

## SERVICE LEVEL AGREEMENT (SLA)

**Status:** Approved & Effective

**Effective Date:** 2022-08-31

**Control Number:** CP000002

**Version:** 13.0

### DOCUMENT INFORMATION TABLE

<b>Name</b>	Service Level Agreement (SLA)
<b>Document Type</b>	Corporate Policy
<b>Description</b>	This agreement represents a Service Level Agreement ("SLA" or "Agreement") between SOLABS and Customer for provisioning of Support and Maintenance services for SOLABS QM and its related systems. In the event where this SLA comes in conflict with the definition of our support levels covered within your SOLABS LICENSE, MAINTENANCE, SUPPORT AND PROFESSIONAL SERVICES AGREEMENT, this SLA acts as the only reference document for the conduct of SOLABS' support and maintenance activities.
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### RELATED ITEMS

<b>References</b>	CP000008; SOP000021; SOP000005
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### APPROVAL TABLE

Status <sup>1</sup>	Selected for Approval username (Full Name), Title	Approved By username (Full Name)	Meaning	Approval Date
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<sup>1</sup> Legend:

NS: Not Started

AWA: Awaiting Approval

APP: Approved

REJ: Rejected

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## Support Service Level Agreement (SLA)



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**DOCUMENT OWNER (Company):** SOLABS

**DOCUMENT OWNER (Department):** Engineering

**DOCUMENT AUTHOR(S):** Ericka Moore

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Version	Date	Authors	Changes
1.0	31-MAR-2017	Kevin Byrne-Langlois, Ericka Moore	New Procedure, First Issue
2.0	29-SEP-2017	Ericka Moore	Revision only
3.0	6-DEC-2017	Ericka Moore	Correction of response time for Major Client Specific Issues which was incorrect
4.0	1-MAR-2018	Martha Bailey	Added specifications about IR response times Removed Criticality Level 'Critical'
5.0	23-FEB-2020	Martine Boire	Modified the document format to be in accordance with procedure SOP000020 – Controlled Document Preparation (numbering of sections has changed from previous version) Added a standard response time for temporary solutions – interventions. Included Annex #2 in section 6. Added Section 6.11 and 6.12 about temporary and permanent solutions. Added section 6.16 and updated the text about the CREQ Report. Updated section 6.2.2 for Support Level II to add SOLABS commitment for yearly releases System availability: modified from 'within a month' to 'yearly'
6.0	03-AUG-2020	Philippe Gaudreau	Changes to the Response times (6.8) to be more in line with what SOLABS can respect as of 10.8 (2020). Removed references to Intensive Care period after Go-Live and references made to the new and available Level I Support Agreements as per CP000008. Clarifications added here and there and included more references.
7.0	27-NOV-2020	Ericka Moore	Changes to the SOLABS HOSTING SERVICES (CLOUD) (6.13) Backup Management section to reflect actual backup retention period of a minimum of 30 days rather than 60 days.
8.0	10-DEC-2020	Ericka Moore	Added section 6.4.1 Supported Systems- Requirements
9.0	27-MAR-2021	Ericka Moore	Added section 6.4.2 Supported Authentication Methods Added new section 6.5.2 State of Emergency Added section 6.12 Management and Scheduling of CORE and QM APPs Upgrades
10.0	22-APR -2022	Martine Boire	Add extension to Support number 514-287-1368 ext 911 Correct name of CP000008
11.0	Not set effective	Martine Boire	Modification of Criticality Level definitions in section 6.7 Added definition of Integrity and Data Integrity.
12.0	29-APR-2022	Martine Boire	Modification of terms in the new Criticality definitions.
13.0	See cover page	Ericka Moore	Modification of section 6.4.1 Supported Systems-Requirements

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## **1 PURPOSE**

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Refer to **Policy** section 6.

## **2 ABBREVIATIONS**

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SLA: Service Level Agreement

## **3 DEFINITIONS**

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Refer to Appendix #2: Glossary of terms

## **4 APPLICATION AND RESPONSIBILITIES**

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This policy applies to all employees within SOLABS.

