system or the Customer's business operation and / or a loss of functionality with a <i>reasonable workaround available</i> to the Customer.
Severity 4 - Low	<p>Ticket Categories:</p> <p>Low Severity Issue - Does not impact Customer's business operation. Additionally any requests / advice required <i>or a support ticket relating to non-production environment (for example, Test / Development) *</i>.</p> <p>Information Request - A support ticket which Documation consider a request for information. A ticket of this nature will be assigned a Low severity and assigned a ticket category of Information Request.</p> <p>Change Request - A support ticket which Documation consider will require a formally documented change to the specified Customer solution, and will therefore be managed as a change request. A ticket of this nature will be assigned a Low severity and assigned a ticket category of Change Request for review with the Customer's Account Manager.</p> <p>Upgrade - A support ticket which Documation may consider resolving as part of future release or component upgrade. A ticket of this nature will be assigned a Low severity and assigned a ticket category of Upgrade for review with the Customer's Account Manager.</p>

**NB: For non-production environment issues identified during an active project User Acceptance Testing (UAT) phase, the Customer should report to the Documation project team via the DoneDone interface (<https://documation.mydonedone.com>).*

3.3.1 Support Ticket Response Times

The response and resolution times for support tickets are defined below:

Process Milestone	Service Level Target	Severity 1	2	3	4	Measured Against
		Timescale (hours)				
Support ticket logged						
Standard Support Hours	Target Response Time <i>(Working Hours from start of response time measurement*)</i>	1	1	4	4	Actual Response Time
Support ticket allocated						
Standard Support Hours	Target Resolution Time <i>Software (Working Days)</i>	1	3	8	12	Resolution Elapsed Time
Standard Support Hours	Target Resolution Time Hardware & 3 rd Party Software **	-	-	-	-	Resolution Elapsed Time
Resolution or workaround provided						Actual Resolution Time
Support ticket closure						

See Section 3.3.2 for descriptions of the terminology used in the table above.

**** For any Customer hardware or 3rd party software which is under warranty / maintenance with Documation, the Documation Helpdesk will aim to log a support ticket with the 3rd party vendor as soon as Documation are made aware of the fault. Resolution times are dependent on the nature of the issue and 3rd party vendor response times. In the case of hardware issues these may additionally be dependent on order lead times and / or availability of replacement components at the time of identification of the issue.**

***Upgrade Requests and Change Requests are excluded from this target resolution time.**

3.3.2 Support Ticket Response Times Terminology

Start of Response Time Measurement: The Response Time is measured from receipt of a correctly completed ticket registration in the Documation Helpdesk System.

If the ticket is logged in the Documation Helpdesk System outside of working hours, the Actual Response Time is measured from the start of the next 'working hour' in relation to the support contacted hours to which the Customer subscribes.

Actual Response Time: The actual response time for the support ticket is measured as the 'Working hours' between the Start of Response Time Measurement and the point when the support ticket is opened in the Documation Helpdesk System.

Resolution Elapsed Time: The Resolution Elapsed Time is the number of 'Working Days' (see section 2.3) which have passed to the point where a resolution has been provided.

Target Resolution Time: The target resolution time is defined as the elapsed time that Documation will aim to meet to provide a workaround or resolution to the immediate problem.

The target resolution time is measured from the point the support ticket is raised to the point in time where a solution or workaround has been provided, excluding any deviation caused to the elapsed time.

Actual Resolution Time: The actual resolution time is the time in which the Documation Helpdesk and / or Customer have provided a workaround or solution to a support ticket.

If the Customer confirms that the solution or workaround is not working as expected, the actual resolution time will be removed from the support ticket.

If the elapsed time between the ticket being logged and the actual resolution time is less than or equal to the target resolution time, then the support ticket is deemed to be within SLA.

If it is necessary for a member of the Documation staff to attend the Customer site, the actual resolution time shall not include time taken by that staff member to travel and gain access to the site. The elapsed time will start again once the investigation has resumed on site.

