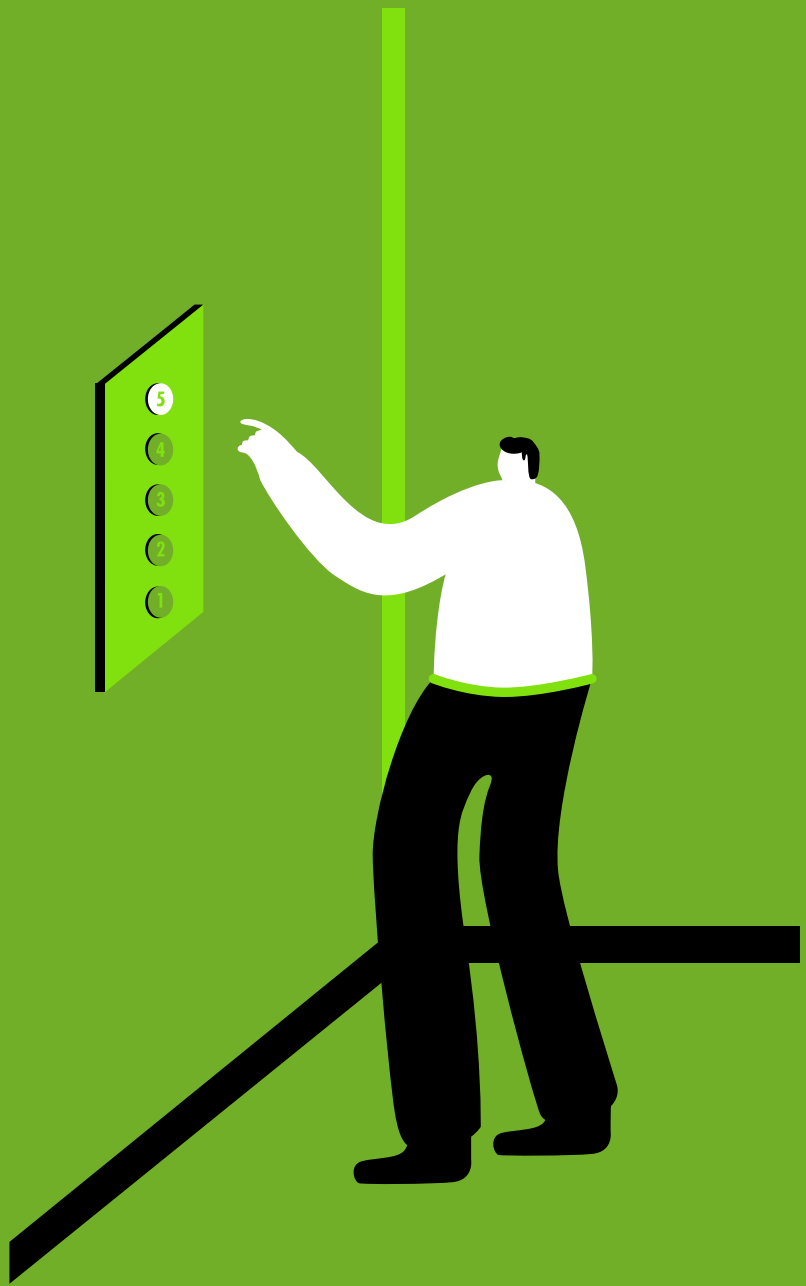
know where,

know how...

Service Level Agreement



Geoplan Spatial Intelligence Limited

SERVICE LEVEL AGREEMENT

Version 3.0 – 06/09/17

1. THE AGREEMENT....3
2. GEOPLAN SUPPORT PHILOSOPHY....3
3. SUPPORT OVERVIEW....3
4. SUPPORT TEAM....5
5. DEVICE / BROWSER SUPPORT....6
6. SUPPORT PROCESS....7
7. SERVICE LEVEL AGREEMENT FOR SUPPORT....8
8. SERVICE AVAILABILTY & CONTINUITY....10
9. UPDATES & RELEASES....11
10. PROBLEMS REQUESTS & FEEDBACK....11
13. CUSTOMER RESPONSIBILITIES....12
14. SUPPORT EXCLUSIONS....13