The Client Success department is responsible for the oversight (implementation, review and application) of this policy.

Product and Quality Management and highest management are is responsible for approving this procedure and any changes related to it.

Product and Quality Management is responsible for Evaluation of implementation and application of the procedure is performed through internal audit activities.

## **5 REFERENCES DOCUMENTS**

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SOP000005 – Customer Support

SOP000006 – Data Center Controls and Monitoring

SOP000021 – Data Center Incident Management

CP000008 – Client Success Assistance - Service Level Agreement (SLA)

WI0000022 – Management and Scheduling of Upgrades

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## 6 POLICY

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### 6.1 OVERVIEW

This agreement represents a Service Level Agreement ("SLA" or "Agreement") between SOLABS and Customer for provisioning of Support and Maintenance services for SOLABS QM and its related systems. In the event where this SLA comes in conflict with the definition of our support levels covered within your SOLABS LICENSE, MAINTENANCE, SUPPORT AND PROFESSIONAL SERVICES AGREEMENT, this SLA acts as the only reference document for the conduct of SOLABS' support and maintenance activities.

This agreement outlines the services covered as they are mutually understood by the primary stakeholders.

### 6.2 OBJECTIVE

The objective of this agreement is to obtain a mutual understanding of the services provided by SOLABS to the Customer.

### 6.3 STAKEHOLDERS

The following Customer and Service Provider will be used as the basis of the agreement and represent the primary stakeholders associated with this SLA.

**Service Provider:** SOLABS

**Customer:** *All* customers who actively use SOLABS QM in a Production environment.

### 6.4 SERVICE SCOPE

The following services are included in the scope of this agreement. The Service Level Agreement includes:

- Support Services for Hosted and On-Premises installations of SOLABS QM (Core software and the Customer's QM APPs)
- Software Maintenance services for Hosted and On-Premises installations SOLABS QM
- Incident and Problem Management
- Change Management
- Backup Services for Hosted SOLABS QM installations
- Information Security for Hosted SOLABS QM installations

Unless otherwise agreed in Client Success Assistance - Service Level Agreement (SLA) (see CP000008), the Customer is responsible for providing Support Level I as per the LICENSE, SUPPORT AND PROFESSIONAL SERVICES AGREEMENT.



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## **6.4.1 SUPPORTED SYSTEMS- REQUIREMENTS**

### **SOLABS QM**

SOLABS supports SOLABS QM's current and previous minor version.

#### **Web Browser**

As SOLABS QM is a web-based application, SOLABS will support the following tested web browsers: use Google Chrome, Microsoft Edge as well as Mozilla Firefox.

#### **Document Conversion Tool**

SOLABS QM uses the Adlib Express DTF tool to convert documents in PDF. SOLABS supports Adlib Express DTF version 6 and above.

## **6.4.2 SUPPORTED AUTHENTICATION METHODS (HOSTED ENVIRONMENTS)**

### **SOLABS QM Validation Instances**

SOLABS supports the "Hosted Read Only" configuration for Validation instances with database as the login type for all users except during install and upgrade periods when SOLABS may need to change the configuration and login types. In such case, clients will be able to change the login type back to database after the upgrade is completed. Note that SOLABS Identity or single sign-on is not supported with Validation instances.

### **SOLABS QM Production Instances**

SOLABS supports various authentication methods for the Production instances. The following login types are supported:

- SOLABS Identity
- Single sign-on with Azure Active Directory
- Single sign-on with OneLogin

Note that the Database login type is not a supported option with Production instances.

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### **6.4.3 CUSTOMER REQUIREMENTS**

**Customer** responsibilities and/or requirements for support as part of this agreement include:

- *Customer* must provide 2-3 Support Contacts (i.e. Authorized Level II Contacts) that are allowed to communicate with SOLABS for incidents. The contact details will be provided to SOLABS before Go-Live date and will be the only point(s) of contact for communication from the SOLABS *Support* team. The *Customer* is responsible for contacting SOLABS *Support* to update these contact details whenever they change.
- *Customer* must provide one single email address (distribution list) that will be used as the communication point for *Support* incidents from SOLABS to the *Customer*. This email can also be used to issue communications on maintenance and releases. (Authorized contacts can use their own email to communicate with SOLABS). The *Customer* is responsible for providing access to the communications from this email address to at least the Authorized Level II Contacts.
- *Customer* must provide assistance and collaboration to SOLABS, including providing SOLABS, or any party designated by SOLABS, any information needed to reproduce and ascertain the existence and severity of any defect reported (**See Appendix 1 for more details**). SOLABS is responsible for categorizing and investigating the *Customer's* incident and must advise the *Customer* on a case by case basis of any additional information that is required.