In the event that the Documation support team encounter any ancillary event or problem with the Customer's environment, which is not the result of a Documation support action, and which prevents Documation support from progressing the support ticket, then the Customer will be requested to resolve the issue before investigations resume. Any time taken by the Customer to resolve issues will not be included in calculating the actual resolution time.

In the event that the Documation Helpdesk is waiting for the Customer to provide additional information, then the time it takes the Customer to provide the information is not included in the resolution time count.

3.4 Support Ticket Progression

Documation will provide updates on open tickets on a per ticket basis, as they are progressed by the Helpdesk team, via the Documation Helpdesk System. Additional updates by email or phone may be provided at the discretion of the Documation Support Team.

In the event that further information comes to light regarding an existing support ticket, the Customer's nominated contact(s) or Helpdesk team should immediately report this to Documation using the Documation Helpdesk System by logging the information against the existing support ticket reference. The Documation Support team will be notified of the update in real-time. If the information provided is particularly time critical, then additionally the Customer may wish to phone Documation in order to alert the team of the urgency.

In some instances, prior to implementation of a resolution for a ticket, a temporary workaround may be identified by Documation. If a workaround is to be provided, Documation will aim to ensure that this takes into account steps to minimise impact on the Customer if the problem recurs. Where possible, Documation will also endeavour to provide an action plan and timeline for permanent resolution based on circumstances, business impact and nature of the reported problem.

During the progression of a support ticket, the Customer may be requested by Documation to perform problem diagnostic activities. These activities may include capturing error messages, providing steps to

recreate issues, and collecting configuration information. The Customer may also be requested to perform problem resolution activities, including changing product configurations, installing new versions of software or new components, or modifying processes.

Additionally the Customer may be requested to run network traces, performance traces, or any other form of environmental monitoring in order to aid investigation and resolution of a support ticket.

3.5 Support Ticket Status

The Customer may review the current status of all tickets in real-time using the Documation Helpdesk System. Information requests or updates can be made via the interface as required.

3.6 Support Ticket Closures

The Documation Helpdesk will send the Customer a ticket closure confirmation email upon implementation of a resolution and / or provision of a response to the query, and on receipt of confirmation from the Customer that the ticket can be closed. Where applicable, this will include written confirmation of the resolution steps and / or any steps the Customer should undertake in order to prevent any future recurrence of the issue.

Documation recognise, however, that the Customer may have other business priorities which may on occasion prevent them from confirming to Documation that an issue is resolved.

In the event that the Documation Helpdesk has been unable to obtain confirmation that a support ticket has been resolved, then a 'chase process' is initiated to obtain closure confirmation on a ticket. This 'chase process' ensures that the ticket is closed within 15 working days of resolution (the 'chase period'). If no Customer response to communication from Documation is received during the chase period, this process will be finalised and the support ticket closed without the Customer's confirmation.

Documation will send a closure confirmation email when the chase period has expired, and the ticket will be closed at this point. In the unlikely event that the closure is considered premature by the Customer, the ticket can be re-activated (see section 3.7).

3.7 Support Ticket Reactivation

The Customer may reopen support tickets using the Documation Helpdesk System. If they feel that the support ticket has not been fully resolved, or a recurrence is reported.

3.8 Functional Change Requests

If a ticket raised by the Customer is deemed to require a functional change to a supported system component and this change is outside the original specified scope of the Customer system, the ticket will be assigned a Low severity and a ticket category of 'Change Request'.

The support ticket will then be referred to the Documation Account Manager for review. On confirmation from the Customer that they wish to proceed, pre-sales activities (for example, a scoping study, proposal and provision of an estimate of costs) will be undertaken by Documation.

Once the Account Manager has confirmed the requested changes are being managed as a Change Request, then the support ticket will be closed from the Documation Helpdesk System.

3.9 Support Tickets Excluded from SLA

Documation may look to exclude a support ticket from SLA if one or more of the following conditions are met:

- The Customer fails to fulfil responsibilities defined in section 5
- The support ticket has not been logged by the Customer's nominated support interface(s). (See Section 2.10)
- The support ticket relates to Documation application configuration or custom code not maintained by Documation

- The support ticket issue is identified to have arisen as a result of changes made by the Customer to unsupported system components
- There is a delay in requested information being provided by the Customer to Documation which has prevented Documation from being able to progress the investigation of the support ticket

3.10 Change control procedures

Documation follow strict change control procedures and these may by mutual agreement be adapted to suit the needs of each customer. Details of Change Control procedures agreed between the Customer and Documation can be provided by the Documation Support Manager on request.

