# Service Level Agreement (SLA)
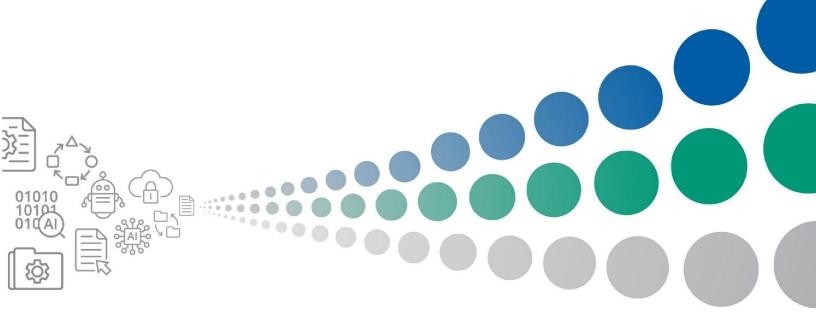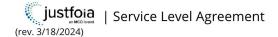
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# PURPOSE AND DEFINITIONS

## PURPOSE

The purpose of this Service Level Agreement ("SLA") is to formalize an arrangement between JustFOIA, Inc. ("JustFOIA") and the applicable client ("Client") to deliver specific levels of support services included in the applicable JustFOIA subscription ("the Solution").

## DEFINITIONS

1. **Level 1 Support:** Client is expected to have a designated administrator(s) (each an "Administrator") to support its end users and administer the Solution. This includes, but is not limited to, making basic application configurations as well as providing end-user training and support.
2. **Level 2 Support:** JustFOIA provides support to Client's Administrators. This includes addressing downtime, inaccessibility, or other deficiencies causing the application to not operate as expected.
3. **Availability:** The Solution is available for normal business use.
4. **Support Request:** For the purposes of this SLA, a Support Request is defined as a request for support to fix downtime, inaccessibility, or other deficiencies in existing infrastructure configuration and availability.
5. **Severity Codes:** The following characteristics are used to identify the severity of a problem report:
   - Business and financial exposure
   - Work outage
   - Number of clients affected
   - Availability of a workaround
   - Acceptable response time

   A problem must be judged against each of the characteristics to make an overall assessment of which severity level best describes the problem. The Level 2 Support agent and Client jointly determine the initial severity rating for the report. JustFOIA support personnel may then negotiate with Client to modify this severity after the report is elevated to them.

# SCOPE OF SUPPORT SERVICES

The following services are provided to Client with an active Solution subscription:

1. **Level 1 Online Support Access:** In order to aid Client's designated Administrators, JustFOIA provides up-to-date help documentation and video walkthroughs of the Solution's features and functionality. Access to these tools is available 24/7.

2. **Level 2 Support**
   a. **Live Support hours (Business Hours):** Available by email or phone Monday through Friday, from 8 a.m. to 8 p.m. ET. Excludes major holidays.
   b. **Online Ticketing:** Support requests can be entered online 24/7/365.
   c. **Response Times:** Initial response times are guaranteed based on the severity level of the issue.

| Severity 1 (Critical) | Severity 2 (High) | Severity 3 (Medium) | Severity 4 (Low) |
|---|---|---|---|
| **Business and Financial Exposure** | | | |
| The Solution failure creates a serious business and financial exposure. | The Solution failure creates a serious business and financial exposure. | The Solution failure creates a low business and financial exposure. | The Solution failure creates a minimal business and financial exposure. |
| **Work Outage** | | | |
| The Solution failure causes Client to be unable to work or perform some significant portion of their job. | The Solution failure causes Client to be unable to work or perform some significant portion of their job. | The Solution failure causes Client to be unable to perform *some small* duties, but still complete other tasks. May also include information requests. | The Solution failure causes Client to be unable to perform a *minor* portion of their job, but they are still able to complete most other tasks. |
| **Number of Clients Affected** | | | |
| The Solution failure affects a *large* number of users. | The Solution failure affects a *large* number of users. | The Solution failure affects a *small* number of users. | The Solution failure may only affect one or two users. |
| ***Workaround*** | | | |
| Carries the heaviest weighting of the characteristics for Severity 1 and 2. | | | |
| There is no acceptable workaround to the problem (i.e., the job cannot be performed in any other way). | There is an acceptable and implemented workaround to the problem (i.e., the job can be performed in some other way). | There may or may not be an acceptable workaround to the problem. | There is likely an acceptable workaround to the problem. |
| ***Response Time*** | | | |
| Within one Business Hour. | Within two Business Hours. | Within four Business Hours. | Within four Business Bours. |

3. **Availability:** The Solution is hosted on the Microsoft Azure Government Cloud. JustFOIA guarantees Solution uptime of at least 99.5%. Measurement of uptime will not include planned downtime for scheduled maintenance and upgrades. JustFOIA will monitor the availability of the Solution and make commercially reasonable efforts to ensure that its uptime meets this level of service.

4. **Scheduled Downtime and Maintenance:** JustFOIA releases new enhancements, bugfixes and/or security updates on a weekly basis. In order to facilitate this process and keep downtime to a minimum, JustFOIA has a

weekly standing maintenance window. This maintenance window is every Tuesday night, from 10 p.m. to 1 a.m. ET. Client will typically experience no downtime during this window. If any additional scheduled maintenance windows are necessary, these are also excluded from the measurement of uptime, and Client will be made aware at least 24 hours in advance.