### **6.4.4 SERVICE PROVIDER REQUIREMENTS**

**Service Provider** responsibilities and/or requirements in support of this agreement include:

- Provide resolution or workarounds for *Customer* incidents
- Meeting response times associated with incidents
- Appropriate notification to *Customer* for all scheduled maintenance or changes to services.

## **6.5 SERVICE MANAGEMENT**

The following section provides details on SOLABS *Service Management*, for both the on-premises and hosted solutions, for as long as this agreement is active: *Service Availability*, *Service Support*, *Change Management*, *Incident and Problem Management*, as well as SOLABS *Hosting Services*.

Customers have unrestricted access to *Level II Support* on SOLABS QM systems (CORE Software products, QM APPS and Reporting Portals).

The *Support and Maintenance Services* includes, but is not limited to: updates, enhancements, corrections, modifications, improvements and access to major and maintenance releases, available by SOLABS to its Customers.

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**6.5.1 SERVICE AVAILABILITY**

Coverage specific to the services in this Agreement are as follows:

<b>SOLABS SUPPORT SERVICES</b>	
<b>Standard Business hours (excluding statutory holidays)</b>	<b>Contact</b>
Monday – Friday from 8:00 AM – 6:00 PM (EST)	E-mail: support@solabs.com Phone: 514-287-1368 Ext 911 1- 877-322-1368 Ext 911
<b>Emergency hours, for urgent issues only (excluding statutory holidays)</b>	<b>Contact</b>
Monday – Friday from 6:00 AM to 8:00 AM & 6:00 PM to 9:00 PM (EST) -AND- Saturday & Sunday from 9:00 AM to 5:00 PM (EST)	E-mail only: support@solabs.com

**6.5.2 STATE OF EMERGENCY**

**Definition of a state of emergency:**

In reaction to a sudden, urgent, usually unexpected complete loss of functionality requiring immediate action. Ex: destruction of physical equipment hosting Solabs QM software, complete loss of functionality due to a virus or other degradation of the system, etc.

<b>Emergency response procedures in normal operating hours</b>	<b>Emergency contact list (for internal use)</b>
<ol style="list-style-type: none"> <li>1. Client contacts Support line 1-877-322-1368 ext: 911               <ol style="list-style-type: none"> <li>a. Or local phone number: 514-287-1368 ext: 911 (this reaches support employee or voicemail and creates an alert email to <a href="mailto:support@solabs.com">support@solabs.com</a>)</li> </ol> </li> <li>2. Support employee has 20 minutes to evaluate issue and call back client</li> <li>3. Emergency level will be evaluated by support employees.               <ol style="list-style-type: none"> <li>a. If state of emergency is confirmed:                   <ol style="list-style-type: none"> <li>i. Head of engineering will be notified by support</li> <li>ii. CEO will be notified by Head of engineering</li> <li>iii. Head of engineering has the responsibility to coordinate efforts of solabs resources in order to restore production environment in a timely fashion</li> </ol> </li> <li>b. If state of emergency is not confirmed:                   <ol style="list-style-type: none"> <li>i. Normal CREQ procedure will apply with standard SLA resolution times.</li> </ol> </li> </ol> </li> </ol>	Software support specialist: Mathieu Carrière  Head of engineering: Kevin B Langlois:  CEO: Philippe Gaudreau