3.11 Documation Maintenance of Supported and Unsupported System Components

No changes or updates to supported system components will be made by Documation without conformance to the change control procedures agreed between Documation and the Customer.

No changes or updates to unsupported system components will be made by Documation, although Documation may advise the Customer on any recommended changes to potentially aid resolution of a support ticket.

3.12 Maintenance Releases

Documation will from time to time make maintenance releases (but not new modules or new versions) available to the Client without any charge. Documation will test each maintenance release in order to ensure that it performs fully in accordance with the relevant specification. Maintenance releases will require installation by Documation and the additional Services required for the installation of the maintenance release will be provided at no additional cost.

If the Client installs any such maintenance release (or arranges the installation of the same by Documation), the supported Software and Specification will then include the Software as amended, supplemented or replaced by the Maintenance Release.

If the maintenance release fails to achieve acceptance by the Client, Documation shall co-operate with the Client in decommissioning the maintenance release and returning the software to its prior state so that the Client can continue to operate the Software until a time for repeat installation, integration and testing is agreed.

If the Client fails to install/make arrangements for the installation of a Maintenance Release within six (6) months of Documation's notifying the Client that such Maintenance Release is available for installation (and such failure is not attributable to a failure of the Maintenance Release to achieve acceptance then Documation will notify the Client in writing of the requirement to install/make arrangements for the installation of such Maintenance Release within one (1) month or risk the Standard Support Service being suspended after which Standard Support Services may be suspended by Documation until the Client remedies the situation.

4. Support Ticket Escalation Procedure

In the event that a support ticket is not resolved, the Documation Helpdesk may escalate the ticket either internally (within Documation) or externally (to senior Customer contacts) with the aim to ensure that the issue is resolved within SLA. The escalation points are explained below.

Documation use a four-tier escalation system as detailed below:

Escalation Tier	Title		Escalation to this level occurs after:				Documation Escalation	Customer Escalation
			Severity 1	Severity 2	Severity 3	Severity 4		
T0	Issue Raised						Support ticket is raised by Customer	The Customer raises support ticket to ensure both parties recognise the problem exists.
T1	Documation – SM	Standard	1 hour	4 Hours	4 days	As Required	Documation to escalate internally. SM informed by SA responsible for the support ticket.	Documation or Customer to escalate to Customer escalation resource.
T2	Internal – Management	Standard	3 Hours	2 Days	6 Days	As Required	Documation to escalate internally to: <ul style="list-style-type: none"> • Documation Professional Services Manager • Documation Account Manager Documation to ensure that all necessary and competent resource to resolve the problem has been made available.	Customer escalation resource to escalate internally if required.
T3	Internal – Senior Management	Standard	5 Hours	As Required	As Required	As Required	Documation may escalate internally to the Documation senior management team.	Customer escalation resource to make senior management aware of support ticket if required.

**The escalation times are specified as elapsed time from when the ticket was raised with Documation. i.e. A critical ticket will escalate to T2 after 3 hours of being raised.*

*** If severity level 3 or 4 fault is to be corrected in a forthcoming maintenance release, then for a reasonable period prior to the issue of such maintenance release Documation may decline to provide a resolution for that fault.*

Dependent on the nature and severity of the issue, support ticket escalation may or may not be required to take place. This is to be determined at the discretion of Documation as follows:

Key

	Escalation will take place
	Escalation may take place

In the event that the internal escalation cannot take place to level T1, or T2 (for example, due to annual leave / absence and no deputy available), then the support ticket is immediately escalated to the next level until the ticket has been successfully resolved by Documation.

Support ticket escalation will take place during working hours. (see section 2.3)

The timescales detailed in the above table define the maximum elapsed time permitted before escalation may be invoked. Early escalation at Documation may be invoked at the discretion of Documation, or at the request of the Customer.