1. THE AGREEMENT

This Agreement is made by Geoplan Spatial Intelligence Limited, Bilton Court, Wetherby Road, Harrogate, HG3 1GP. Please note that all Geoplan products and services are offered and sold, subject to Geoplan's standard terms and conditions of sale, copies of which can be obtained on request by calling **01423 569538** or can be viewed on our web site at http://www.geoplan.com/legal/terms-conditions/index.html

2. GEOPLAN SUPPORT PHILOSOPHY

In overview the Geoplan support philosophy centres on careful planning, delivery and training. Given that those steps are taken, it is believed that support requirements will be at a minimum. In principle, if the software or data supplied; fails, then it is our responsibility to correct it at our cost. If there is a change of use, a change in environment, or a change in user, then resolution of issues associated with these changes would be chargeable to the customer. The following document provides more detail to support this approach.

3. SUPPORT OVERVIEW

- **Geoplan Support Philosophy** – This centres on careful planning, installation and training and, given those steps are taken, support requirements will be minimal. In principle, if the product supplied fails, it is our responsibility to correct at our cost.

- **Support Backbone** – We put a strong emphasis on consultancy and training, and the same team of experienced staff that support customers at the point of sale, continue as the customer support team upon purchase. This approach ensures a sound understanding of business objectives, requirements and processes. We also retain copies of all customer systems and data, such that we are fully equipped to resolve any queries.

- **Support Service Level** – Our Support Team are experienced users of our software, and will be able to provide advice relating to the installation and operation of our software and data products. This enables customers to swiftly overcome most problems and minimise down time. Typical response and resolution of technical calls is within one hour. All support calls are allocated a unique case ID for tracking.

- **Telephone/On-Line Support** - Telephone access to our experienced consultants, live remote support globally, and advice on using the products provided - Monday to Friday, 9.00am to 5.00pm GMT. We can cover 70% of time zones, plus or minus 8 hours, verbally in the same day as standard. Any others are dealt with via arrangement, email or web support.

- **Personal Account Team** - A regular and consistent point of contact to understand your business needs, along with a nominated technical lead.

- **Site Visits/Calls** – In dialogue with the customer, we can deliver on site meetings or calls, on a case by case basis. The nature of the meeting/call will be linked to the complexity of the discussion required.

- **Data and Software Updates** - You will automatically receive updates throughout the year as part of the service. These include data and software updates, service packs, patches and any new features. Advance notification of any updates is provided along with confirmation of any system downtime required to perform updates. Disruption is kept to a minimum and updates are performed at a time where user impact is minimal.

- **Technical Support and Product Registration** - Product fault diagnosis and rectification.

- **Product Information** - Advice on forthcoming new releases of the software and data, including newsletters, User Guides and documentation, videos, FAQs, and access to the Geoplan knowledge base.

To ensure that you receive the best quality and service possible on a consistent basis, our management systems and processes are accredited to the highest possible standards, and our people undergo constant training and review.

INVESTORS IN PEOPLE | Champion

Investor in People: We were first accredited to the Investors in People National Standard on 28th March 2002 and over the last decade we have maintained our commitment to the IIP framework. Our most recent achievement was to be awarded IIP Gold Status in December 2010; and in March 2011 we had the honour of being accepted as an IIP Champion.

bsi. UKAS MANAGEMENT SYSTEMS 003 IT plus
FS69051

BS EN ISO 9001: 2000: We operate a Quality Management System which complies with the requirements of BS EN ISO 9001:2000.

TickIT Plus: TickIT Plus is a Software Quality Management Standard built on BS EN ISO 9001:2000 and focuses in depth on the production of software based products. It is a sought after and highly regarded mark of excellence in software development.

bsi. ISO/IEC 27001 Information Security Management
IS 645875

ISO 27001: Our software and processes comply with ISO 27001, as part of our commitment to meeting the highest standards with regards to information and cyber security.