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<b>Emergency response procedures out of normal operating hours</b>	
<ol style="list-style-type: none"> <li>1. Client contacts support email at supportoncall@solabs.com                             <ol style="list-style-type: none"> <li>a. Alert email generates a notice to "on-call" employee</li> </ol> </li> <li>2. Emergency level will be evaluated by "on-call" employee.                             <ol style="list-style-type: none"> <li>a. If state of emergency is confirmed:                                     <ol style="list-style-type: none"> <li>i. Head of engineering will be notified by on-call employee</li> <li>ii. CEO will be notified by Head of engineering</li> <li>iii. Head of engineering has the responsibility to coordinate efforts of solabs resources in order to restore production environment in a timely fashion</li> </ol> </li> <li>b. If state of emergency is not confirmed:                                     <ol style="list-style-type: none"> <li>i. Normal CREQ procedure will apply with standard SLA resolution times.</li> </ol> </li> </ol> </li> </ol>	

### **6.5.3 SUPPORT LEVEL DEFINITIONS**

#### **Level I Support**

Unless otherwise agreed in writing by the parties as per CP000008, the Customer shall be responsible for providing Level I Support on the Software.

#### **Level II Support**

Under this Agreement, SOLABS shall provide Level II Support, namely mean the detection (off site) by SOLABS of defects in the Software and providing additional explanations (email, telephone or on-site) to help the Customer use the Software appropriately.

SOLABS shall make the necessary reasonable efforts to correct defects in the Software by providing an updated or new version of the Software, or by enhancing or modifying the Software subject to Customer informing SOLABS of any such defect prior to the expiration or termination of the License, Support and Professional Services Agreement and of SOLABS' capability to reproduce the non-compliance on an equipment for which the Software was designed. The foregoing notice must provide reasonably sufficient information for SOLABS to reproduce, evaluate the severity and understand the nature of any reported defect and the circumstances giving rise thereto. Customer shall provide assistance and collaboration to SOLABS, including by giving SOLABS or any party designated by SOLABS any other information it may need to reproduce and ascertain the existence and severity of any defect thus reported. SOLABS is responsible for categorizing and investigating the Customer's request and must advise the Customer on a case by case basis of any additional information that is required to constitute "sufficient information".

SOLABS will provide one minor (or major) release per year to a minimum. As of June 2020, SOLABS will not support customers using releases that are more than 2 minor versions behind the current version (e.g. a client using 10.6.X when 10.8.X is available would no longer be supported). This means that SOLABS will not fix issues reported on a version that is more than 2 minor versions behind. The client needs to upgrade to the most current version first before anything else.

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SOLABS may use corrective releases or patches to fix issues in between major or minor releases. Issuance of patches or corrective releases is a mechanism used by SOLABS to fix critical issues, including data integrity issues. Those are to be issued at SOLABS' discretion.

Level II Support is available once the system goes live. This allows Level II Authorized Contacts to reach a support representative of SOLABS via telephone or email. Level II support provides Customer with the ability to report any issue they are experiencing with the system. This service is available throughout the duration of the Initial Term, any renewal term or any other term for which Support, and Maintenance Services are to be provided by SOLABS.

## **6.6 CATEGORY OF ISSUES**

### **Core Software**

Any issue related to Solabs QM Core Software including the Document Control Process. This includes the Document, Training, tasks and setup sections.

### **QM APP (previously referred to as Client Specific)**

Any issue related to a process that is not the Document Control Process. Ex: Change Control process, CAPA process, Deviation process, Complaint process, etc.

## **6.7 CRITICALITY LEVEL**

### **Urgent**

Data Integrity, Security Issue, Enabling, core services and Interfaces that become unstable, unreachable or unavailable.

### **Major**

Global lost of important functionality causing operations interruption partial or total, enhancement services that become unstable, unreachable or unavailable.

### **Moderate**

Services are functional with or without a workaround, but a fix is required.

### **None**

Enhancement request, new feature, feature not working as intended but still functional, service issue not impacting clients.

