



Service Definition

Diktamen application support and maintenance

January 22nd, 2026

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1 Service definition

This document details the service definition of the ongoing maintenance and support services of the Diktamen dictation system ("System")

1.1 Purpose and application of the service definition

The service definition describes the ongoing maintenance and support services ("Services") provided by Diktamen Oy ("Vendor") for the digital dictation and workflow system for its Clients ("Client"). The purpose of this definition is to detail the operating environments of the service, the resources used to implement the Service, and the metrics and methods used for quality control of the Service.

The service definition has the following goals:

- Describe in detail the maintenance and support services provided by the Vendor, and the processes for delivering said services
- Clearly define the responsibilities of the Vendor, and the service levels agreed ("SLA") for the Service
- Detail the methods and processes used to maintain the quality of the Services at the SLA levels described

1.2 Management of the service definition

This Service Definition approved jointly by the Vendor and the Client is an appendix to the Ongoing Maintenance and Support agreement. The preparation, drafting, editing and modification of the Service Definition are fully the responsibility of the Vendor.

As changes are possible in both the System covered by the Service Definition, and the Service provided, it might be necessary to alter the Service Definition to reflect these changes. For example, the following changes would entail a revision of the Service Definition:

- Changes in the agreements between the Vendor and the Client, or a significant change in the scope of the Service
- Any changes in the operating environments, extended scopes of the System usage, or alteration to the SLAs
- Significant changes to the tools and processes used to deliver the Service

In case the Service Definition needs to be amended, the Vendor shall create a new draft, and the Client shall review the draft. After joint approval of the changes suggested, the new Service Definition comes into effect.

2 Overview of the service definition

2.1 Description of the service and objectives

The Vendor shall provide the Client the ongoing maintenance and support services for the System, as per defined in this document. The Services are targeted towards the technical personnel of the Client, such as helpdesk staff, systems administrators and management users.

The goal of the Services is to help these technical personnel provide an effective dictation platform to the end-users in the Client organisation, to ensure the service uptimes meet the levels defined in the SLA, and to ensure the consistency and quality of the dictation experience.

The ongoing Service provided by the Vendor includes the management and support services of the SaaS digital dictation platform as per agreed in the SLA, and the helpdesk services as per separately agreed with the Client. The ongoing service also includes deliveries of new versions for both the server-side software and the client-side software installation packages.

3 Service organisation

3.1 Overview of the service organisation

Vendor's service organisation consists of:

- The service manager
- The technical support organisation
- The software development personnel