CYBER ESSENTIALS

.....whilst also meeting the governments **Cyber Essentials** guidelines

bsi. ISO 14001 Environmental Management
EMS 523722

BS EN ISO 14001:2004: We operate our business to environmental standards defined in BS EN ISO 14001:2004.

Microsoft Partner
Silver Application Development

....and we are proud to be a member of the Microsoft Partner Network.

4. SUPPORT TEAM

Geoplan's Support Team is available to customers who purchase Geoplan products that incorporate annual maintenance and support. Support is available Monday to Friday, 9.00am to 5.00pm GMT (excluding Bank Holidays).

The Support team can be contacted by email or telephone, Online help and technical information can be obtained from our web site.

- **Telephone:** +44 (0)1423 722719
- **Email:** support@geoplan.com
- **Geoplan Website:** www.geoplan.com provides information about Geoplan and details of our products; FAQ's, demos, newsletters, postcode release information, and downloads.

Geoplan provides a support service that enables our customers to obtain technical assistance, by phone or email. Our support team are experienced users of our software, who are able to provide advice related to the installation or operation of our software and data products that will enable the customer to swiftly overcome most problems and therefore minimise downtime. The support team's extensive knowledge and experience is supplemented by the Geoplan consultancy team that includes technical specialist and development personnel. The analysts can also advise on the training and consultancy services offered by Geoplan, should this be the most appropriate way to provide the level of assistance required.

Geoplan will provide the following software and data support services:

- A telephone/online helpdesk for general user enquiries.
- Support and advice in the resolution of analysis approaches using the software or data provided.
- In dialogue with the customer, we can deliver on site meetings or calls, on a case by case basis.
- Supply of all relevant software and data updates (excluding upgrades) released in a given support year.
- Information and advice on forthcoming New Releases of the Software and data.
- Product registration and response code support.
- Product installation / deployment support.
- Product fault diagnosis and rectification.
- Product replacement – where original CD supply has been lost or damaged we can provide a re-supply of the software as a digital download. Alternatively, we can re-supply the CD, though this service is subject to a minimum charge of £50.00 (Plus VAT and Carriage). This applies to Geoplan's own standard software and data products. Replacement of customer specific or third party solutions will be reviewed on a case-by-case basis.

Geoplan shall respond to all Faults as soon as possible during the hours specified in the Section 7 of this document and shall use its reasonable efforts to fix each Fault as soon as practicably possible.

5. DEVICE / BROWSER SUPPORT

Online Products:

SKiN Minimum Specification:

- Chrome (recommended)
- Internet Explorer 11*
- Edge*
- Safari 9 and later*
- 10MB + internet connection

Please Note: SKiN Online requires a web browser that supports WebGL. The latest versions of the most common desktop browsers have WebGL built in. Certain browsers (these are * in the list above), have WebGL but it is not optimized for memory-intensive applications and it might not work reliably if you are trying load many map layers into a project. To test if your browser has WebGL enabled, open **get.webgl.org**.

We also recommend that you ensure that you keep your browser up-to-date as SKiN is utilises evolving technologies and each browser version brings improvements that SKiN relies on for optimal performance.

SKiN is a contemporary mapping software that uses technologies that require a strong and stable internet connection as such not only do we recommend that where possible you use Wi-Fi or hardwire rather the 3G/4G, we also would recommend that you have a minimum internet speed of 10mbps. Further information about worldwide broadband speeds can be found here: https://www.cable.co.uk/media-centre/release/New-Worldwide-Broadband-Speed-League-Unveiled-UK-Ranks-31

Desktop Products:

StreetFinder Minimum Specification:

- Processor 1.2GHz or above.
- Supported OS Microsoft Windows® 7 or 10
- Memory 256 MB RAM.
- Hard Disk Space 5 GB available.
- Screen Resolution 1024 x 768.
- Other DVD-Rom and Microsoft Office 2003

GeoAnalyser Minimum Specification:

- Processor 1.2GHz or above
- Supported OS Microsoft Windows® 7 or 10
- Memory 256MB RAM
- Hard Disk Space 1GB available
- Screen Resolution 1024 x 768
- Other CD-ROM

6. SUPPORT PROCESS

On discovering an issue, it is important for the customer to gather the following information, to enable the Support Team to raise a new case and assign it to the appropriate Support Consultant:

- Name
- Company Name
- Telephone Number
- Description of the problem, including details of any error messages.
- Details of what you were doing before the problem occurred.
- Details of the system / browser you are using.
- Screenshots, if possible.
- Any changes to computer, operating system, data or way of working.