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## 6.8 STANDARD RESPONSE TIMES

Category	Criticality Level	CREQ Initiated	Investigation Report or Answer provided	Temporary Solution – Intervention **	Permanent Solution – in a New Release
Core Software	Urgent	8 hours*	8 business hours	2 business days	1 year (when release is rendered available by SOLABS)
	Major	8 business hours	3 business days	5 business days	
	Moderate	2 business days	15 business days	<b>Hosted</b>	
				20 business days	
			<b>On premises</b>		
				30 business days	
QM APP	Urgent	8 hours*	8 business hours	2 business days	180 days (when release is rendered available by SOLABS)
	Major	8 business hours	2 business days	5 business days	
	Moderate	2 business days	15 business days	<b>Hosted</b>	
				20 business days	
			<b>On premises</b>		
				30 business days	

\* Including emergency hours

\*\* The delay here corresponds to the time when the intervention or software fix is tested and rendered available by SOLABS to the client, as and when communicated by email by SOLABS to the Authorized Level II Contacts via the distribution list email provided to SOLABS as per this Level II Support SLA.

## 6.9 INCIDENT AND PROBLEM MANAGEMENT

For each incident that is reported to SOLABS Support, if it is found to be a software/product defect, a CREQ is generated and is categorized as Urgent, Major or Moderate.

Once the *Customer* informs SOLABS of a potential incident with a SOLABS Product (Core or Customer Specific), SOLABS will make the necessary reasonable efforts to identify, reproduce, provide a workaround (when technically feasible) or resolve the *Customer* incident. In cases that the incident is related to an error in the core software the solution may be included in a subsequent release.

Not all CREQs that are opened will receive an investigation report. CREQs that are opened for a question or that are pushed to a product specialist will not have an investigation report. The response will be provided directly to the client and once client is satisfied the CREQ will be closed.

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## **6.10 TEMPORARY SOLUTION – INTERVENTIONS**

When an intervention is required to implement a temporary solution or fix, SOLABS communicates with the Customer as soon as the documentation for the intervention is ready, or before then. A tentative schedule is proposed. The client is expected to confirm the schedule. When the Customer decides not to proceed with the intervention, SOLABS' support team must be notified promptly.

SOLABS will inform the client before starting the intervention. If the access to the system must be provided by the client in order for SOLABS to proceed with the intervention, the client must provide such access at the pre-determined time. If the access cannot be provided in a timely matter, the intervention will be cancelled and re-scheduled at a later time.

If either SOLABS or the Customer must change the tentative schedule of the intervention, they inform the other party as soon as possible. The intervention will be rescheduled at the earliest convenience of both parties.

## **6.11 PERMANENT SOLUTION – NEW RELEASE**

If a fix in a New release is required to correct the issue. The CREQ will remain opened in status *Waiting for Release* until the release is ready and available to the client. Then the CREQ will be closed.

## **6.12 MANAGEMENT AND SCHEDULING OF UPGRADES**

Upgrades to SOLABS QM and QM APPs will be scheduled following the methodology described in SOLABS Work Instructions WI000022 Management and Scheduling of Upgrades.

Upgrades to client instances will be scheduled in the following order: 1) Test (when applicable) 2) Validation 3) Production

Upgrades in the Test and Validation instances will be scheduled automatically by SOLABS without requiring approval from the client. A minimum 10-day prior notice, with information on the intervention date and duration, will be sent via email to each client.

Upgrades in the Production instance will be scheduled with each client and will require written confirmation from the client prior to the intervention. Each client will be able to book its preferred day and time in a calendar of availabilities provided by SOLABS. Once a client has booked the upgrade day/time slot, an email confirmation will be sent by SOLABS.

## **6.13 CHANGE MANAGEMENT**

The *Customer* must handle their SOLABS QM system change management, based on their procedures.

## **6.14 SOLABS HOSTING SERVICES (CLOUD)**

Additional to the *Service Availability* and *Support Services* above, this section of the SLA applies to the SOLABS Hosting Services.

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Hosting Services are outlined in the *SOLABS Data Center Controls and Monitoring (SOP000006)* procedure.

