



# MAPS Service Level Agreement



## MAPS Service Level Agreement – Executive Summary

MAPS’ Team is committed to providing our Customers with support and customer care services to the best possible standards. This document is intended to communicate our commitment to that intention and define the scope of the services we provide. It also serves as a brief guide on where responsibilities lie on both sides of the engagement for optimum results and maximum benefit.

### Customer Commitment

All systems require a customer nominated Business Owner and Super User. The Business Owner has ultimate responsibility for the use and operation of the system, ensuring that (i) the required supports are in place to ensure that the system operates as expected, (ii) Users are fully trained, (iii) that there is an adequate number of Super Users in place, (iv) that all users are aware of MAPS’ Service Level Agreement (SLA) and (v) the account is kept in good standing.

The Super User is responsible for carrying out administrative tasks on the system, including system configuration, setting up new users, changing reference data, ensuring that initial Triage has been performed on problems, and submitting Support Tickets.

### MAPS Support Commitment

MAPS’ Team members will be familiar with the application, the customer’s specific instance and the broader business solution which the system serves. A systematic approach is taken to resolving issues.

MAPS work to high quality standards and take pride in the company’s ISO9000 accreditation. Continuous improvement is a key part of our Quality Policy, and the MAPS team will engage with customers on an ongoing basis in pursuit of this.



MAPS’ Support Service is aligned with ITIL, which is a worldwide IT Service Management framework that describes Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement.

### Not in Scope / Separately Billable

When MAPS’ Team is required to fulfil the customer commitments outlined above, or if the support call is a service request or change request, then time spent by MAPS’ Team supporting the request is billable on an hourly fee basis in accordance with the MAPS Rate Card.



## 1. Annual Support Contract Service Level Agreement

MAPS are committed to providing excellent support to our Customers. Our Service Level Agreement (SLA) defines this commitment and the level of support that will be provided for your MAPS software. It also indicates what will be covered under the support contract. When and if you require assistance for any elements that are not listed, support can be facilitated on a time and materials billable basis.

MAPS have a proven track record in the provision of high quality Support for all of our Software Systems. MAPS’ Support Team is fully aligned with our Systems Architect and Development Team to ensure that all of our Software Systems are supported and improved by the same people who design, develop, test and implement the Systems.

MAPS Support Service operates under strict Quality Assurance standards (ISO 9001 - 2015), and is aligned with ITIL, which is a worldwide IT Service Management framework that describes Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement.

## 2. Support Classifications and Response Times

Priority Classifications	Annual Support Contract Estimated Response Times	
	Bug Reports 9am–5pm Monday – Friday (excluding Public Holidays)	Service or Change Requests 9am–5pm Monday – Friday (excluding Public Holidays)
<b>Critical:</b> An issue causing the System to be Down or unusable, resulting the in the Customer being unable to carry out mission critical tasks that have an immediate deadline.	<b>Response = 4 Hours</b>  <b>Resolution = Best Effort</b>	<b>Response = 4 Hours</b>  <b>Resolution = Best Effort (Patch / Workaround in Current Release)</b>
<b>High:</b> An issue causing the System to be Down or unusable, without an immediate deadline.	<b>Response = 24 Hours</b>  <b>Resolution = Best Effort</b>	<b>Response = 24 Hours</b>  <b>Resolution = Best Effort (Patch / Workaround in Current Release)</b>
<b>Medium:</b> An issue relating to a System feature that is not performing as expected, without an immediate deadline.	<b>Response = Best Effort</b>  <b>Resolution = Best Effort</b>	<b>Response = 24 Hours</b>  <b>Resolution = Release Planning Backlog</b>
<b>Low:</b> An issue relating to a System feature that is not preventing the System from being used e.g. report generation, or an issue reported by a Customer without an Annual Support Contract, or whose Account is not in good standing.		<b>Response = Best Effort</b>  <b>Resolution = Best Effort</b>