Contact can be made by telephone 01423 722719), email (support@geoplan.com) or via the website contact form (www.geoplan.com).

Upon receipt of a support request from a customer, the support consultant will first verify that the customer's organisation qualifies for support for the product concerned and that the customer has received the appropriate level of training for the product in question.

The contact details will be verified and the incident details will be collated and a case raised. A unique case number generated by the system will identify each incident. This case number will be communicated to the customer by phone or email and should be noted by the customer for future reference, so that any support consultant can recall the history of case.

Where the customer does not qualify for support for the product concerned, interim support will be provided on one occasion only. In these instances, the customer will be advised that support cannot be provided beyond the current query, without valid cover. The customer will be given the option to renew maintenance cover to ensure that support and can be provided going forward.

It may be necessary to gather information from a number of sources, to accurately diagnose the issue. This may involve information in relation to the customer's environment. The consultant will diagnose the issue, and prioritise, respond and resolve in line with our service levels.

On successful resolution of the issue, the case will be closed.

Please note that Geoplan will close a support case where the customer has not been contactable for three consecutive attempts, or where feedback is expected from the customer, but not received within 5 working days. The Support Team will raise a new case should the customer return to report the same incident.

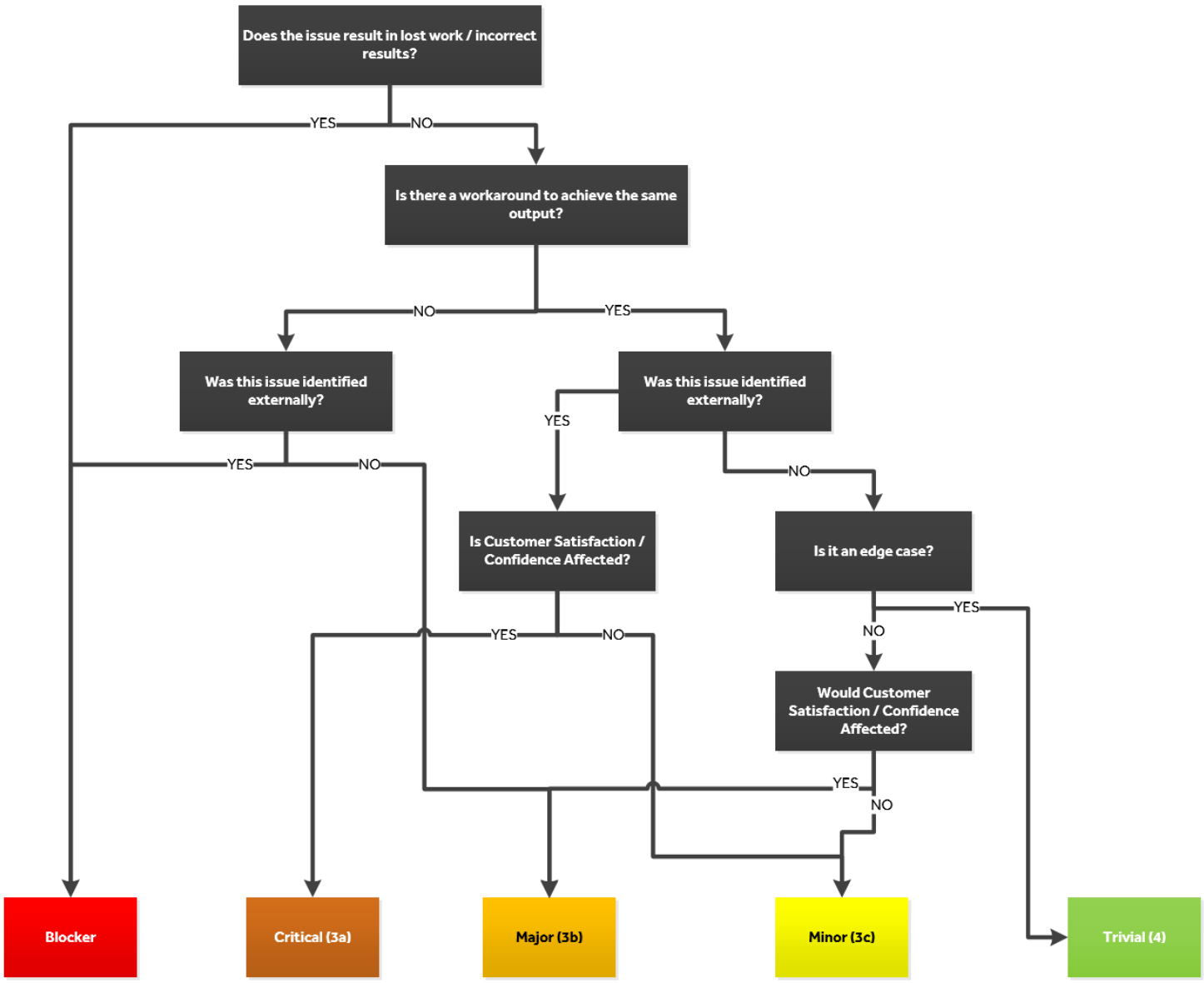
7. SERVICE LEVEL AGREEMENT FOR SUPPORT

As noted in this section, Geoplan shall provide support Monday to Friday, 9.00am to 5.00pm GMT, excluding public holidays.

Geoplan shall use best efforts to resolve any issues immediately.

Defect Severity Classification:

Geoplan use the following decision making framework to classify system defects:



Defect Resolution and Response Times:

Priority	Severity	Description	Response	Resolution
Priority 1	**Blocker**	Service is not accessible or urgent/serious issues that is preventing use of the Services by all users in a production environment.	30 minutes	3 hours