The following components of the SOLABS Hosting Infrastructure are shared:

- Firewalls
- Management servers (SQL servers, SharePoint Servers, Adlib Servers, Windows updates, etc.)
- Networking components

Some components in the SOLABS Hosting infrastructure may be dedicated to the *Customer* based on SOLABS and *Customer* Hosting agreement, such as:

- SOLABS QM Production and Validation environments on a dedicated VM and
- Dedicated SOLABS QM Portal (SharePoint Portal)

## **Hosting Support Services**

### **Supplier Management**

Iron Mountain (IM) is a SOLABS supplier. SOLABS is responsible to ensure that the SLA between SOLABS and IM is respected.

SOLABS' supplier qualification documentation as it relates to this SLA is available upon request.

### **Service Availability**

The Co-Location Agreement that SOLABS has with Iron Mountain's (IM) National Data provides availability of *Hosting Support services* is 24/7... IM therefore provides to SOLABS: Rack space, Humidity and Temperature Controls, Internet Access, Electrical Power and *Facility Access Security Control*.



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### **System Availability**

System is guaranteed available 99.5% Uptime with outage resolution within 8 hours.

If less than 99.5% yearly, *Customer* will receive a service level credit of 5% of the annual license, maintenance and support fee. Scheduled Maintenance/Service Outage is excluded from this percentage.

Incidents are logged/monitored as per SOP000021 / *Data Center Incident Management* procedure.

### **Hosting Maintenance Services**

#### **Software and/or system planned maintenance**

*Customer* has access to major and maintenance releases, including updates, enhancements, corrections, modifications, improvements and new versions, made available by SOLABS to its customers.

SOLABS schedules outages for maintenance, server and software updates and the like, at least 3x/year. *Customers* will be notified by email at least seventy-two (72) hours' in advance of the Scheduled Maintenance Period. Scheduled (or planned) maintenance outages will be held OUTSIDE of the following periods: 8AM – 8PM EST, Monday through Friday.

Any issues occurring during the maintenance services will be handled under *Incident Management*.

Maintenance activities are documented and must retain the validated state of the system. All documents are made available to *Customers*.

#### **Event Management**

Monitoring of Hosting Services is ensured via SOP000006 /*Data Center Controls and Monitoring* procedure.

#### **Incident Management and Problem Management**

For any incident, including those discovered as part of the *Monitoring* process or Hosting Maintenance Services, the support team will investigate and resolve the issue or provide a workaround. Incidents are logged/monitored as per SOP000021 *Data Center Incident Management*.

#### **Backup Management**

One full database backup is performed weekly and retained for a minimum of 30 days. This backup is stored at two off-site locations.

Differential backups are made daily and retained for a minimum of 30 days. Those backups are stored at two off-site locations.

Transactional backups are made every hour and retained for 7 days and stored at two off-site locations.

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Backups are copied to off-site locations managed by Iron Mountain. In case of *force majeure*, the *Customer* is exposed to a data loss of maximum 24 hours. Recovery of *Customer* data may be restored in SOLABS' own internal data center within 120 hours.

The weekly full database backup, the differential backup and potentially some transaction logs must be used to recover the services in the event of disaster situation. The elapsed time for recovering system software and data is 8 hours.

Backups are kept readily available should recovery be necessary. In the event of a server failure, *Customer* is exposed to an hour maximum data loss.

Full backups are made available to *Customer* for download but may require additional fees for services and migration. Backups can only be downloaded after business hours.

### **Information Security Service**

Information Security is handled as part of the SOLABS *Data Center Controls and Monitoring* procedure (SOP000006), including access management, user account creation, and account lockout.

### **Change Management**

Any change required on the SOLABS Hosting Solutions, such as; Network/Telecom Infrastructure, Security Systems and Anti-Virus Systems, Operating Systems and Database Engine, File System, Microsoft SharePoint, is handled under the SOLABS ticketing system.

For any system change required on SOLABS QM instances, SOLABS will ensure *Customer* approval is obtained and supporting documentation (or reference to an electronic system) is available for the *Customer* (i.e. SICC)

## **6.15 SERVICE REQUESTS**

The Service Provider will respond to service requests submitted by the *Customer* once all requirements and specifications have been communicated, assessed and approved. The Service Provider can then provide a timeframe for the request fulfilment.