Escalation within the Customer organisation may be attempted by Documation with the aim to ensure that a support ticket does not breach the agreed SLA.

This escalation will take place if:

- Remote access is hindered or impossible
- The Customer is unable to provide the information requested
- Access to a user required to progress the issue is hindered or impossible
- The Customer is causing the support ticket to breach SLA
- Any other reason that will ensure that a swift resolution is identified and applied to resolve the support ticket

5. Customer Responsibilities

Documation's SLA places a number of responsibilities on the Customer. These are detailed as follows:

5.1 Adherence to the Support Ticket Processes

The Customer is responsible for following the Support Ticket Process when logging a support query with Documation including:

- Submitting queries to Documation as soon as possible after identification, in order to allow the Documation Helpdesk team to investigate the query in a timely manner.
- Reporting all of the required details
- Providing further information in a timely fashion
- Confirming call closure in a timely fashion

5.2 Reasonable Access to Systems

It is the Customer's responsibility to ensure that the Documation Helpdesk team has access to the Customer solution in such a way that the problems can be resolved.

Documation will have access to elements of the solution which are run on a Documation Hosted Infrastructure but for any elements of the solution which run on Customer on-premise or Customer cloud hosted infrastructure it is the Customer's responsibility to ensure that remote access is available and operational for use by Documation to help quickly diagnose and resolve a ticket.

Remote access must allow Documation to directly interact with the Customer's system, and must include access to the Documation application databases / schemas listed in section 1.1, along with access to standard database tools if utilised by the Customer solution (for example, MSSQL Profiler, MSSQL SSIS / SSRS, Oracle Enterprise Manager, Oracle SQL Developer).

This Remote access should include Windows administrative account access, and should allow Documation the ability to run debugging and troubleshooting tools. Access to the system and deployment / installation of these tools will be at the discretion of the Customer but should not be unreasonably withheld as this may impair investigation and / or resolution of queries by Documation.

The Customer acknowledges that the SLA resolution time commitments will be adjusted until the appropriate system access and Customer personnel are available.

Remote access to the Customer solution can be provided in a number of ways:

- Virtual Private Network (VPN) access
- Remote Desktop (RDP)
- SSL Web Connection
- On demand shared desktop sessions (for example, GoToMeeting, Team Viewer)
- Other remote access tools

All Documation system activity may be monitored at the discretion of the Customer (for example, via shared sessions hosted by the Customer).

The Customer is responsible for all costs associated with providing remote access to Documation. This includes costs for any software licences required for remote access, and any costs associated with the provision of remote access to Documation (for example, vetting processing costs).

5.3 Availability of Customer Support Resource

If requested by Documation, the Customer is responsible for making resource available to assist Documation in resolution of a support ticket. At the time of making the request, Documation will outline the resource requirement and technical skill-set expected. The Customer may then advise Documation of timelines to provision this resource, and Documation will adjust the SLA of the support ticket as required.

5.4 Testing of changes to Unsupported System Components

N.B. Documation strongly recommends that the Customer tests all changes to unsupported system components (for example, configuration changes, patches service packs and updates) in a suitable test environment prior to implementation into the production environment.

5.5 Customer Maintenance of Supported and Unsupported System Components

Where the IT infrastructure on which the system runs is provided by the Customer (either on-premise or via a hosting provider) the Customer is responsible for:

- maintaining a healthy client / server environment, which should include regular defragmentation of the server hard drives, inspection of Windows Event Viewer, Network and Database logs, and any other activity that will help maintain the hardware platform and operating environment for the Documation application system.
- ensuring that server and database backups are monitored on a daily basis to ensure these are running successfully. Failure to do so significantly decreases the potential for Documation and / or the Customer to mitigate any harm to the supported or unsupported system components if a disaster recovery scenario is encountered.
- monitoring disk space, to ensure that sufficient space is available for the supported system components to function, and that additional growth space is allocated in a timely manner to ensure continued operation of the application.
- all purges of any data associated with unsupported system components (for example, database shared reference data) which may affect the performance of supported system components.
- ongoing maintenance of any other activities taking place with unsupported system components required for the supported system components to function correctly.
- all disaster recovery activities in the event of system failure. Any support required from Documation may be chargeable and should be arranged by contacting the Documation Support Manager or the Customer's Account Manager.

