

SLA

Services Level Agreement Level 3 - Application Support (Client Self-Hosted)



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PURPOSE AND SCOPE

PURPOSE

The purpose of this Service Level Agreement (SLA) is to formalize an arrangement between MCCi and the Client to deliver specific levels of support services at an agreed-upon cost. Clients that opt into this supplemental SLA receive the additional benefits of Level 3 application support services stated in sections 1.a. and 1.b. (if applicable) of this agreement.

SCOPE OF AGREEMENT

SERVICES AUTOMATICALLY PROVIDED UNDER THIS AGREEMENT

The following services are provided to clients with an active software maintenance/subscription and in response to the transfer of troubleshooting tickets for Level 3 support from the Client to MCCi. The agreement only applies to applications where MCCi acts as the 1st tier support provider:

- 1. Corrective maintenance** - Defined as activities associated with correcting software errors and/or system disruptions caused by software-related issues.
 - a. Available only with active SLA**
 - **Front of the queue support** - For Severity Level 1 and Severity Level 2 support requests, Clients with an active SLA automatically advance to the front of the queue.
 - **Disaster recovery assistance** - In the event of a natural disaster, unanticipated server backup, or cyber security issues, MCCi will work with the Client to make every effort to restore the application and its related data.
 - **Unassisted remote access** - Rather than requiring a Client user to monitor and aide in remote support sessions, MCCi will work in an unassisted environment when appropriate and when granted access.
 - **Dedicated support representative by request** - Client can request and schedule time with a specific MCCi support representative.
 - **Dedicated support phone number - 850.300.7977** - MCCi provides a dedicated support phone number available only to SLA Clients, ensuring faster response times.
 - **Ten percent (10%) discount on future Professional Services** - After the initial Statement of Work is completed, additional professional services are offered at up to 10% off MCCi's standard rates. 10% is the maximum discount offered, and it cannot be applied to or combined with any other available discounts.
 - b. Available only with active SLA and a supplemental support package (i.e., Managed Support Services "MSS" / "Process Administration Support Services "PASS")**
 - **After hours on-call critical issue technical support** – This benefit is meant to make sure you are covered 24/7. This service is available by phone weekdays from 8 p.m. to 8 a.m. Eastern, weekends and all major holidays for Severity 1 (Critical) or Severity 2 (High) issues defined herein. After hours critical support requests must be done by phone (**866-942-0464, #25**), as we cannot guarantee response to email inquiries.
 - **After hours scheduling of technical support at no additional premium cost** – Clients may schedule (with two weeks advance notice) after hours support sessions with MCCi support representatives at no additional premium cost. Standard rates will apply if an adequate amount of time is not available within the Client's annual MSS or PASS supplemental support package.
 - c. Available to all clients**
 - **Live support hours** - 8 a.m. to 8 p.m. Eastern
 - **Root-cause analysis** - MCCi will review problems to determine their root causes, take measures to correct the sources of the problems, and respond promptly.
 - **Application error resolution** - This includes system errors, "frozen" or halted screens, and unexpected results within the system that render it unusable for the purpose for which it was designed. If the issue

is related to software provided by a MCCi partner, MCCi works with and relies on the partner software manufacturer to provide a resolution.

2. Ticket status updates - MCCi will provide direct access to its ticket tracking system for monitoring purposes.

REQUESTS FOR SERVICES NOT COVERED UNDER THIS AGREEMENT

MCCi can provide a separate statement of work to address any of the following requests for services that are not covered under this agreement:

