Schedule document

End User Support and Service Management

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This schedule contains additional terms and conditions, service description and service levels applicable to the End User Support Service and should be viewed with associated Order Form, Node4's General Terms and Conditions and the Acceptable Use Policy.

1. Overview

End User Support and Service Management Service provides a managed service wrap End Users.

The solution offers Customer a fully scalable user based support model incorporating the Service Desk, incident, problem, request and change management with options for supported hours.

2. Definitions

"Additional Terms" means this Schedule forming part of the Master Agreement, which describes the Products and/ or Services to be provided and the relevant service levels;

"Authorised Representative" means a Customer named person with the authority to engage and with Node4 on the Customers behalf,

"Change Request" means a request for a change;

"Desktop Device" means a Customer Owned Personal Computer such as a Laptop or Desktop running the Microsoft Windows 10 Enterprise Operating System or later Node4 approved version.

"End Users" means an authorised employee, contractor or agent of the Customer who are defined service recipients.

"Monthly Review Period" means the calendar monthly periods commencing on the 1st of each month during the Term, over which Service performance measurements are calculated, provided that the first Monthly Review Period will commence following the Ready For Service Notification;

"Non-Service Affecting Incident" means an Incident or condition which is not a Service Affecting Incident.

"Planned Outage" means proactive work required to maintain the service provided. Node4 may with reasonable notice require a temporary outage in service. Wherever possible Node4 will agree the outage with the Customer in advance of the required work. Any planned downtime shall not be included in Incident or service reliability measurements.

"Service Affecting Incident" means any failure of Node4 service, which, in our reasonable opinion causes a loss of a customer's service. In all such cases the service shall be deemed unavailable and the length of downtime recorded by Node4 from when the Incident is registered by Node4 and a Service Ticket allocated.

"Service Availability" means the time for which a Node4 service is usable, expressed as a percentage of the total time in a given service measurement period. The Node4 service shall be deemed available for the purposes of calculating Service Availability if it is not usable due to an event outside our reasonable control, a Customer Responsible Incident, a Third Party Attributable Incident or is due to a Planned Outage.

"Service Desk" means the single point of entry for all Service Tickets and Service Requests which can be accessed over the phone, by email or via our portal.

"Service Request" means a request for a change for information.

"Service Ticket" means the tickets that are raised in relation to Incident or Service Request.

"Support Hours" mean the support level included on the Order Form.

"Third Party Attributable Incident" means in the Incident that a Service Affecting Incident or Non-Service Affecting Incident is identified as being attributable to a third party. Any downtime shall not be included in Service Availability measurements and does not qualify for service credits, rebates, or compensation. Node4 will endeavour to resolve and

rectify such Third Party Attributable Incidents as soon as possible.

3. Specific terms

3.1 Customer data
The Customer acknowledges that it is the owner of all data, text, sound, video, images, and software (excluding that provided by Node4 and included on the Order Form) on the Desktop Devices, and any backup or storage of it.

Node4 accept no liability for any loss of data caused during the management or resolution of a Service Ticket. It is a customer responsibility to ensure that End User data is backed-up as required.

3.2 Third parties
Node4 shall not be liable in respect of any contract, agreement, or relationship that Customer may have with any third party. If a dispute arises between Customer and a third party involving Node4's Service, Node4 shall provide the Customer with reasonable information and assistance to the extent that such assistance is not adverse to Node4's interests and may be chargeable at the Customer's expense in the resolution of such a dispute.

4. Fees

Fees will commence when Ready For Service Notification is provided by Node4. This will follow notification from Node4 that activation is complete and End Users can contact the Service desk. Fees may comprise any or all of the following aspects.

4.1 On-boarding fees
Any applicable installation or set-up Fees as detailed on the Order Form.

Required On-Boarding Fees

- Setup of customer in the systems
- Transfer of existing knowledge base for environment to be onboarded
- Training of Service Desk staff
- Setup of reporting and metrics to support customer environment
- Customer testing

4.2 Recurring fees
Recurring Fees are paid monthly in advance based on the number of End Users and options detailed on the Order Form.

