

SCHEDULE 2B: SEQTA SERVICE LEVEL AGREEMENT

1 DEFINED TERMS

In addition to the defined terms in clause 1.1 of the Agreement, in this Schedule 2B:

Client Engagement Specialist means the person or persons designated as the Client's Client Engagement Specialist by EHG Services from time to time, as notified to the Client.

Problem means a cause, or potential cause, of one or more incidents.

School Education Contact means the person or persons designated as the School Education Contact by the Client from time to time, as notified to EHG Services.

Severity Level means the severity level allocated to a support request by EHG Services in accordance with section 6 of this Schedule 2B.

Support Hours means 6.00am and 5.00pm (AWST) on Support Days in the months between May and October (inclusive), and between 5.00am and 5.00pm (AWST) on Support Days in all other months.

2 SUPPORT TERM

2.1 The Support Term for the Support and Maintenance Services is the Minimum Licence Term, and thereafter the provision of the Support and Maintenance Services will automatically continue for the duration of the Licence unless terminated by either party in accordance with the Agreement.

2.2 The Client may terminate the Support and Maintenance Services by terminating the relevant Licence in accordance with clause 15.1 of the Agreement. The Support and Maintenance Services may not be terminated by the Client without the Licence also coming to an end.

3 INCLUDED SERVICES

3.1 The Support and Maintenance Services for SEQTA will be provided on Support Days and consist of the following:

3.1.1 **Operational support:** activities associated with helping Authorised Users operate the Licensed Product. Where such support is provided on the Client's premises, this is classified as Additional Training;

3.1.2 **Corrective maintenance:** activities associated with root-cause analysis and Bug-fix isolation and resolution, including:

3.1.2.1 **Root-cause analysis:** analysis of the root causes of Severity Level 1 Problems. Problems will be reviewed to determine their root causes, measures will be taken to correct the sources of the problems; and

3.1.2.2 **Bug fixes:** the resolution of any Bugs. This includes system errors, "hung" or halted screens and unexpected results within the Licensed Product that render it unusable for the purpose described in the Associated Documentation;

- 3.1.3 **Hardware, software or computer network:** faults, problems or issues of any description affecting hardware, software or a computer network is owned or operated by EHG Services;
 - 3.1.4 **Web-serving:** faults, problems or issues associated with any online services offered by EHG Services, excluding faults originating from the failure or misconfiguration of the Client's infrastructure;
 - 3.1.5 **Transition:** transition of new or modified functions in the Licensed Product;
 - 3.1.6 **Preventative maintenance:** analysis and prevention of potential problems with the Licensed Product;
 - 3.1.7 **On-call support management:** provision of a helpdesk during Support Hours; and
 - 3.1.8 **Customisation:** customisation of the Licensed Product where EHG Services, in its absolute discretion, deems such customisation to be of broad interest to its customers. Any other customisation of the Licensed Product will be subject to the terms in Schedule 4.
- 3.2 In performing the Support and Maintenance Services, EHG Services will:
- 3.2.1 log all information from the Client required to establish contact information and to document the nature of the issue;
 - 3.2.2 attempt to resolve issues as soon as possible via telephone and, where this is not possible, escalate support requests to the next level of support within the target resolution times in section 7 below;
 - 3.2.3 make every reasonable effort to resolve support requests;
 - 3.2.4 notify the Client of any planned disruption to Licensed Product at least 2 Business Days in advance of any such disruption; and
 - 3.2.5 notify the Client of any planned upgrades to Licensed Product that have the potential to cause disruption to the operation of the Licensed Product at least 2 Business Days in advance of the upgrade.
- 3.3 In order to receive the Support and Maintenance Services, the Client must:
- 3.3.1 take all reasonable measures to ensure that adequate infrastructure is in place and is maintained for the delivery of web-based services including:
 - 3.3.1.1 maintaining the latest patches in respect of the operating systems and web browsers used by the Client; and
 - 3.3.1.2 complying with the Minimum Technical Requirements;
 - 3.3.2 maintain risk assessment plans, safety management plans and evacuation procedures and provide these to EHG Services on request; and
 - 3.3.3 if requested, work with EHG Services to refine the criteria for Severity Levels in sections 6.3 and 6.4 below.