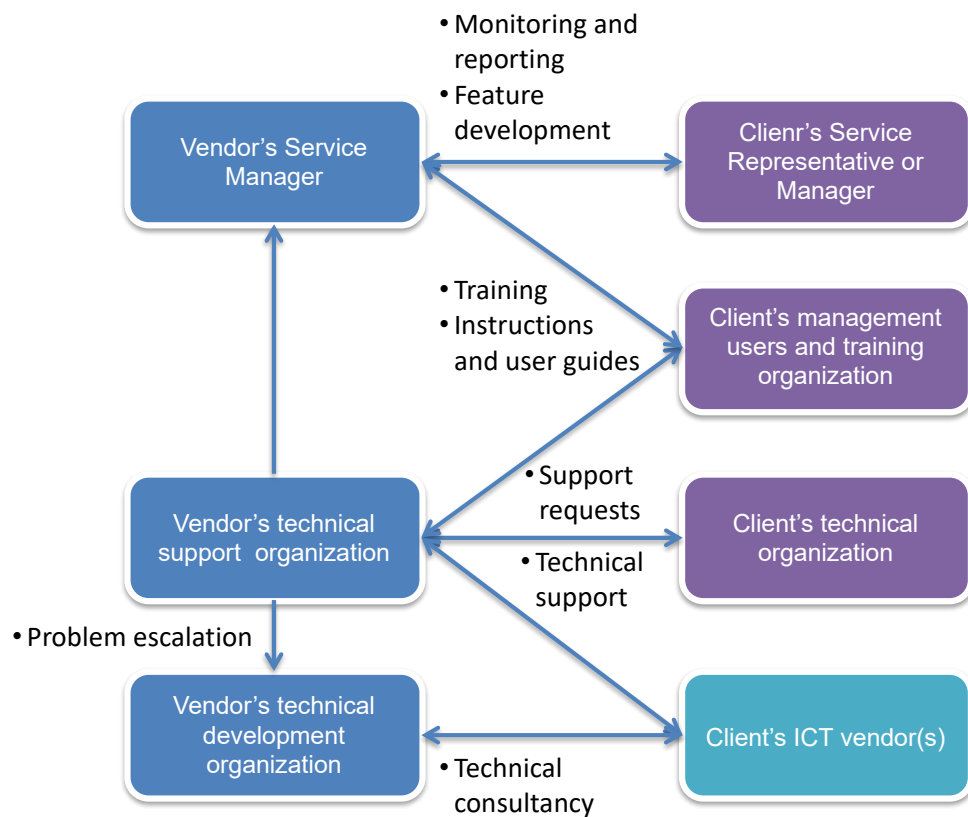


Figure 1. Service organisation and links to the Client's organisation.

3.2 Vendor's support and maintenance organisation and responsibilities

3.2.1 Service manager

The service manager is responsible for the delivery of the Services, the coordination of the Vendor-side tasks, and the availability of needed personnel and resources. The service manager works jointly with the nominated liaison on the Client side and is responsible for the tracking and reporting of the Services. The service manager is also the acting project manager for software development projects, in case these projects are needed to ensure the fit of the Software to the Client needs.

3.2.2 Technical support organisation

The technical support organisation is the Vendor's first-line provider for helpdesk and support services. The services are offered in English and in Finnish.

In case the Client has a need for additional training, or the system gets substantial upgrades, the Vendor shall organize training sessions for the Client-side helpdesk personnel and system administrators.

3.2.3 Technical development organisation

In addition to the first-line technical support organisation, the development organisation also takes part in providing the support services. Problems and faults that the first-line support is unable to solve are escalated to the development organisation. The details and schedules of these escalations shall be detailed in the SLA.

The software development organisation takes part in the ramp-ups of new installations, major version upgrades of existing installations, and all other maintenance tasks that fall outside the scope of the technical support organisation. The software development organisation is also available for consultations by either the Client-side technical organisations, or a third-party technical organisation.

4 Support service

4.1 Application support

The Vendor shall provide an ongoing helpdesk service to the system administrators and the helpdesk personnel on the Client side. Problem reports shall be escalated to the Vendor-side helpdesk either from the Client-side helpdesk, or the Client-side systems administrators. The helpdesk services provided to the Client-side end-users shall be provided by either the Client-side helpdesk organisation, or a third-party organisation. The Vendor shall not provide a direct helpdesk service to the Client-side end users. This service is available in English and in Finnish.

4.2 Incident management

A Service Incident shall mean any event that is not a part of the normal operation of the System, and which causes or might cause a disruption to the quality of the end-user experience. All errors and exceptions, support requests, and technical queries shall be counted as Service Incidents.

The Client needs to submit all support requests related to Service Incidents to the Vendor's Service Desk. The Service Desk will redirect the queries towards the right Vendor-side organisations and ensure the service requests are fulfilled in accordance to the timelines defined in the SLA.

Diktamen uses a ticketing support system for the Service Desk. Every support request is linked to a ticket in the support system.

After the ticket has been created in ticketing system, the person who submitted the issue or request shall get an automatic notification. After this notification has been sent, the service request shall be handled according to the agreed SLA. The Client may refer to the ticket number provided in the notification to query about the status of the issue. The Vendor-side personnel shall use the same reference when contacting the Client for additional details, suggestions, or guidance.

The Vendor and Client shall jointly agree on a reporting schedule for tracking the throughput rates, SLA conformance, and outlier statistics for the Service Desk.

4.2.1 Submitting service requests

Service requests and incident reports are to be sent by email to:

support@diktamen.com

Service Desk is available to process and resolve Client requests during the service hours 9:00AM – 5:00PM GMT as defined in the SLA agreement.

4.3 Problem management

The number of Service Desk tickets is tracked constantly, and their contents are analysed to notice recurring patterns or underlying problems. Possible reoccurring problems, critical problems, prolonged problems, or problems caused by an unforeseen interaction, are mitigated by changes to guidance, processes, system configurations, and possibly the Software itself.