Priority 2	**Critical (3a)**	Service is not accessible or urgent/serious issues that is preventing use of the Services by some users in a production environment.	1 hour	5 hours
Priority 3	**Major (3b)**	Service is accessible but there is an issue or problem with a part of the functionality and no work around exists.	2 hours	7 days
Priority 4	**Minor (3c)**	Service is accessible and there is an issue with part of the functionality and a work around exists or does not affect usage.	24 hours	14 days*
Priority 5	**Trivial (4)**	Question about functionality or an enhancement request for which an immediate answer is not required.	24 hours	14 days*
Priority 6	**Trivial (4)**	Request for functionality or an enhancement to the system.	24 hours	n/a*

* To be reviewed as part of SKiN Maintenance Cycle and prioritised according to severity and customer demand.

"Response" shall mean an electronic or telephonic communication acknowledging the issue and logging of the Case. Times are working hours / days.

"Resolution" shall mean that Geoplan has investigated the issue and notified requestor electronically or telephonically of a proposed solution and the Parties mutually agree on a time to fix or repair. Times are working hours / days.

Escalation:

In the event of an incident not being responded to, or resolved to satisfaction in line with the above SLAs (specific to the priority level applied), the case should be escalated, in writing (by email) to the following contacts:

- John Taylor – Managing Director j.taylor@geoplan.com
- Sara McCartney – Finance and Operations Director s.mccartney@geoplan.com

The issue will be handled as a matter of priority, and a plan for resolution agreed with the customer. The Director(s) will remain the point of contact until the matter has been resolved to satisfaction.

8. SERVICE AVAILABILTY & CONTINUITY

Geoplan warrants that the Services shall be available 95% of the time, Monday to Friday, 9.00am to 5.00pm GMT, excluding public holidays, except for Regularly Scheduled Downtime. Available shall mean that the system is available for its intended use of all feature sets or that system performance has not degraded to the point that the system is effectively rendered unavailable impacting the user. Geoplan will aim to provide 5 business days' notice of any scheduled downtime.