4 EXCLUDED SERVICES

- 4.1 The following services are excluded from the scope of the Support and Maintenance Services:
- 4.1.1 services in respect of the Client's hardware, networks or internet provision or software other than the Licensed Product;
 - 4.1.2 services in respect of read-only access to the Licensed Product;
 - 4.1.3 Additional Training;
 - 4.1.4 remedying issues that are caused by incorrect use of the Licensed Product by or on behalf of the Client;
 - 4.1.5 remedying issues arising from faults, inadequacies or misconfiguration of hardware, software or network systems for which the Client has responsibility;
 - 4.1.6 remedying issues or incidents which relate to the Cloud Hosting Services; or
 - 4.1.7 remedying issues that are caused by failure by the Client to provide Authorised Users with the Minimum Technical Requirements.

5 SUPPORT REQUESTS

- 5.1 Requests for Support and Maintenance Services must be raised by the Client in accordance with section 7 below.
- 5.2 Support and Maintenance Services will be provided as follows:
- 5.2.1 **general support and Bug reporting:** all such requests must be directed to the EHG Services helpdesk via the interface within the Licensed Product, email or telephone. The support request will be assessed for severity by EHG Services, following which EHG Services' helpdesk staff will decide on an appropriate course of action and begin the resolution process in accordance with section 7 below;
 - 5.2.2 **customisation and other requests:** requests for customisation and any other requests must be initiated by the Client's designated School Education Contact and directed to the Client Engagement Specialist. EHG Services will not action any such request which has not been initiated by the School Education Contact;
 - 5.2.3 **general Bug-fixing:** where there is no modification to the way Authorised Users interact with the Licensed Product and the Licensed Product does not need to be taken offline to perform the work, EHG Services will notify the Client, via the School Education Contact, upon resolution of the Bug;
 - 5.2.4 **upgrades and modifications:** EHG Services will notify the Client, via the School Education Contact, prior to releasing scheduled upgrades or modifications to the Licensed Product; and
 - 5.2.5 **maintenance:** EHG Services will notify the Client, via the School Education Contact, prior to undertaking routine maintenance that will require the Licensed Product to be taken offline for any period of time. No such notification will be provided where routine maintenance does not require the Licensed Product to be taken offline.
- 5.3 EHG Services may, from time to time, vary the methods by which the Client must request support and/or training, by notifying the Client.

6 SEVERITY LEVELS

- 6.1 EHG Services' helpdesk staff will use the tables in sections 6.3 and 6.4 below, depending on the role of the Authorised User(s) affected, to allocate a Severity Level to each support request reported to the helpdesk by the required means.
- 6.2 The criteria in the tables below are a guide only. EHG Services will review each issue against the characteristics below to make an overall assessment of which Severity Level best applies to the support request.
- 6.3 The criteria by which EHG Services will allocate Severity Levels where the Authorised User is part of the Client's teaching staff is as follows:

Severity 1 (Critical)	Severity 2 (High)	Severity 3 (Medium)	Severity 4 (Low)
Effect on significant deadlines			
The issue will cause an over run in critical deadlines (e.g. academic reporting, inability to complete attendance etc).	The issue will cause an over run in an important deadline (e.g. submission of marks to HoD, submission of Teaching/Learning programs).	The issue may cause an over run in a deadline.	The issue will not have an impact on deadlines.
Work outage			
The issue causes the Authorised User to be unable to work or perform some significant portion of his or her job.	The issue causes the Authorised User to be unable to work or perform some significant portion of his or her job.	The issue causes the Authorised User to be unable to perform some small portion of his or her job, but they are still able to complete most other tasks. May also include questions and requests for information.	The issue causes the Authorised User to be unable to perform a minor portion of his or her job, but they are still able to complete most other tasks.
Impact on students			
The issue causes a significant impact on a large number of students (>25).	This issue has an impact on a number of students (>10).	The issue has an impact on a few students.	The issue does not impact on students.
Disruption to classes			
The issue causes a significant disruption to a class or classes (e.g. students cannot complete their work or important curriculum activities cannot be undertaken).	The issues causes some disruption to a class or classes (e.g. some modification needs to be made to a lesson).	The issue causes minor disruption to a class or classes (e.g. an optional curriculum activity cannot be undertaken).	The issue does not disrupt classes.
Workaround (key criteria for Severity Level 1 and 2 issues)			
There is no acceptable workaround to the problem (i.e. the job cannot be performed in any other way).	There is an acceptable and implemented workaround to the problem (i.e., the job can be performed in some other way).	There may or may not be an acceptable workaround to the problem.	There is likely an acceptable workaround to the problem.