5 System maintenance

5.1 Maintenance and operations

The Vendor shall be responsible for the functionality of the system, and take care of all needed development, maintenance, and administrative tasks to ensure the Service provided to the Client meets the metrics specified in the SLA. Major version updates, installations, and other operations that cause a break in the services shall be undertaken during the maintenance windows specified in the SLA. If needed, the Vendor reserves the right to perform emergency maintenance on the system to ensure data integrity and privacy, regardless of the hours of the regular maintenance window. The Vendor shall try to provide the Client with an advance warning of any unplanned maintenance events.

The regular, pre-announced maintenance windows shall not be considered when calculating the uptime for SLA conformance.

5.2 Change management

Change requests shall be delivered to the Service Manager on the Vendor side. Service Desk tickets can also be escalated into the change request funnel, if the Service Request is outside the scope of the current Service. The process for delivering the requests to the Vendor shall be organised internally by the Client, e.g. by nominating the Client-side liaison person as the acting contact person for the end users who require changes to the Service. All changes to the content or operation of the System shall be documented in writing before they're put into production. If the changes are agreed to in a meeting, the minutes of the meeting shall be used as the document of the change request.

Changes to the Service outside the System can be agreed between the Client representative and the Service Manager, e.g. changing the business hours of the Service Desk or the SLA.

The Vendor's Service Manager shall write the formal Change Request, and create estimates for the resources, schedule and budget for the change. The Client representative shall deliver this Change Request specification to the Client-side acceptance / ordering process.

After the Change Request is accepted by the Client side and the changes have been performed, this Service Definition shall be updated to reflect the changes in the Service and the System as needed.

If the changes affect the System itself, the Vendor shall firstly make the changes to the test environment so they can be tested by the Vendor and accepted as deliverables by the Client. Moving the changes into the production environment shall be undertaken according the general maintenance process for the SaaS service. The time taken to make these changes to the production system shall count as a pre-agreed maintenance window in SLA conformance calculations.

5.3 Version management

The Vendor shall release new versions of the System periodically, and these may be installed into production as needed. All components of the software are kept internally in a version control system (git), which enables the concurrent releasing and branching of multiple configurations and branches. The System builds are made from the version control system using Jenkins.

5.4 Software upgrades

All changes and updates to the software are automatically included in new software releases and may be taken into use following the next production software update.

The Vendor shall install the software updates into the test environment first, on which they shall be tested before they're accepted into production use. The upgrade and installation of the new versions shall follow the Vendor's SaaS change management process.

6 Service delivery

6.1 Service continuity management

The service processes at the Vendor organisation are designed to have redundancy in them. Functions and tasks are assigned to teams, not individuals, and the ticketing system is used to ensure all parties have the up-to-date information about issues. This ensures that sick leaves, vacations, or other personnel changes do not adversely affect the quality of the service. In

case the Service Manager is unavailable, members of the Development team shall act as the interim Service Manager.

In case the personnel changes are permanent in nature, the Vendor shall inform the Client about the newly nominated personnel.

All critical components of the production servers have a redundant spare for failover. In addition, backups from the servers are stored on a storage array in a different data centre. The distance between the data centres is several kilometres, to ensure the data remains safe in a case of weather damage, earthquake or similar loss of the entire location.

All updates and changes to the system are first tested in the development environment. After they're ready to be tested, they're installed into the test environment where they undergo a thorough regression testing to ensure existing functionalities are not lost or adversely affected by the updates.

Updates to the actual production system are installed after the new version has passed the acceptance testing. The updates are installed during the maintenance windows defined in the Service Definition, which are scheduled to be outside the normal office hours of the Client. The Client representative shall be notified of the upcoming updates per the notice schedule agreed.

If changes that might affect the System are planned to the Client-side environment, the Client shall inform the Vendor with reasonable notice. In case these changes would prevent the functionality of the System, the Vendor and Client shall jointly develop a mitigation plan to ensure the ongoing quality of the service.

In case an outage in the Service or System is caused by Client-side changes, the duration of the outage shall not count towards the SLA metrics.

