

A02 – Adiles Cloud Services - Service Level Agreement (SLA)

Introduction

The SLA describes the services Adiles will provide for the customer. It describes the service levels that these services must satisfy as well as the applicable conditions and responsibilities.

The SLA consists of two parts:

- **Part A (this document)**

A general section that sets out the specific agreements applicable between Adiles and customers.

- **Part B (the framework agreement)**

The agreement which records the specific agreements between customers and Adiles.

Part A and Part B are inextricably bound up with one another. For a detailed summary of the products and services, please refer to the order confirmation or the invoices that stated the products included in the delivery.

All the agreements and service levels referred to in this SLA contribute to the agreed level of service Adiles having set itself the following objectives:

- The delivery of optimum availability and performance of the basic IT workplace, server and network environment;
- Causing no or minimal disruption when changes are implemented;
- Optimally supporting the customer's employees;



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1. Scope of the services

Part A of the SLA records the services with respect to the management of the basic IT workplace, server and network environment. The services provided by Adiles include all necessary activities to be able to realise and guarantee the availability of this environment. In addition, the services include all the necessary activities to provide support during the use of that environment, in accordance with agreed service levels. With regard to the implementation of the SLA, it is not relevant whether Adiles performs the services itself or has them performed by contractors. However, in the context of transparency of the services, this SLA as much as possible contains information about the implementing parties.

The summary below sets out which services and products will be supplied by Adiles and will thus be covered by this SLA. If a product or service also falls under the responsibility of the customer, the latter is also referred to in the summary.

Services/products	Adiles	Customer
The supply of (remote and on-site) support by solution groups	X	
The implementation of standard changes	X	
The management and evaluation of the agreed service levels	X	
The provision of functional application management with respect to: <ul style="list-style-type: none">• Basic IT workplace and business applications• Customer-specific applications		X
The remote or on-site provision of technical application management with respect to: <ul style="list-style-type: none">• Business applications	X	X
The provision of licence management with respect to: <ul style="list-style-type: none">• Basic IT workplace and business applications (insofar as technically made available by Adiles)	X	X
The provision of the server environment, i.e. <ul style="list-style-type: none">• The provision of file services• The provision of print servers• The provision of e-mail functionality• The provision of backup and restore facilities	X X X X	



1.1 Service desk

Adiles has a central service desk. The service desk is the point of contact for the customer's employees for questions, requests and the reporting of incidents regarding the services provided by Adiles. The service desk is responsible for the acceptance, registration, prioritizing, routing and progress monitoring of these questions, requests and incidents. Each customer can either register the incident by sending an email to support@adiles.no, or log in and register at <https://support.adiles.no>. The service desk may be contacted on working days from 08:00 to 18:00, by telephone and/or via email to support@adiles.no. Outside these hours, the service desk is only available by means of a standby contract. The service desk is available around the clock electronically via support@adiles.no. Reports received outside opening hours will be processed on the next working day, as defined later in this SLA.

1.2 Availability

Adiles will make every effort to ensure that the provision of services causes as little disruption as possible. However, it is technically impossible to avoid every failure or restriction of the services described in this SLA. Adiles guarantees 99.6% availability, 24 hours a day, 7 days a week for 365 days a year. If the equipment is not the property of Adiles, this clause does not apply.

1.3 Incidents

The service desk assigns priorities to incidents. This priority depends upon the norm class of the incident and the urgency with which the incident must be resolved, and is determined in accordance with the following system:

Setting priorities for handling reports/requests

Adiles assigns the following severity levels to error messages and/or requests:

Severity 1 (URGENT)

The Production system or, in the event of disaster recovery, the Disaster recovery system or one of its partitions is no longer accessible from the customer's location or from one of the affiliated parties, so that users, guests or third parties no longer enjoy the necessary functionality.

Threat of acute disruption, such as rapidly increasing disk utilisation as a result of journaling.