### 3. Case Handling and Escalation

Support Level	Actions and Responsibilities
<b>Level 1 - Customer</b>	<p>The Customer is the first line of support for any MAPS System, and must have nominated a Business Owner and Super User. All System Users must have received comprehensive training from MAPS, and must be able to perform an initial Triage on the problem.</p> <p>Initial Triage will consist of basic analysis of the problem, and may differ for each system. If initial Triage fails to resolve the problem, the Super User will submit a Support Ticket to the MAPS Electronic Support System with full details of the problem, including the Report Parameters and a Print Screen of the error message, if appropriate. Customer and contact details should also be provided in the Support Ticket.</p> <p>When MAPS' Team is required to fulfil the customer commitments outlined above, or if the support call is a service request or change request, then time spent by MAPS' Team supporting the request is billable on an hourly fee basis in accordance with the MAPS Rate Card.</p>
<b>Level 2 – MAPS Support</b>	<p>MAPS will carry out a more detailed Triage on the problem by examining the details provided in the Support Ticket and / or by asking the Super User for further information. Based on this Triage stage, MAPS Support will analyse and define the nature of the problem, and either resolve the problem or escalate it.</p>
<b>Level 3 – MAPS Process &amp; Systems Analysis</b>	<p>MAPS will (i) resolve any Service Requests that have been escalated from MAPS Support, and if necessary, consult with MAPS' Project Manager and / or Solution Architect (ii) process Change Requests and (iii) fix reported Bugs.</p>
<b>Level 4 - MAPS Project Manager &amp; Solution Architect</b>	<p>MAPS' will consult internally on escalated problems, and with the customer or any third party vendors on Change Requests, where appropriate.</p>

### 4. Excluded Services

The following Services are **not included** in MAPS' Annual Support Contract:

- Investigation or resolution of any issues arising out of or in connection with:
  - the use by the Customer of the Software Application on or with any equipment not supplied or approved by MAPS;
  - the Customers failure to provide and maintain a suitable environment for the Software Application (or any part thereof);

- any alteration, modification or maintenance of the Software Application by the Customer or any third party which is not in accordance with the Software Licence Agreement or has not been authorised in writing by MAPS;
- the Customers neglect of the Software Application or use of the Software Application (or any part thereof) other than in accordance with the Software Application documentation and/or the Software Licence Agreement, or for any purpose for which it was not designed;
- any defect, virus, error or harmful code in any software used on, in or in association with the equipment other than the Software Application;
- any defect, virus error, or harmful code in the Software Application which is not due to any act or omission of MAPS;
- either party being subject to Force Majeure;
- use of the Software Application by any personnel of the Customer who have not been adequately and/or appropriately trained in its use;
- any failure by the Customer to implement any recommendations or solutions to issues previously advised by MAPS to the Customer;
- a failure of the server or power supply and/or a failure of the operating system;
- any use by the Customer of third party software not provided by MAPS;
- any use made of any version of the Software Application other than the latest version made available by MAPS to the Customer;
- Repair or replacement of Hardware / Equipment;
- Installation of Hardware or Software purchased directly from other vendors;
- Optimisation of installations not carried out by MAPS specialists;
- Investigation or resolution of any issues which are not reported by the Customer to MAPS in accordance with the Case Handling and Escalation requirements set out in clause 3 above;
- Investigation or resolution of any issues where the Customer is in breach of the Customer Responsibilities set out in clause 5 below.

For clarity, in the event MAPS elects to provide any of the above excluded services, MAPS reserve the right to make an additional charge on a time and materials basis in accordance with the MAPS Rate Card.

## 5. Customer Responsibilities

**Maintain Account in Good Standing** – The Customer’s account must be maintained in good standing. Accounts that are 21 days or more overdue will revert to a ‘No Support’ status until the Account is brought up to date.

**Identify and adequately resource a Business Owner and Super User** – The Business Owner has ultimate responsibility for the use and operation of the system, ensuring that (i) the required supports are in place to ensure that the system operates as expected, (ii) Users are fully trained, (iii) that there is an adequate number of Super Users in place, (iv) that all users are aware of MAPS’ Service Level Agreement (SLA) and (v) the account is kept in good standing. The Business Owner must be authorised to make decisions on behalf of the Customer relating to the support services.

The Super User is responsible for carrying out administrative tasks on the system, including system configuration, setting up new users, changing reference data, ensuring that initial Triage has been performed on problems, and submitting Support Tickets.

The names and contact details of the selected Business Owner and Super Users are set out in Schedule 1, Part B. In the event the Business Owner or Super User is changed during the term of the Agreement, the Customer shall notify and provide MAPS with the names and contact details of the new Business Owner/Super User in a timely manner and in any event, within 10 days of the change.

**Provide Initial Support** – Perform initial Triage which will consist of basic analysis of the problem. If initial Triage fails to resolve the problem, the Super User will submit a Support Ticket to the MAPS Electronic Support System with full details of the problem.

**Ensure Polite and Accurate Communications** – Liaise and co-operate fully with MAPS Support Team, and provide MAPS with all reasonable courtesy, information, cooperation, facilities and access to enable MAPS to analyse and resolve the issue including without limitation, the re-creation of specific conditions to allow MAPS to replicate an issue.