6.2 Capacity management

The underlying cloud platform of the Vendor's SaaS solution enables the dynamic scaling of resources without a break in services. Technical experts in the Vendor's organisation actively monitor the load levels on the servers and components and perform capacity upgrades before the effects of load increase affect end users.

Possible updates to the cloud platform itself are done within the bounds of the pre-agreed maintenance windows. Commonly, updates can be made transparently by transferring services to the redundant spare systems. The performance target of the system is set in a way that the end-user experience remains acceptable even when some parts of the redundant spares are offline.

6.3 Availability management

The dictation software makes it possible to keep creating new dictations even when there is a temporary break in the network connection. After the network comes back online, the dictations that were queued up on the end-user device are automatically uploaded to the server.

The SaaS platform is built on a resilient, redundant distributed architecture, and it is running in a data centre with multipath connectivity, to ensure a single fibre break or device malfunction does not cause a loss of service.

6.4 Information security management

The Vendor ensures that all its activities, personnel and policies follow the legislation regarding privacy and data security. Every Diktamen employee signs a confidentiality agreement as part of their employment contract.

6.4.1 Working in Client premises

When working in the Client premises, the Vendor and Vendor's personnel shall follow the site security guidelines and policies provided by the Client.

6.4.2 Data recovery

The Vendor takes regular backups of the System and recovering Client data is possible when needed.

The source code for the System and its components are stored in a version control system that contains the full history of all changes made over the years. In addition to the version control system, the source code has been backed up to at least two different secure locations.

6.4.3 Malware protection

All workstations used by Diktamen have an up-to-date antivirus suite installed, or the equivalent Microsoft Defender service enabled on Windows 11 workstations.

7 Service levels

The Vendor shall produce ongoing maintenance and support services to the Client according to the Service Definition. The acceptable levels of service for these services are defined below.

7.1 Service hours (S)

Service hours: The normal availability hours for the Service as described in the Service Definition

This service follows the SLA class S1:

S1: Normal office hours, from 9:00am to 5:00pm on weekdays, excluding bank holidays

7.2 Availability (A)

Availability. Availability means the device, service, or function is online, operating within parameters and able to provide the Service it's designed to perform. The availability metric is calculated by subtracting the duration of

outages from the total time passed during a period. Pre-announced maintenance windows shall be excluded from this calculation

The service follows the availability level **A2**:

A2: 99,9% availability, maximum length of a single outage during service hours 4 hours.

7.3 Service response (R)

The service response consists of two components: Reaction / response time, that measures the time from the incident report to the start of repairs, and resolution time, that measures how long it takes the Vendor to complete the repairs or work around the problem in a way that provides an acceptable service level to end users.

The reaction and resolution time targets are dependent on the severity of the issue (see Incident severity categories). The Vendor shall start the resolution and repair process without undue delays, and it may not delay the repairs until the time limits specified here.

Goal: The vendor has solved **90%** of issues within the time limits specified below.

7.3.1 Reaction times

Support service reaction target times are described in the below table.

Method of contact	Reaction time
Phone	80% of calls answered in 2 minutes
Email	In four hours (4h) work has started for 80% of the support requests that have come via email or web service. This applies during the standard working hours (9am – 5pm)

In addition the below table describes reaction times for different priority cases.

Severity	Reaction time
Critical	2 h
Major	4 h
Minor	1 working day

7.3.2 Resolution times

Severity	Resolution time
Critical	1 working day
Major	2 working days
Minor	3 working days

7.3.3 Incident severity categories

Incident severity is the method used to describe and categorise the seriousness of an outage or problem. When calculating the targets and goals for the service speed, the following criteria are used for issues:

Critical: *The issue causes major disruption in using the system, e.g. leading to serious delays in processing dictations and updating documentation. An outage or other issue that cause instability or significant slowing down of the system that makes the normal use of the System impossible. Prevents the use of System or Services for all or almost all users, or a critical subset of users. Issues relating to data security are always categorised as critical.*

Major: *The issue impedes but does not totally prevent the use of the system, the service is much slower than expected, or the system suffers from instability. The issue affects multiple users using the system.*

Minor: *The issues are sporadic. They don't seriously impact the use of the system, and only affect an individual or a small number of users.*