Severity 2 (HIGH)

Systems and applications are accessible only with delayed response times, impeding work.

Severity 3 (MEDIUM)

Assistance with questions/requests from the customer with respect to organisation and management issue.

Severity 4 (LOW)

Other requests from the customer:



Priority	Impact	Maximum response time	Maximum period for start of implementation	Target time (not time to repair) for putting solution or workaround into operation *
1	All managed functions have failed. There is <u>no</u> disaster recovery. Loss of production.	2 hour	3 hours	5 hours
2	Part of the managed functions have failed. <u>No</u> direct disaster recovery or workaround available. Loss of production.	2 hour	4 hours	6 hours
3	Part of the managed functions have failed. Direct disaster recovery or workaround available. Disruption of production.	5 hours	7 hours	8 hours
4	Part of the managed functions are malfunctioning. It is still possible to continue work or a workaround is available. Possible limited disruption of production.	8 hours	16 hours or, in consultation, shift to planned management.	24 hours or, in consultation, shift to planned management.
5	Questions and requests from customer	8 hours	24 hours or otherwise in consultation shift to planned management	40 hours or otherwise in consultation shift to planned management.

* If an incident is hierarchically escalated, the priority of the incident can be raised (see also section 2.3.1).



1.4 Solution groups

If the first-line service desk is not able to handle an incident, it will be put through to the second-line solution group. A solution group consists of Adiles employees who provide local support to the user or of Adiles specialists who have substantive knowledge in a particular area of expertise or contract parties. When forwarding an incident to the solution group, the service desk continues to bear responsibility for the central coordination of and communication about the incident.

Adiles can elevate a number of related incidents into a problem. Adiles is responsible for analysing and solving defined problems.

1.5 Changes

With respect to their execution the implementation of standard changes with respect to the technical server management and the technical application management of the basic IT workplace, server and network environment managed by Adiles are covered by this SLA.

In addition, Adiles may perform non-standard changes within the scope of this SLA, but they will only be performed after agreement has been reached between the parties involved on the organisational, technical and/or financial consequences. A distinction is made here between:

Type	Description
Emergency change	This is a change that is so urgent that its implementation has priority 1 (i.e. to prevent an immediate threat to the availability and continuity of the IT services offered).
Minor non-standard change	This is a change with limited impact and a low risk, where the effort required to implement the change is less than 16 hours. Minor non-standard changes are coordinated between Adiles (service desk) and the requesting party (customer).
Major non-standard changes	This is a change with moderate impact and/or a moderate risk and/or that requires an effort of more than 16 hours but less than 20 man-days. Major non-standard changes are coordinated between Adiles (project manager) and the requesting party (customer).
Projects	These are major changes with high impact and/or risk that require an effort of more than 40 hours. A project is carried out after consultation between Adiles and the customers involved about the organisational, technical and financial implications of the project.



1.6 Service level management

The service levels referred to in chapter 2 are managed by the optional Adiles Service level management department service. This department:

- Regularly reports to the Adiles customers about the service levels agreed to in this SLA in order to determine whether these levels are met and to gain a view of how the level of service has evolved;
- Regularly performs a review in consultation with the customer in order to determine user satisfaction with respect to the provision of services by Adiles and to determine whether the SLA needs to be amended;
- In the case of disasters, makes contact with the customer's contact person.

1.7 Applications

Adiles provide support at the functional application level in SAP Business One and addons delivered by Adiles, but this service is not covered by the fee of Adiles Cloud Services.

1.8 Services

The services/products Adiles is able to supply at the customer request include:

- Special addons
- Bank integrations
- EHF connections
- Integrations to external applications
- Other services / products – at request.



2. Service levels

This chapter describes the service levels of the services described in Chapter 1.