## **6.16 WEEKLY CREQ REPORT**

A weekly CREQ Report is sent to the distribution list email of customers. This report shows all open *Customer Requests* (CREQs).

### **Appendix #1: Reporting an issue to SOLABS**

#### **Reporting an Issue:**

<https://docs.solabs.com/hc/en-us/articles/360042045893-Reporting-a-Level-II-Support-Issue-to-SOLABS>

**Document Name: Support Service Level Agreement (SLA)**

**Control Number: CP000002**

**Document Version: 13.0**

## **Appendix #2: Glossary of Terms**

### **Authorized Level II Contacts**

Clients must provide 2 Support Contacts which can communicate Support incidents. SOLABS accepts a third contact, if an IT Specialist, when none of the first 2 are IT specialists.

### **CREQs**

SOLABS *Customer Requests* system, for support and request management.

### **Integrity**

Adhering to moral and ethical principles; honesty.

Whole, entire undiminished.

### **Data Integrity**

Protection of data from unauthorized and unaccountable changes. According to ALCOA principle, that data should have the following five qualities to maintain de data integrity: Attributable, Legible, Contemporaneous, Original and Accurate.

### **Environments**

Only the *Production* and *Validation* environments are considered as part of the SOLABS SLA.

### **Force Majeure**

An extraordinary event or circumstance beyond the control of the parties, such as a war, strike, riot, crime, or an event described by the legal term act of God (hurricane, flood, earthquake, volcanic eruption, etc.), prevents one or both parties from fulfilling their obligations under contract.

### **Hosted Services**

Customers that have their SOLABS Product hosted within the SOLABS cloud, managed by SOLABS and/or an approved third-party service provider.

### **Incident**

An unplanned interruption to a Service or a reduction in the Quality of a Service.

### **Incident Management**

Aims to restore normal service operation as quickly as possible and minimize the adverse effect on business operations, thus ensuring that the best possible levels of service quality and availability are maintained. Failure of a *Configuration Item* that has not yet impacted Service is also considered an Incident.

### **Investigation Report (IR)**

May be generated following a CREQ pertaining to an incident.

All IRs are approved by SOLABS QA.

### **Level II Support**

Actions or an automated process performed under SOLABS QM resulting in an error or unexpected result. This includes more challenging issues that Super Users are unable to answer.

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### **Problem**

A cause of one or more Incidents. The cause is not usually known at the time a problem record is created (i.e. CREQ). The Problem Management process is responsible for further investigation.

### **Resolution**

Action taken to repair the Root Cause of an Incident or Problem, or to implement a Workaround.

### **Service**

A means of delivering value to Customers by facilitating outcomes Customer's want to achieve without the ownership of specific costs and risks.

### **Service Level Agreement**

An agreement between an IT service provider and a Customer (for a service). A service level agreement describes the IT service, documents service level targets, and specifies the responsibilities of the IT Service provider and the Customer.

### **Service Request**

Request fulfillment (or request management) focuses on fulfilling *Service Requests*, which are often minor changes (e.g., requests to change a password) or requests for information.

### **SICC**

SOLABS Supporting Information for Change Control.

### **Software Maintenance**

The process of modifying a software system or component after delivery to correct faults, improve performance or other attributes, or adapt to a changed environment.

### **System**

Several related things that work together to achieve an overall objective. For example: a management system, including the framework of policy, processes, functions, standards, guidelines and tools that are planned and managed together – for example, a quality management system.

### **System Administrator**

Administers and maintains SOLABS system daily. Administers End User accounts, End User system access, system configuration, backup management, change management, system implementation, system maintenance and scheduling, inventory management.

### **Third-Party**

SOLABS business partner (i.e. Iron Mountain, hosting SOLABS cloud solutions, offsite tape archiving services), providing supplemental services. SOLABS Hosting Services are provided via a signed a Co-Location Agreement with Iron Mountain. SOLABS uses Iron Mountain National Data Center located in Pennsylvania for hosting our customer SOLABS QM data.

### **Uptime**

Total Time in the Period – Scheduled Maintenance Periods – Incidents & Outage periods / (Total Time in the Period – Scheduled).