Event monitoring is in place across the online platform to ensure that systems and data operate as expected, and that the appropriate response can be triggered as necessary. If an event is triggered out of hours, remote remediation may be possible, however notifications and plans for resolution should be assumed to be from the start of the following working day

Geoplan has a considered, and documented Business Continuity Plan in place, which meets the requirements of ISO 27001 in relation to ensuring we continue to maintain information security in the event of disruption to our business operations, or indeed a disaster recovery scenario.
The Business Continuity Plan (supplied) covers our critical third party suppliers, details the contractual SLAs we have in place, the likelihood of a potential outage, the controls in place to avoid this, and the impact/ approach in the event of service disruption.
The Business Continuity Plan (supplied) covers the scenarios which may affect business operations, the likelihood of those scenarios occurring, and the planned response in those events, ensuring that we preserve information security. The plan and process in place to organise the resources and equipment required to fulfil the services in line with delivery SLAs is realistic, and safe. The person responsible for Business Continuity, and for managing the response is Sara McCartney – Finance and Operations Director

In the event there is a disaster or other service interruption that is not caused by Geoplan or is outside of Geoplan' s control, Geoplan will use best efforts to resolve such service interruption as soon as practicable. For the avoidance of doubt, any vendors or other third party providers selected by Geoplan (for example, Data Centres for Hosting) to provide Services shall be considered within Geoplan's control.

9. UPDATES & RELEASES

Geoplan works to agreed processes in relation to release and deployment cycles which consider the following aspects:

- Release Cycle and Planning
  A roadmap for the forward rolling period (typically 12 months) will be agreed, and shared with customer as appropriate to develop a specific release plan where relevant. In line with our standard service level agreement, a notice period of 5 working days will be provided in advance of any scheduled downtime necessary. Likewise, if a particular release includes material changes that will impact a customer's use of the system, then this will be communicated and planned in advance as necessary.
- Change Management
  Changes are managed and controlled in line with our formal processes. Communication resulting in a change request will be visible and logged. If the change is in relation to the standard product platform, Customers will be notified in line with the release plan as above. If a change is in relation to a live project, or a specific custom aspect of a system, then this would be as a result of dialogue with the customer. A specific change request would be raised for agreement and sign off, with implementation planned and agreed.
- Validation & Verification
  Geoplan has robust testing procedures in place, to ensure that all products both meet their specifications, and their intended purpose. Test plans incorporate a range of tests to ensure we meet our quality assurance standards consistently.
- Build & Deployment
  Our development implementation and transition and release policies and procedures are robust, and aligned to TickIT plus requirements. A series of processed and controls are in place to ensure that quality is maintained throughout the process, and the product is released into the operational environment to the satisfaction of our customers.
- User Acceptance Testing (UAT)
  Where applicable to a specific project, UAT will be planned as part of the overall project, and agreed with the customer. The plan will consider the approach, the tests and environments, timing, sign off etc. and will be communicated in writing to the customer.

10. PROBLEMS, REQUESTS & FEEDBACK

Geoplan has clear policies and procedures to effectively address problems, and ensure that they do not re-occur. Problems are identified through a number of channels (Support, Project Management) and assessed for appropriate action. Customers will be notified immediately of a problem which is impacting their product of service levels (by email), along with the plan to correct, and improve where relevant to prevent reoccurrence of the problem.

On receipt of a customer request (verbal or written), this will be considered and assessed in line with the relevant framework (i.e. is it a Support case, or is it a request relating to a live project). Geoplan will response will be dependent upon the nature, or materiality of the request. As an example, if the request is to provide access to a system for a new user, then the relevant agreed access control process will be followed. If the request is in relation to a live project, the change management process will be used if the request will result in a material change to time, quality or budget. A request will be followed up by Geoplan, in writing (email) to ensure visibility and logging.