2.1 Service windows

The following service windows are offered:

Activity	Explanatory notes	Days/time
First- line support to customers	Incidents, questions and change requests can be reported to the service desk via support@adiles.no. The customer may also contact the service desk by telephone. The processing of reports submitted outside the service window, via support@adiles.no, starts upon commencement of service window 1.	<u>Window 1</u> During working days from 8:00 a.m. to 6:00 p.m.
Support by solution groups	The solution groups support the service desk with the answering of questions, the resolving of incidents and the handling of change requests.	<u>Window 1</u>
Pro-active monitoring of server environment	Incidents in the server environment are immediately identified and processed.	<u>Window 1</u>
The implementation of standard changes	The Adiles PSC includes an up-to-date summary of standard change requests.	<u>Window 1</u>
Standby service	Incidents in the server environment are identified and, in the case of a disaster, processed by the employee on standby duty. This service is in such cases also accessible for authorized customer contact for customers who have concluded a standby contract.	<u>Window 2</u> During working days between 06:00 pm and 08:00 am on Saturdays, Sundays and public holidays



Backup	The securing of all data on the centrally managed servers takes place on-line or during service window 3.	<u>Window 3</u> During working days 6:00 p.m. to 8:00 a.m. and in the weekends
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Availability of the services	The services provided by Adiles are, in principle, available to customers 24 hours a day, 7 days a week, with the exception of during agreed maintenance times and the period required for making backups. This applies if a standby agreement has been concluded with Adiles.	
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The following maintenance windows have been agreed upon:

Activity	Explanatory notes	Days/time
Major maintenance	Major maintenance activities with a high risk of interruption of the availability of the services will be combined as much as possible and planned in consultation with the customer.	To be determined in detail in consultation.
Minor maintenance	In consultation with the customer, a predetermined day (Thursday) is used for the (possible) performance of minor maintenance with a risk of interruption of the availability of the services.	<u>Window 4</u> To be agreed in more detail on Thursdays between 5.00 p.m. and 8:00 p.m.
Urgent maintenance	These are activities with the aim of resolving urgent disruption. They are performed after the customers in question have been informed.	<u>Window 1</u>
Other maintenance activities	These are activities that do not affect the agreed availability of supplied services.	<u>Window 1</u>

2.2 Service levels

This section identifies which service levels Adiles offers to the customer organisation at process level.



2.2.1 Incidents and questions

For the answering of questions and the resolving of incidents, see section 1.1

2.2.2 Problems

If a number of related incidents are elevated to a problem by Adiles, Adiles is responsible for analysing and solving the defined problems.

2.2.3 Changes

- In the case of non-standard changes, Adiles makes contact with the customer's contact person within three working days of the submission of the change request in order to discuss the implementation possibilities of the change.
- The handling of non-standard changes takes place within service window 1 unless the change affects the agreed availability of the services. In that case, the change is dealt with during window 4 unless a different time is agreed in mutual agreement (between customer and Adiles).
- When emergency changes need to be implemented, it is possible that the customer is informed afterwards.
- Standard changes in accordance with the severity table.



2.3 Consultation structure and reports

(Will be delivered on request)

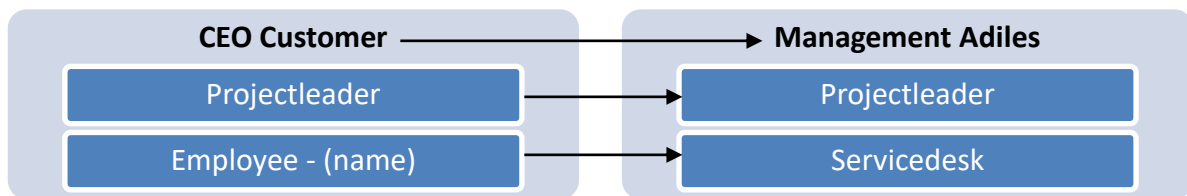


2.3.1 Escalation schedule

If an incident cannot be resolved within the agreed time, then more expertise or competence should be deployed. The transfer of an incident may be functional or hierarchical in nature:

- In the case of a functional escalation, more specialization and technical competence is deployed in the solution process;
- In the case of a hierarchical escalation, a vertical appeal is made to higher levels of the organization because the current authority is insufficient or the resources for the resolution of the incident are insufficiently available.