4.3 Additional Service Tickets
Additional Service Tickets logged above the agreed ratio will be changed at the rates agreed on the Order Form.

4.4 Professional service fees
Additional tasks undertaken by the service desk team at the request of the customer by Node4 personnel from a Node4 location will be charged at the hourly rates shown below.

Time Support Required:	Per Hour
Mon – Fri Business Hours	£80.00 Per Hour
All other times	£120.00 Per Hour

Time is charged by the hour. These rates are for a support engineer and are subject to an annual review by Node4.

Please contact Node4 for pricing of additional tasks requested by the Customer to be undertaken by Node4 personnel on a Customer Site.

5. Provision of services

The following aspects are included in the End User and Service Management Service.

5.1 Support Hours
The following table details the different Support Hours as defined on the Order Form (if not specified on the Order Form, Bronze level support is provided as standard for End User and Service Management).

Support Hours	
Bronze	Standard business hours support 9am to 5.30pm weekdays, excluding bank and national holidays

Silver	Support hours between 7am and 7pm weekdays, excluding bank and national holidays
Silver Plus	Priority 1 and 2 - Support hours between 7am and 7pm 7-days a week, including bank and national holidays, excluding Christmas day, Boxing day and new year's day Priority 3,4 and Service Request - Support hours between 7am and 7pm weekdays, excluding bank and national holidays
Gold	Priority 1 and 2 - Support hours 24/7 Priority 3,4 and Service Request - Support hours between 7am and 7pm weekdays, excluding bank and national holidays

5.2 Service Desk

The Service Desk will provide a single point of contact for End Users to report faults, seek help, make enquiries, and log requests including Service Affecting Incidents and Service Requests.

The Service Desk provides the customer with the following:

- Access to the Service Desk via agreed channels including telephone, email, or a self-service portal
- Provide a single, local (in country) telephone number for Users to call the Service Desk
- Responding to customer's needs by receiving, logging, allocating, and commencing remediation activity in a timely manner in accordance with agreed SLAs
- Collect information and initial diagnostics of issue
- Provide First Time Fix for minor incidents based on a pre-determined set of activities
- Undertake call recording of every telephone contact made to and from the Service Desk
- Forecast and effectively manage any spike (planned) in End User calls including:
  - Seasonal business services
  - Organic and inorganic growth of customers (where known)
  - Planned deployment activity and associated service outages for both major and minor releases
- Conduct random surveys of End User satisfaction immediately after a End User has used the Service Desk and report the results

5.3 Incident management

Incident Management providers the customer with the process to manage IT service disruptions and restore services within agreed contractual timescales. The scope of incident management starts with an End User reporting an issue, facilitate the resolution or provision of suitable workaround and ending with the service organisation resolving the Incident .

An average of 1 incident per End User per month is included as part of the End User and Service Management service, additional incidents will be charged.

Incident management includes the following:

- Log End User calls
- Classify the Service Tickets into an appropriate category in the ticketing service based on the following incident priorities

Priority	Description
1 - Critical	A major Incident resulting in total loss of service.
2 - High	A major Incident resulting in a severe service degradation or loss of service to a significant percentage of users.
3 - Medium	A minor Incident resulting in a limited or degraded service or a single End User unable to work.
4 - Low	General, single End User with degraded service, non-service affecting support.
5 - Service Request	Request for a change to an existing service or system, a request for information or simple questionnaire to be completed.

- Diagnose Incidents and transfer tickets to the respective resolver groups for resolution
- Communicate Incident service levels with the End Users
- Link multiple Incidents pertaining to a master Incident or Problem Record
- Ownership of tracking and monitoring of Service Ticket status with the Support Hours to ensure Service Tickets are updated and resolved within the following times:

Priority	P1	P2	P3	P4	Change
Response / Acknowledgement	30 Mins	1 Hour	2 Hours	4 Hours	12 Hours
Commencement	1 Hour	2 Hours	4 Hours	N/A	N/A
Frequency of Updates	1 Hour	2 Hours	12 hours if Resolve / Target to Fix exceeded		
Resolve / Target to Fix	4 Hours	8 Hours	12 Hours	36 Hours	60 Hours

- Communicate unplanned outages in pre-defined format and channels (Ticketing System or N4Status)
- Update, maintain and manage the Request Catalogue to streamline fulfilment of standardised customer requests

5.4 Problem Management

Problem management will provide the customer with a process for identification, investigation, and resolution of the root cause of recurring incidents.