- 1. Evaluation of new software or hardware** - Evaluation or approval of new software or hardware for use within the Client's system that is actively supported by MCCi. This includes systems developed outside of the MCCi supported system, such as third-party systems or systems developed by the Client.
- 2. Procurement of new software or hardware** - If the Client requires a specific remote access software to be used for support, all provisioning of software or hardware required for MCCi's use to support the Client's applications will be the responsibility of the Client.
- 3. On-call MCCi support management** - MCCi's support representatives are not required to be on call. For an additional cost, a MCCi support representative can be on call for a specific purpose or on a longer-term basis, as long as the time is scheduled in advance.
- 4. Level 1 and 2 support** - The Client will be responsible for providing Level 1 (help desk) and Level 2 (infrastructure) support for each Application Covered, including but not limited to Operating System software, Web server, identity management, software installation, application installation on production servers, database connections, client software installation, and database changes.
- 5. Backup services** - Any and all backup services are the responsibility of the Client.
- 6. Specific training and assistance with application usage** - Training packages and consulting time are available at an additional charge based on Client needs.
- 7. Assistance with application usage when unsupported or nonstandard hardware or software is involved**
- 8. Major upgrades to applications supported by MCCi** - The level of effort required to upgrade from one major version release to the next is uncertain until it becomes available and has been tested by MCCi. Major version upgrades typically require professional services assistance.
- 9. Upgrades to application software and associated hardware that is not directly supported by MCCi** - The Client's IT infrastructure and management of other internal applications including operating system upgrades, database upgrades, authentication software upgrades, identity management software, and any other third-party vendor-required upgrades are the responsibility of the Client. Prior to upgrading a related application or hardware device, MCCi does require that the Client contact MCCi Support to ensure compatibility.
- 10. Manufacturer's Software Maintenance/Subscription Renewal** - The renewal of the manufacturer's required maintenance package/subscription is not included in MCCi's SLA. It is a separate and required renewal item; however, MCCi makes every effort to align SLA renewal dates for ease of administration.
- 11. MSS and PASS Levels 1 & 2** - Managed Support Services and Process Administration Support Services are not included in MCCi's SLA. These supplemental support packages include pre-purchased discounted time for the purposes of additional training, consultation, professional services, etc. The majority of MCCi Clients elect to subscribe to one of these separate and optional renewal items as part of their annual support.
- 12. Modifications to original application configurations** - Changes in the Client's organization or business needs (such as a reorganization or change in business process) may make the current configurations obsolete. When this occurs, the Client should engage MCCi through a supplemental support package, or custom packaged Professional Services options. MCCi highly recommends that the Client and MCCi work closely together to anticipate future needs and prepare for timely system updates.

APPLICATIONS COVERED

This SLA covers production applications sold and supported by MCCi that have an active Subscription/Software Assurance Plan and an active MCCi SLA.

PROCESSES AND PROCEDURES

CALL MANAGEMENT PROCESS

MCCi's ticket tracking system will be used to record all problem reports, inquiries, or other types of calls received by Level 3 support.

METRICS

METRICS REPORTING

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

SUPPORT METRICS REAL-TIME MONITORING

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

DEPENDENCE ON OTHER ORGANIZATIONS

MCCi is dependent on other organizations in providing application support services to the Client. MCCi depends on Client resources for services (i.e., help desk, application administration, etc.) and external suppliers (i.e., integrated application providers, hardware providers, etc.). The Client will manage the interface into those suppliers as it relates to the provision of services under this agreement. MCCi is also dependent on MCCi software and infrastructure partners to provide 2nd tier and escalation of support cases when needed.

The list of organizations and vendors that MCCi is dependent on may change during the term of this agreement.

APPENDIX A

DEFINITIONS

SUPPORT REQUEST

For the purposes of this agreement, a Support Request is generally defined as a request for support to fix downtime, inaccessibility, or other deficiencies in availability of Applications Covered.

LEVELS OF SUPPORT

There are three available levels of support; Level 3 is provided with and governed by this agreement. These levels are integrated into the Client's support process. These levels are defined as follows:

- **Level 1** - This is support provided by the Client's internal help desk when it receives a Support Request from a client end user. If this level of support cannot resolve the problem, the Support Request is passed to the Client's Level 2 support.
- **Level 2** - This is support provided by the Client's infrastructure support or subject matter specialist. Operational issues will be resolved at this level. If resolution requires additional assistance, the Support Request is passed to MCCi's Level 3 support.
- **Level 3** - This is support provided by an MCCi Support Representative. This level of remote support includes point release version updates and application of available bug fixes, if required to resolve the problem. All Level 3 contact/ticket reporting is handled by the Client's Level 2 support contact.

