

Document Name: Service Level Agreement (SLA)

Control Number: CP000002

Document Version: 17.0

## Service Level Agreement (SLA)



**CONTROL NUMBER:** CP000002

**DOUMENT VERSION:** 17.0

**DOCUMENT OWNER (Company):** SOLABS

**DOCUMENT OWNER (Department):** Engineering

**DOCUMENT AUTHOR(S):** Philippe Gaudreau

## Versions History:

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	31-AUG-2022	Ericka Moore	Modification of section 6.4.1 Supported Systems-Requirements
14.0	01-Apr-2023	Kevin Byrne-Langlois	Updated section 6.8 to add precision on transition to Lean Kanban method for Long Term fixes management.

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15.0	06-JUN-2023	Martine Boire	Updated section 6.5.1 for precision on Statutory Holidays.
16.0	01-NOV-2023	Martine Boire	Added section 6.17 Regulatory Agency Audits
17.0	See cover page	Philippe Gaudreau	Removed references to On Premises Support Increased the guaranteed uptime and clarified credit offered to clients when not met Other clarifications here and there in the document

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## **1 PURPOSE**

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The purpose of this document is to provide details on the extent and coverage of the Support and Maintenance services provided by SOLABS to its Customers.

## **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 Engineering department is responsible for the oversight (implementation, review and application) of this policy.

The Head of Product and Quality Management and the CEO are 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

## 6 POLICY

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### 6.1 OVERVIEW AND ACKNOWLEDGEMENT

This agreement represents the Service Level Agreement ("SLA" or "Agreement") between SOLABS and Customer for provisioning of Support and Maintenance services for SOLABS QM10. In the event where this SLA comes in conflict with the definition of our support levels covered within each customer LICENSE, MAINTENANCE AND SUPPORT AGREEMENT, this SLA acts as the only reference document for the conduct of SOLABS' support and maintenance activities.

### 6.2 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 QM10 in a Production environment.

### 6.3 SERVICE SCOPE

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

- Support and Maintenance Services for SOLABS QM10
- Incident and Problem Management
- Change Management
- Backup Services for SOLABS QM10
- Information Security for SOLABS QM10

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 MAINTENANCE AGREEMENT.

#### 6.3.1 SUPPORTED SYSTEMS- REQUIREMENTS

##### SOLABS QM10

SOLABS supports current and previous minor versions.

##### Web Browser

As SOLABS QM10 is a web-based application, SOLABS supports the following web browsers: Google Chrome, Microsoft Edge as well as Mozilla Firefox.

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

### **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 in Validation instances.

### **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 nor a recommended option with Production instances.

### **6.3.3 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.

### **6.3.4 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.

## **6.4 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 QM10.

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.

### **6.4.1 SERVICE AVAILABILITY**

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



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

**\*SOLABS Statutory Holidays:**

<b>Holiday</b>	<b>Date</b>
New Year's Day	January 1 <sup>st</sup>
Labor Day	1 <sup>st</sup> (first) Monday in September
Thanksgiving Day / Columbus Day	2 <sup>nd</sup> (second) Monday in October
Christmas Day	December 25 <sup>th</sup>

## **6.4.2 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: damage to physical equipment hosting SOLABS QM10 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>	<p>Software support specialist: Mathieu Carrière</p> <p>Head of engineering: Kevin B Langlois:</p> <p>CEO: Philippe Gaudreau</p>
<b>Emergency response procedures out of normal operating hours</b>	
<ol style="list-style-type: none"><li>1. Client contacts support email at <a href="mailto:supportoncall@solabs.com">supportoncall@solabs.com</a><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>	

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### **6.4.3 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 provides one minor (or major) release per year to a minimum. SOLABS does not support customers using releases that are more than 2 minor versions behind the current version (e.g. a client using 10.7.X when 10.9.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. 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.

### **6.5 CATEGORY OF ISSUES**

#### **Core Software**

Any issue related to SOLABS QM10 including the Document Control Process. This includes the Document, Training, Tasks, and Setup sections, and standard reports and datasets.

#### **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.

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## **6.6 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.

## 6.7 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	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	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.

\*\*\* In 2023, SOLABS is transitioning to the Lean Kanban framework for development (releases) related activities. This framework is built on a concept of capacity and risk value to prioritize development tasks for new releases of SOLABS QM10. Our risk assessment approach uses six dimensions: Client Satisfaction, Delay Cost, Market, Regulatory, Security & Data integrity & Technology. With this transition to Lean Kanban, fixes will be prioritized based on our risk assessment. We believe that this approach will get us closer to our clients' needs and enable us to release highly valued changes to our QM10 solution.

## 6.8 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.

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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.

## **6.9 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.

## **6.10 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.

## **6.11 MANAGEMENT AND SCHEDULING OF UPGRADES**

Upgrades to SOLABS QM10 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) Validation 2) Production

Upgrades in the 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 a 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.

## **6.12 CHANGE MANAGEMENT**

The *Customer* must handle their SOLABS QM10 system change management, based on their procedures.

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## 6.13 SOLABS HOSTING SERVICES (CLOUD)

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

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

The following components of the SOLABS QM10 infrastructure are shared:

- Firewalls and networking components
- Backend services: SQL servers, SharePoint Servers, Adlib Servers, Virtual Environments (Windows Server), Questionmark

Each client have independent Validation and Production instances with their own independent databases.

### **Hosting 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.

System is guaranteed available 99.75% Uptime (2024+) with outage resolution within 8 hours.

If system availability is less than guarantee time yearly, *Customer* receives a service level credit of 5% of the **SOLABS QM Essentials** base fees applicable on following year annual fee invoice. 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 Infrastructure, such as Network 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 client instances, SOLABS will ensure *Customer* approval is obtained and supporting documentation (or reference to an electronic system) is available for the *Customer* (i.e. SICCC).

## **6.14 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.

## **6.15 WEEKLY CREQ REPORT**

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

## **6.16 REGULATORY AGENCY AUDITS**

In the event SOLABS undergoes an audit by a regulatory agency, clients will be promptly notified once the audit date is confirmed.

Similarly, should a citation related to SOLABS' validation status or a client's utilization of SOLABS QM10 be issued by a regulatory agency, clients will receive notice within 5 business days.

## **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>

## **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.

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## **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 QM10 resulting in an error or unexpected result. This includes more challenging issues that Super Users are unable to answer.

## **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 wants 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.

## **SOLABS QM10 or QM10**

A set of online services and software interfaces, including QM APPs, which altogether form a complete EQMS (Enterprise Quality Management System) solution.

## **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.

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

**Control Number: CP000002**

**Document Version: 17.0**

### **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).