Problem management includes for following:

- Ownership and management of the Problem Management process
- Facilitation of the resolution of problem records by engagement of technical teams
- Where possible, establish a workaround that can be deployed to resolve outstanding incidents
- Document and distribute workarounds to technical teams to ensure issues are resolved whilst root cause analysis continues
- Coordinate root cause investigations for outstanding problems
- Chair internal and external problem meetings
- Ticket trend analysis to identify potential problems
- Seek Service Improvement suggestions for Incidents and feed them into continuous service improvement plans

5.5 Request Management

Request Management provides the Customer the ability to log and action requests from an End User or Authorised Representative that initiates an action which has been agreed as a normal part of service delivery

This includes the following:

- Provide a channel for Users to request and receive standard services for which a predefined authorisation and qualification process exists
- Provide information to End Users and Authorised Representative about the availability of services and the procedure for obtaining them
- Source and deliver the components of requested standard services
- Assist with general information, complaints, or comments

5.6 Change Management

Change Management will record and audit any alteration to the state, configuration, or implementation of a Node4 Service.

This includes the following aspects

- Change control and risk mitigation for all Change Requests raised/actioned by Node4 Engineers
- Management of Change Requests across all Node4 business areas ensuring compliance with Node4's change management policy and governance
- Provide change advisory board (CAB) service to support medium and high-risk Change Requests
- Ensure all Change Requests follow Node4 Change Management policy and governance
- Classify the Risk Level of a proposed Change Request by providing a 'Risk and Impact assessment'
- Set thresholds to determine what signifies a low, moderate, and high-risk Change Requests upon the completion of the 'Risk and Impact' assessment
- Carry out post implementation review (PIR) analysis on all failed Change Requests, and amend the change management processes/policy as appropriate to ensure that any failures cannot reoccur
- Proactively communicate to customers any planned outages or at-risk periods of

Service in the predefined format and channels
- Provide an Emergency Change Advisory Board (ECAB) function to Node4 for the approval of Emergency and urgent Changes required to prevent/resolve outages to Node4 or customer infrastructures and systems
- Ensure any Incidents caused by Change Requests are reviewed

5.7 Major Incident support

If defined on the Order Form Major Incident support will provide a service to manage IT service disruptions and restoring services within agreed contractual timescales (Service Level Agreements). The scope of Major Incident Management starts with the declaration of a Major Incident (either via alerting or customer reported), continuing through to service restoration and ends with a post incident review to ensure lessons learnt activities are recorded and actioned.

Major Incident support includes:

- Coordinate the restoration of major incidents within agreed Service Levels by engaging the appropriate engineers, using communication tools to update and coordinate with customers, whilst taking a holistic view to understand the scope of the disruption
- Communicate unplanned outages identified by monitoring solutions or 3rd parties in pre-defined format and channels
- Provide incident updates in accordance with Service Level Agreements and service schedules
- Manage and coordinate communications for 3rd Party outages
- Coordinate root cause analysis of major incidents to identify measures to reduce repeat occurrences
- Produce a Major Incident Report that provides details of the outage and highlights any remedial actions
- Report and identify repeat Major Incident trends

5.8 VIP Support

If defined on the Order Form VIP support will provide a heightened level of support and technical services to nominated Customer End Users.

VIP Support includes

- Manage Customer provided list of VIP users
- VIP status will be assigned in ITSM tooling by means of a "VIP marker"
- VIP Users can raise Service Tickets that are preventing them from performing their function
- Service Desk will assign a priority to the case (P1 – P5) as per the agreed SLA and assign to the front of the relevant work queue
- Node 4 will provide an enhanced level of service with response and resolution times for each VIP User
- Critical Outcome is to return the ability to work to the VIP user
- Node4 will provide a report of currently assigned VIPs

6. Exclusions

The following aspects are excluded from the End User Support and Service Management

- Services that are not contracted through Node4
- Management of services delivered by Third Parties
- Any customer specific agreements around targets and SLA will override the above identified targets
- On-site presence, unless otherwise agreed
- Non-standard requests, or greater than 5 standard requests
- Project-related request activity

7. Service Credits

The following service measures and credit will be applicable to End User Support and Service Management.