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
- 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 1 support agent and the Client jointly determine the initial severity rating for the report. Level 2 and Level 3 support personnel may then negotiate with the Client to modify this severity after the report is elevated to them.

Severity 1 (Critical)	Severity 2 (High)	Severity 3 (Medium)	Severity 4 (Low)
Business and Financial Exposure			
The application failure creates a serious business and financial exposure.	The application failure creates a serious business and financial exposure.	The application failure creates a low business and financial exposure.	The application failure creates a minimal business and financial exposure.
Work Outage			
The application failure causes the Client to be unable to work or perform some significant portion of their job.	The application failure causes the Client to be unable to work or perform some significant portion of their job.	The application failure causes the Client to be unable to perform <i>some</i> duties, but still complete most other tasks. May also include information requests.	The application failure causes The Client to be unable to perform a <i>minor</i> portion of their job, but they are still able to complete most other tasks.
Number of Clients Affected			
The application failure affects a <i>large</i> number of users.	The application failure affects a <i>large</i> number of users.	The application failure affects a <i>small</i> number of users.	The application 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 four business hours.	Within four business hours.	Within eight business hours.	Within eight business hours.

APPENDIX B

ROLES AND RESPONSIBILITIES

THE CLIENT

- The Client will conduct business in a courteous and professional manner with MCCi.
- The Client's users, clients, and/or suppliers using the applications stated in the Statement of Work will use the appropriate help desk to request support.
- The Client will use its own appropriate help desk to provide Level 1 support; this includes creating troubleshooting tickets, work orders, and assigning responsibility to the appropriate Level 2 Client resource.
- The Client will use its own appropriate internal support to provide Level 2 support for infrastructure related items including server, network, firewall, operating systems, web server, authentication software, software installation, application installation on production servers, database connections, database changes, data backup and storage, and all other infrastructure related responsibilities.
- The Client will provide all information required to open a support request.
- The Client will assign severity codes adhering to the correct usage of these codes as defined in the Client's case management process.
- Once a support request has been submitted, the Client will make its personnel available to work with the MCCi representative assigned to the support request.
- The Client's end users do not contact MCCi support resources directly to report a problem. All problem calls must be logged through the appropriate help desk. This ensures maximum availability and prompt response times.
- The Client will continue to provide MCCi access, software, licensing, training, documentation, and support of its remote access software if MCCi is required to utilize specific software to provide remote support. Otherwise, MCCi will utilize its existing client user-assisted remote access tools.

MCCi

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

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

Support Manager

The MCCi Support Manager will provide the overall direction of Technical Support Representatives' activities and will participate directly in the production of the associated deliverables when needed.

Technical Support Representative

The MCCi Technical Support Representatives work as a dynamic team of support professionals who provide Level 3 support for applications provided and supported by MCCi. Reporting to the MCCi Support Manager, they are responsible for the timely submission of all deliverables. Their duties include:

- Dedicating 100 percent of time to the support of existing MCCi clients.
- Conducting all root-cause analysis and bug fix isolation and resolution activities and documenting individual tasks, as assigned by the MCCi Support Manager.

- For enhancements, determining the potential high-level effort for all changes. Based on that determination, either passing it to a member of MCCi's Sales or Professional Services team if it is not a technical support related issue or completing it themselves if possible and applicable to technical support duties.
- Identifying all tasks associated with each support request and deriving time estimates for the completion of each task.
- Responding to and updating tickets.
- Assisting the Client in testing to resolve application problems.
- Providing knowledge transfer to escalated MCCi 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, Administration 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.