



February 28, 2018 Revision

This Service Level Objective can be found at

<https://www.thinksis.com/legal>

SERVICE LEVEL OBJECTIVE

This Service Level Objective (“SLO”) sets expectations between the parties concerning the levels of data center services (the “Services”) to be provided by Software Information Systems, LLC (“SIS”). This SLO is attached to and incorporated by reference into the Master Services Agreement and the Data Center and Hosting Services Addendum (“Agreement”) between Customer (as defined in the Agreement) and SIS and is subject to all terms and conditions set forth in the Agreement. Capitalized terms used and not defined herein shall have the meanings given them in the Agreement.

NOTICE

SIS HAS PREPARED THIS SERVICE LEVEL OBJECTIVE FOR USE SOLELY BY SIS PERSONNEL AND AUTHORIZED CUSTOMERS. THE CONTENT CONTAINED HEREIN IS THE PROPERTY OF SIS AND SHALL NOT BE REPRODUCED IN WHOLE OR IN PART. USE OF THE CONTENT CONTAINED HEREIN, OTHER THAN AS PROVIDED IN THE AGREEMENT OR STATEMENT OF WORK, IS PROHIBITED.

SIS Hours of Operation

Prime-time coverage hours are from 08:00 AM to 5:00 PM (EST) Monday through Friday.

After-hours coverage is defined as 5:01 PM to 07:59 AM (EST) Monday through Friday, weekend days (Saturday and Sunday), all national holidays and SIS-scheduled holidays.

Response Time Objective

Response Time Objective (“Response Time”) does not promise a complete resolution within the stated time frames below. Rather, the response time objective is meant to indicate the maximum time interval in which an incident or service request ticket is assigned to an analyst or engineer to initiate support activities.

Priority	Definition	Response Time Objective
Critical/SEV1	Affecting entire company with ASAP or immediate urgency.	30 minutes (prime time) 30 minutes (after-hours)



High/SEV2	Affecting entire company with best effort urgency.	60 minutes (prime time)
	Affecting multiple users and/or department with ASAP or immediate urgency.	Next business day (after-hours)
Medium/SEV3	Affecting multiple users and/or department with best effort urgency.	4 hours (prime time)
	Affecting single user with ASAP or immediate urgency.	Next business day (after-hours)
Low/SEV4	Affecting a single user with best effort urgency.	1 business day
Project	Used for tickets that have no priority. For example, an on-going issue that must not fall through the cracks, a project, etc.	None

Transition Planning Exception

SLO's do not apply prior to, or during transition planning. During transition planning activities, SIS will measure and document the current environment, establishing a support baseline. If the current baseline does not support the SLO objectives, SIS will identify and document any necessary changes that need to be made to the environment to meet the SLO's.

Notification and Escalation Procedure

Following the delivery of a fully executed copy of this SOW to Customer, SIS will provide setup documentation. Customer will receive setup documentation to identify Customer contacts, contact priority & standard escalation methodology for Customer notification by SIS of situations that may impact the Customer's MSC maintained workloads. This documentation will be completed by the Customer and returned to SIS project management for inclusion in the SIS service desk application at time of initial setup & onboarding. Timing and forms of notification will be agreed to by Customer and SIS during the initial setup & onboarding process. Any changes to the Customer notification process (i.e., Customer contacts, contact priority, etc.) must be made to SIS in writing through the SIS service desk application. Customer should allow 48 (forty-eight) hours for changes to take effect. During the contract setup and onboarding, SIS will provide Customer with access to SIS service desk application and training to notify SIS personnel of Customer support requirements. Received submission of a Customer support request via SIS service desk application begins the Customer support process for measurement of SLO and is required for notification and/or escalation of a Customer support issue. The SLO availability measurement begins at the point of the service desk incident creation. All updates to a specific Customer support request will be provided in the SIS service desk application accessible to approved Customer and SIS personnel. SIS will provide additional notifications and escalations to



Customer in a timely manner as resolution allows. In the event of a critical or major incident, a Bridge Line will be opened for updates and discussions pertaining to the issue. This information will be provided to the requester using the contact information provided when the ticket is generated and the Service Delivery Manager will establish communication expectations at that time.

Incident Escalation Matrix

Name and Contact information will be provided as part of onboarding.

Escalation Level	Title
1 st	On-Call Primary Engineer
2 nd	On-Call Secondary Engineer
3rd	Associate Director, MSC Operations
4th	Service Delivery Manager
5th	Associate Director, Architecture and Engineering
6th	EVP, Service Delivery

Scheduled Customer Maintenance

The purpose of Scheduled Customer Maintenance is to perform maintenance activities to shared infrastructure such as changes or upgrades to core routing or switching equipment, Storage Area Network (“SAN”), or other data center facilities. Maintenance includes the installation of hot fixes, service packs, software and software upgrades, preemptive hardware replacement, hardware upgrades, etc. Maintenance procedures may also require shutdowns or reboots of infrastructure and system components or other data center facilities. Scheduled Customer Maintenance outages include, but are not limited to, the installation of software updates, service packs and routine server and application configuration changes. Notwithstanding anything contained in this SLO to the contrary, remedies in this SLO do not apply to outages that result from Scheduled Customer Maintenance during the Scheduled Maintenance during the Scheduled Maintenance Windows set forth below.

Scheduled Maintenance Windows

The SIS established scheduled maintenance window shall occur each Friday from 05:00 P.M. to Sunday, 11:59 P.M. Eastern Standard Time, with 5 business day notice of planned maintenance activities.

While the intent is to leverage virtualization and mobility technologies to minimize Customer impact, Maintenance Windows are only scheduled, when necessary, a minimum of five (5) business days in advance. Planned service outages during the scheduled maintenance window may include, but are not limited to, the installation of software, firmware and operating system updates, service packs and routine server and infrastructure configuration changes. Planned service outages shall occur no more frequently than twice per month, without Customer’s prior written consent. Notifications of planned service outages during Maintenance Windows are sent via email to all Customer contacts of record a minimum of five (5) business days in advance. Notwithstanding anything contained in this SLO to the contrary, remedies in this SLO do not apply during performance of maintenance activities during Scheduled Maintenance Windows.



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Unplanned Emergency Maintenance

SIS reserves the right to perform emergency maintenance without prior notice to Customer under the terms of this SLO if the maintenance is reasonably necessary to maintain the security and availability to any of the infrastructure hosted by SIS; provided, however, that SIS shall promptly notify Customer as soon as practicable, in the event any such emergency maintenance is performed. Emergency maintenance can result in an unplanned service outage and/or downtime to the Customer's Services. Notwithstanding anything contained in this SLO to the contrary, remedies in this SLO do not apply during performance of emergency maintenance activities.