Customer feedback is important to us as part of our ongoing product development processes, and we welcome this . All feedback is considered and fed into the appropriate product backlogs/ lifecycle processes.

11. ACCESS MANAGEMENT

Geoplan's commitment to information security is demonstrated by our accreditation ISO 27001 and our access management policies are aligned to these standards.

Requests for changes to access for users should be emailed to the Support team, who will check the relevant authority and permissions guidelines stipulated by the customer, along with the current licensing allowances. Once the team are comfortable that a change is authorised (i.e. made in writing, by an authorised contact), then access will be granted or removed as per instruction, and the change confirmed by email.

12. INFRASTRUCTURE AND ENVIRONMENT

Geoplan has a range of policies designed to ensure that our organisational activities are not impaired by issues relating to our infrastructure or environment. This covers the full lifecycle from identification of needs (facilities and services including IT infrastructure), ongoing monitoring and management, and disposal of redundant infrastructure. These policies meet the requirements of our external quality standards, including ISO 9001, TickITplus, ISO 14001 and ISO 27001.

13. CUSTOMER RESPONSIBILITIES

- The customer must use only the specified contact numbers and email addresses to secure support, within the stated support hours.
- The customers nominated users and technical staff will attend the assigned training and read the user documentation supplied.
- The customer will have the necessary detail available for Geoplan to be able to provide an efficient support service, as specified in the Response Process section above.
- The customer must attempt to answer all the support questions to the best of their ability attempt to carry out any actions advised by the Support Consultant in order to resolve the incident as quickly as possible.
- The customer will ensure that Geoplan is notified of any of the following:
    - Departure of trained personnel.
    - Change of role for trained personnel
    - Arrival of new personnel who will be designated as users
    - Change of software or data location
    - Change of software or data operating environment
    - Change to intended software or data use
    - Changes to hardware environment
- Where support is required on site, the customer shall provide all the necessary personnel, IS support, permissions and facilities, necessary to ensure safe and efficient resolution of the support issue.
- If at any point Geoplan needs to work out of normal working hours, the customer will endeavour to make suitable arrangements for access to the customer's premises.

14. SUPPORT EXCLUSIONS

Software and data maintenance does not include the diagnosis and rectification of any fault resulting from:

- Improper use, operation or neglect of the software and data or the existing hardware.
- Operation of the software and data by people who are not competent employees and who have not been formally trained by Geoplan personnel where appropriate.
- Modification of the software and data by the customer, or its merger (in whole or in part) with any other software and data.
- Use of the Software and data on equipment other than the existing hardware without the prior written approval of Geoplan.
- Failure by the customer to implement and use recommendations in respect of the software and data or solutions to Faults previously advised by Geoplan.
- Failure by the customer to implement and use any new software or data release provided by Geoplan.
- Use of Software and data releases earlier than the release level currently supported.
- Any alteration or modification of the software and data made by any person other than Geoplan, without Geoplan's prior written consent.
- The use of the software and data for a purpose for which it was not designed.
- Damaged or lost software and data, or the media upon which it was originally supplied.
- Faults which cannot be reproduced.
- The use of any application or tool to modify or delete or add data on the Software and data, unless that application or tool has previously been approved or directed by Geoplan in each case, in writing.
- Incorrect or late supply of customer / third party provided software and data.
- Software and data performance which falls outside of the requirements specification approved by the customer and signed off at User Acceptance Testing.
- Failure of any hardware (including the existing hardware).
- The effect of lightning or any electrical fault upon the software and data.
- Failure of any network, cabling, peripheral or telecommunications equipment.

If Geoplan provides services in respect of any of these matters it shall be entitled to charge for such services at its then standard rates and those services will be provided on its then standard terms.

Geoplan will where appropriate enter into agreements with the licensors of the third party software and data. Geoplan will use its reasonable endeavours to ensure that the licensors of the third party programs provide appropriate maintenance in accordance with the licensor's then standard terms. Geoplan will, so far as it is able, pass onto the customer the benefit of any warranties or guarantees in respect of third party software or data support service levels, provided to it by the licensor.