In the event that the root cause of a support ticket is identified as being related to an unsupported system component, Documation may request the Customer to investigate and resolve the issue(s) with the unsupported system component before any further investigation is carried out by Documation.

5.6 Changes to Unsupported System Components and Documation System Component Upgrades

The Customer should provide Documation with written notice of any planned changes to unsupported system components (see section 1.2 for details) well in advance of undertaking the changes (ideally four to 12 weeks beforehand dependent on the complexity of the proposed changes). This will then allow Documation sufficient time to review the proposed changes and advise on the suitability in respect to the supported system components (see section 1.1).

In some instances, support tickets relating to proposed changes to unsupported system components may only be resolvable by the Customer upgrading to a later / future version of one or more Documation software components.

If this is confirmed as being required, then the Customer may be required to reverse any changes they have made until such a time as an upgrade is made available to the Customer for implementation to their environment.

A support ticket which requires a change to Documation components in order to function with changes made to unsupported system components may be chargeable and will be assigned a Low support ticket status. See section 3.2 for further details. The ticket will then be progressed in the same manner as a Change request (see Section 3.8).

5.7 Customer Maintenance of Hardware

The Customer is responsible for day-to-day maintenance of supplied hardware in line with manufacturer recommendations.

If the hardware is under warranty or maintenance with Documation, then details of the manufacturer recommendations can be provided by the Documation Support Manager on request.

5.8 Custom Reporting / Data Analysis & Data Extraction

The Documation 'Business Intelligence' component is an additional chargeable component which can be purchased and utilised for reporting on aspects of the supported system components. Where possible this component should be utilised by the Customer for all data reporting requirements. A quotation for this component can be provided on request by the Customer's Account Manager if it has not already been supplied.

It is recognised, however, that under certain circumstances the Customer may require additional information outside the scope of this component.

In the event the Customer implements customised database reporting, data analysis or data extraction activities which are executed against the Documation application databases / schemas, then it is the responsibility of the Customer to ensure that the performance of the Documation application databases / schemas are not impacted and that no database access, locking, blocking, timeout issues or similar are introduced from executing such customised reports.

In order to ensure optimal performance of supported system components, Documation recommend that this reporting is performed against non-production databases only. If the reporting must take place on the production environment, then where possible, Documation recommend that the Customer should look to run the above activities outside of their normal working hours.

In the event that customised reporting, data analysis or data extraction activities are undertaken by the Customer and the Documation application databases / schemas display access, locking, blocking, timeout issues or similar, then the Customer will be requested to cease execution of the customised

reports before any further investigation of related support tickets is carried out by the Documation support team.

If custom reporting, data analysis or data extraction activities are identified to be the root cause of a support ticket, then investigative and resolution work by Documation will be deemed out-of-scope and may be recharged to the Customer on a time and materials basis.

Documation, if engaged by the Customer on a consultancy basis, may be able to recommend how a separate reporting environment may be constructed, or how the Customer requirement may be achieved without impacting the performance of the supported system components. Requests of this nature should be logged with the Documation Helpdesk team, who will then involve the Documation account manager to confirm whether a change request is required.

5.9 Integrity and Security of Software and Data / Databases

Where the IT infrastructure on which the system runs is provided by the Customer (either on-premise or via a hosting provider) the Customer is responsible for implementing a process to safeguard the integrity and security of all components, data and databases, and to reconstruct lost or altered files resulting from unauthorised access or catastrophic failures. Documation may be able to assist in reconstructing data files or supported system components in the absence of sound backup procedures, however positive results cannot be guaranteed and these activities will be deemed out-of-scope and will be chargeable.

5.10 Queries

If you have any questions / queries regarding this document, please do not hesitate to contact the Documation Support Manager (see section 2.2 for contact details).