The following escalation structure is employed:



Explanatory notes on this structure:

- The service desk acts as the contact on behalf of Adiles for the employees of the customer organisation where operational matters are concerned.
- The project manager/planning acts as the contact on behalf of Adiles for the information manager of the customer organisation where tactical matters are concerned.
- The director of Adiles acts as the contact for the director of the customer organisation where strategic matters are concerned.
- The escalation structure is elaborated in more detail in the form of a communication model in the Adiles PSC.



2.4 Dependencies and delineation

The service levels in this SLA are dependent upon the following aspects:

- Supply of utilities and by contractors;
- The degree of implementation of functional and technical standardisation of the desktop environment and (remote) management software.

Adiles cannot be held responsible for:

- Failure to meet its obligations due to circumstances that cannot be attributed to Adiles (force majeure);
- Incompetent use of the systems by customers;
- Violations of applicable security guidelines by the customer's employees;
- Violations of internal rules for the use of the customer's IT resources by the customer's employees.



3 General provisions

3.1 Duration of the SLA

Changes may be proposed at any time during the term of the agreement. These changes will be included in this SLA once a year, i.e. on 1 January, following mutual agreement by both parties and with due regard to any financial implications

3.2 Contact persons

Both parties will designate contact persons who will maintain the contact with respect to the (means of) implementation of this SLA and the elements of the service (see also section 2.3).

3.3 Disputes

If disputes arise concerning the realisation, interpretation or implementation of this SLA, they will initially be resolved by mutual agreement. If no resolution of the conflict appears to be possible, then the conflict will be submitted to an independent arbitration board.

3.4 Confidentiality

Information, seen or heard by Adiles employees during the performance of their duties, about employees and research which is not explicitly stated to be generally available information, will be treated as confidential.

Every Adiles employee signs a confidentiality agreement upon commencement of employment.

3.5 Familiarity with agreements

Employees of the customer organisation using the services of Adiles will be deemed to be familiar with the agreements made in this SLA. They are also deemed to be familiar with the regulations for the use of the customer's IT resources, as established by the customer.

3.6 Transitional provisions

With effect from the first date of commencement of this SLA, a 'ready-for-use' period of three months applies in which Adiles and the customer organisation are given the opportunity to strengthen internal processes and thus attain the level of this SLA. After this period, the 'ready-for-service' period commences; the agreed service level will then actually be provided.

**Annexe 1 - Glossary**

Disaster	This is an event that disrupts the services to such an extent that substantial steps must be taken to restore the original service level. Within the context of this SLA, a disaster is a priority 1 incident with a major impact and A-class urgency.
Functional management	This is the performance of all management tasks required for day-to-day use of the application and the changing of its specifications.
Incident	This is a disruption of the service provision.
Problem	Adiles can elevate a number of related incidents into a problem.
Solution group	A solution group consists of employees of Adiles that provide local support to the user, or of Adiles specialists who have substantive knowledge in a particular area of expertise or with regard to a contract party.
Technical management	This is the performance of all management tasks required for the acceptance and installation of the IT environment, and for making and keeping it operational. Applications that are not made available to end users but are covered by technical management.
Standard change	This is a change in the IT environment that is performed by Adiles at the request of the customer organisation and the impact, costs and turnaround times of which are known in advance.
Working days	Monday to Friday excluding recognised public holidays and other holidays as referred to in the collective labour agreement.
SLA	Service Level Agreement; describes the services provided by Adiles, together with the associated service levels.
PSC	Products and Services catalogue; containing a detailed summary of the services and products.
Responsetime	Time to respond. Not the time to repair.