6.4 The criteria by which EHG Services will allocate Severity Levels where the Authorised User is part of the Client’s administrative staff is as follows:

Severity 1 (Critical)	Severity 2 (High)	Severity 3 (Medium)	Severity 4 (Low)
Business and financial exposure			
The issue creates a serious business and financial exposure.	The issue creates a serious business exposure.	The issue creates a low business and financial exposure.	The issue creates a minimal business and financial exposure.
Work outage			
The issue causes the Authorised User to be unable to work or perform some significant portion of his or her job.	The issue causes the Authorised User to be unable to work or perform some significant portion of his or her job.	The issue causes the Authorised User to be unable to perform some small portion of his or her job, but they are still able to complete most other tasks. May also include questions and requests for information.	The issue causes the Authorised User to be unable to perform a minor portion of his or her job, but they are still able to complete most other tasks.
Impact on Authorised Users			
The issue affects a large number of Authorised Users.	The issue affects a large number of Authorised Users.	The issue affects a small number of Authorised Users.	The issue may only affect one or two Authorised Users.
Workaround (key criteria for Severity Level 1 and 2 issues)			
There is no acceptable workaround to the problem (i.e., the job cannot be performed in any other way).	There may or may not be an acceptable workaround to the problem.	There is likely an acceptable workaround to the problem.	There is an acceptable and implemented workaround to the problem (i.e., the job can be performed in some other way).

7 SERVICE LEVELS

7.1 EHG Services will attempt to resolve issues in accordance with the following Service Levels, which begin at the time the issue is reported to the EHG Services' helpdesk by the required means.

Severity Level	Client Process	Target response time	Target resolution time
1	<ul style="list-style-type: none"> Requests must be received by the EHG Services helpdesk within Support Hours. Requests that cannot be resolved by the helpdesk support staff are referred to the Client Engagement Specialist for response. 	1 hour (during Support Hours only)	Within 24 hours (during Support Hours only)
2	<ul style="list-style-type: none"> Requests that cannot be resolved by the helpdesk support staff will be placed on the Web Support system for attention, which is prioritised for resolution based on Severity Level. 	4 hours (during Support Hours only)	Within 3 Business Days
3		2 Business Days (during Support Hours only)	Within 15 Business Days
4		10 Business Days.	Subject to section 7.2, within the next major version Release or as agreed.

- 7.2 In respect of a Severity Level 4 issue:
- 7.2.1 EHG Services may, at its discretion, develop a fix for the current version of the Licensed Product or schedule the fix for the next major upgrade or a future Release;
 - 7.2.2 if the issue principally affects the Client only, resolution of the issue may require Software Development Services to be provided; and
 - 7.2.3 EHG Services may determine that no action will be taken and inform the Client by email that the issue is closed.

8 CLOUD HOSTING SERVICES

- 8.1 Where the Client purchases Cloud Hosting Services for the Licensed Product from EHG Services, the Client acknowledges and agrees that:
- 8.1.1 the availability of the Licensed Product is dependent upon the Cloud Hosting Services and is not within EHG Services' control; and
 - 8.1.2 the Service Levels in this Schedule do not apply in respect of any issues, Problems or defects relating to the Cloud Hosting Services.
- 8.2 All issues relating to the availability of, and any issues, Problems or defects in, the Cloud Hosting Services are the responsibility of the relevant Cloud Hosting Services provider and will be subject to the terms and conditions and service levels which that provider has in place from time to time