For measurement purposes the exact Incident duration will be calculated as the elapsed time between the Service Ticket being opened and the time when Service is restored.

7.1 Speed of answer

Calculated as the total number of closed Service Tickets to the Service Desk during a month for which the calls were answered within 30 seconds during the service hours, divided by the total closed Service Ticket to the Service Desk that month with the result

expressed as a percentage. (A minimum of 10 calls during the month for Service Credits to be applicable)

Successful Service Desk Speed of Answer during Monthly Review Period	Service Credit as a Percentage of the monthly fees for End User Service
80% or above	N/A
<80% - 70%	5%
Less than 70%	10%

7.2 Call Abandon Rate

Calculated as the total number of calls received during a month by Customer which were not answered (calls abandoned in less than 10 seconds are excluded) during the service hours divided by the total number of calls received that month during service hours with the result expressed as a percentage. (A minimum of 10 closed self service tickets during the month for service credits to be applicable)

Successfully answering calls during Monthly Review Period	Service Credit as a Percentage of the monthly fees for End User Service
90% or above	N/A
<90% - 70%	5%
Less than 70%	10%

7.3 Incident resolution

Calculated as the total number of closed Service Tickets during a month which were resolved within the time to resolve divided by the closed Service Tickets that month with the result expressed as a percentage. (A minimum of 10 Closed Incidents are required during the month for service credits to be applicable)

Successful Incident Resolution during Monthly Review Period	Service Credit as a Percentage of the monthly fees for End User Service

80% or above	N/A
<80% - 70%	5%
Less than 70%	10%

7.4 First Time fix

Calculated as the total number of closed Service Tickets during a month which were resolved on the first call during the service hours divided by the closed Service Tickets capable of being resolved first time that month with the result expressed as a percentage. (A minimum of 10 Closed Incidents are required during the month for service credits to be applicable)

Successful Incident Resolution during Monthly Review Period	Service Credit as a Percentage of the monthly fees for End User Service
70% or above	N/A
<70% - 50%	5%
Less than 50%	10%

7.5 Calculation of Service Credits

Service Credits are calculated as a Percentage of the monthly Fees for End User Support and Service Management as defined on the Order Form.

Total Service Credits for the End User Support and Service Management shall not exceed 30% of the associated total monthly Fees for End User Support and Service Management service.

Where a Monthly Review Period incorporates part of a month, any service credit will apply to a pro-rated monthly Rental Charge.

Service credits will be calculated monthly, aggregated, and credited to the Customer on a quarterly basis.

If a Service is cancelled during a Monthly Review Period, no service credit will be payable in respect of that circuit for that Monthly Review Period.

The Customer must claim any service credit due to a failure to meet the Service Levels, in writing, within

twenty-one (21) Business Days of the date at which the Customer could reasonably be expected to become aware of such failure, otherwise no service credits shall be payable. The Customer shall not be entitled to any service credits in respect of a claim unless and until Node4 has received notice of the claim in writing in accordance with the above. Should Node4 require additional information from the Customer, the Customer shall assist, and shall not be entitled to any service credits until Node4 has received all the information it has reasonably requested.

7.6 Exclusions to Payment of Service Credits

Without prejudice to or limitation of the definition of Service Availability, service credits will not be payable by Node4 to the Customer in relation to the Service Availability for Incidents or disruptions to the Services caused by any of the following:

- The Incident, action or negligence of the Customer, its employees, agents or contractors
- The Customer failing to comply with the provisions of the Agreement
- Any event described in Clause 10 (Force Majeure) of Node4's Terms and Conditions
- If the ticket volume exceeds the agreed level by 20%or greater for 3 consecutive months

Service credits are not applicable for more than one breach of any targets outlined in this document arising from the same occurrence.