5. **Monitoring and Management:** JustFOIA will use commercially reasonable efforts to make sure the Solution is available 24 hours a day, 7 days a week, except for: (I) planned downtime and (ii) any unavailability caused by circumstances beyond our reasonable control. JustFOIA carefully monitors Client's system 24/7 from our cloud-based network operations center. Our engineers handle Solution infrastructure issues 24/7.

6. **Disaster Recovery and Backup:** Disaster Recovery methodology for the Solution is built upon Azure Site Recovery ("ASR"), a native disaster recovery as a service. ASR replicates all virtual machine ("VM") disks (OS and data for all web, application, and database servers) from the Azure region hosting Client's production environment to a geographically disparate Azure region and keeps the replica up to date within 5 minutes. Azure Backup services are utilized to provide independent and isolated backups to guard against accidental destruction of original data. Backups are stored in a recovery services vault with built-in management of recovery points. JustFOIA does daily snapshots of all VM OS and attached storage disks. JustFOIA's default retention period is 15 days. Locally redundant storage replicates Client's data three times (it creates three copies of data) in a storage scale unit in a data center.

# PROCESSES AND PROCEDURES

## CALL MANAGEMENT PROCESS

JustFOIA's ticket tracking system will be used to record all problem reports, inquires, or other types of calls received by Level 2 Support.

## METRICS

### Metrics Reporting

Standard reports are available upon request. These reports are expected to be produced by JustFOIA's ticket tracking system, which will detail ticket management performance against SLA targets. Metrics only include the support requests that are transferred to JustFOIA for resolution. The metrics will be reported via existing standard ticket tracking system reports available.

### Support Metrics Real-Time Monitoring

Client can track and monitor individual support cases in real-time by utilizing JustFOIA's ticket tracking system. Client must use JustFOIA's ticket tracking system to enter troubleshooting tickets.

# APPENDIX A

## ROLES AND RESPONSIBILITIES

### Client

- Client will conduct business in a courteous and professional manner with JustFOIA.
- Client will use its own appropriate help desk to provide Level 1 Support; this includes, without limitation, creating troubleshooting tickets, work orders, and creating the case with JustFOIA's Level 2 Support through JustFOIA's ticket tracking system.
- Client will provide all information required to open a support request.
- Once a support request has been submitted, Client will make its personnel available to work with the JustFOIA representative assigned to the support request.
- Client's end users do not contact JustFOIA support resources directly to report a problem. All problem calls must be logged through the appropriate internal help desk. This ensures maximum availability and response times.
- Client will permit its users to utilize remote assistance software provided by JustFOIA so that Level 2 Support representatives may access Client's machine remotely to diagnose issues.
- Client must adhere to the hosting provider's terms of and acceptable use policy. JustFOIA is not responsible for Client's negligence.

### JustFOIA

- JustFOIA will conduct business in a courteous and professional manner with Client.
- JustFOIA will log all information from Client required to establish contact information and document the nature of the problem and the hosted hardware/network environment (as applicable).
- JustFOIA will attempt to resolve problems over the phone on the first call.
- JustFOIA will escalate support request to next level of support upon approach of escalation points.
- JustFOIA will obtain Client's approval before ticket closure or may close the ticket if three (3) business days elapse without an update or response from Client.

There are several roles deployed within JustFOIA that are integral to the provision of support services to Client. These roles include the following:

### Support Manager

JustFOIA's Director of Support Services will provide the overall direction of support specialist activities and will participate directly in the production of the associated deliverables when needed. This role reports to JustFOIA's Chief Information Officer.

### Technical Support Representative

JustFOIA's Technical Support Representatives work as a dynamic team of support professionals who provide Level 2 infrastructure support for hardware and applications provided and supported by JustFOIA. Reporting to the JustFOIA Director of Support Services, they are responsible for the timely submission of all deliverables. Duties include:

- Dedicating 100 percent of time to the support of existing clients.
- Conducting all root-cause analysis and bug fix isolation and resolution activities and documenting individual tasks, as assigned by JustFOIA's Director of Support Services.
- Acting as a point of contact for all infrastructure issues (including downtime issues, backup and recovery plans, connectivity loss, and latency diagnosis).
- For enhancements, determining the potential high-level effort for all changes. Based on that determination, either passing it to a JustFOIA's Sales or Professional Services team member if it is not a technical support related issue or completing it themselves if possible and applicable to technical support duties.
- Identifying tasks associated with each support request and deriving time estimates for the completion of each task.
- Responding to and updating tickets.

- Assisting Client in testing to resolve application problems.
- Providing knowledge transfer to escalated JustFOIA support resources when needed.
- Preparing weekly and monthly status reports for pending support tickets when requested.

## Escalated/Overflow Support Representative

These representatives are responsible for the timely submission of all deliverables and typically have other higher-level job duties such as Project Management, Systems Engineer, Managed Support Services, or Development. Their duties include acting in the capacity of a Technical Support Representative when there are additional capacity issues or escalation needs that are related to technical support.

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