

Service Level Agreement

The following is a general service level agreement. It will be updated as per the application

1.1 Project Management

Management and tracking of the issues will be done using JIRA or as agreed upon.

For efficient services, the following are required:

- Value delivery.
- Strategic alignment.
- Resource management.
- Risk management.
- Performance management.

All the stake holders who have access to the issue management system will be able to get status of the issues anytime.

Support may be provided to casual users including Client staff, for an agreed period after the implementation of the system.

3Di proposes to follow the steps outlined below for providing application support.

- The client will report the issue via email, telephone or by logging the issue in the issue managements systems. If the issue is logged via email or telephone, the same shall be entered by the 3Di team into the issue management system
- 3Di will assess the issue based on the information provided. If there is any clarification required, the same will be updated into the system and the 3Di team will get in touch with the Client team member to understand the issues and get any clarifications.
- Based on the problem definition the solution will be provided in the form of documentation that the client can follow to resolve the issue, or 3Di team members will get in touch with the client team member to resolve the issue.

Warranty and Hand Over

This phase will only kick off once all the modules have gone Live.

During this phase, 3Di will fix any defects raised against any module in production.

The Bug fixes will be deployed on UAT server, and once confirmed, they will be deployed in the Production environment.

Assumptions

- Defects on accepted user stories will be fixed in the Warranty period.

New enhancements, new product requirements will be put into the product roadmap, prioritized in the product backlog in JIRA for the subsequent contractually agreed phases of the program.

Deliverable:

- User training with interactive classroom / online sessions and recordings for subsequent trainings.
- User Manual for all features of the product.
- Defect Triaging with JIRA
- New minor enhancement tracking through JIRA

Change requests, New requirement tracking in the new product roadmap and translation into prioritized epics, features and stories in JIRA

3Di will provide support for the client application as part of 3Di's 60-Day warranty once the application goes LIVE and into production. Support will include:

- Diagnosis of problems of the Application and
- Resolution of the problem of the Application.

3Di will provide support for the Application to the Client. Support will include:

- Diagnosis of problems of the Application
- Resolution of the problem of the Application

The support will cover issues specific to Installation, Configuration, Integration and Maintenance of Application. 3Di will provide remote (via WebEx, email, and telephone as necessary) software support on a business day basis.

Business day is defined as 8:00 AM through 5:00 PM Pacific Standard Time, excluding holidays and weekends.

1.2 Support and Ongoing Maintenance

As development of the overall system is complete and functions are made available to the Client in Production, 3Di will provide ongoing maintenance, operations and support (MOS) of the system. 3Di has a comprehensive, flexible and proven MOS program. The MOS program includes

1.2.1 System Maintenance

3Di will provide day-to-day system maintenance which includes all the tasks necessary to maintain system uptime, performance and functional capabilities in their control. As part of system maintenance, 3Di will ensure that all system software, including any required 3rd party software not developed by 3Di, but required for system operations, is maintained and kept up to date with any required release patches or other updates. All 3rd party software will be maintained within one full version of the manufacturers fully supported current release.

- System Software updates and patching
- Application Software updates and patching
- Android and iOS application update
- Bug fixes and patching
- Release Management and version control
- Routine system & application log and file maintenance

The client is responsible for the following: **None**

1.2.2 System Operations

System operation consists of system hosting and routine operations

3Di will host the system in the Microsoft Azure Commercial Cloud or as agreed. 3Di will be responsible for all configuration, monitoring, management and fees related to the hosting of the system, including managing the required hosting agreements with Microsoft or any other provider. Any changes to the system hosting provider must be approved by the Client. 3Di will provide day-to-day system operations to ensure that the system continues to operate and perform as expected

3Di is responsible for the following:

- System & application Monitoring & Customer Notification of errors, downtime and breach
- System Security Monitoring and Notification (unauthorized use, Intrusion or Data Compromise)
- System recovery from errors and/or downtime
- Application data backup and recovery

The Client is responsible for the following:

- Open relevant connection Port behind FD firewall for the application.
- Keeping Data Plan active for all field Devices
- Support

1.2.3 Support

3Di will provide a fixed level of support service time available to make changes, including features and enhancements to the system as needed to account for changing business practices and new needs. These support services will be limited to no more than 40 hours in given month. Individual tasks will be limited in complexity to those that can be completed in 40hrs or less. Tasks or other changes that require more than 40 hours of development time are considered enhancements and out of scope of the maintenance agreement.

These would be considered additionally whenever required at a minimum of 1 FTE (40-person hours) or multiples thereof. Following are some examples of the type of tasks that can be included in this support service

- UI Design, development
- Application design, development, modifications
- Technical Support
- Integration Services
- Web/Mobile Accessible Service Tickets
- Status Reports
- Performance Reports

3Di is responsible for the following:

- Assisting the Client in evaluating and scope and nature of the request and providing an estimate of hours to complete
- Assisting the Client in the training, documentation and deployment of these features and enhancements

The Client is responsible for the following:

- Prioritizing the backlog of items and approving specific items to be worked on

The support hours (40 hours) may not be carried forward or borrowed back from one period to another.

1.2.4 Technical Support

3Di shall provide ongoing technical support to the Client. Technical support includes:

- Resolution of technical issues escalated from Level 1 & 2 help desk
- Resolution of technical bugs in the system
- Resolution system performance issues
- Resolution of any technical issue that prevents nominal use of the system

1.2.5 Application Service Levels

The Client requires the system to be available and perform normally seven days per week during Client’s normal operating hours which are from 6 A.M. to 6 P.M.

In case of an emergency 3Di will provide system support response to problems reported by the Client in accordance with the following service level definitions and inter dependency with partners like Microsoft on Azure and other cloud-based services.

Support SLA

Severity	Impact	Examples	Response Time	Pre-Approved Triage Time
1 – High	Unable to perform core functionality in production system and no workarounds exist	System unavailable; all users unable to login	2 hours	8 hours
2 – Medium	Unable to perform core functionality in production system but workarounds available.		8 business hours	N/A
3 – Low	Unable to perform non-essential functionality in production system; maintenance tasks; enhancement requests	Typographical errors, label changes, Screen Display issues, etc.	24 business hours	N/A

1.2.6 Technical Support Methodology

3Di shall provide access to online tools for issue managements like JIRA to support the application and the supporting infrastructure covered in the scope of work for this contract. Management and tracking of the issues will be done using this tool. All the stake holders who have access to the issue management system will be able to get status of the issues anytime. Support may be provided to casual users including City staff, for an agreed period after the implementation of the system.

3Di proposes to follow the steps outlined below for providing portal/mobile application support.

1. The client will report the issue via email, telephone or by logging the issue in the issue managements systems. If the issue is logged via email or telephone, the same shall be entered by the 3Di team into the issue management system

2. 3Di will assess the issue based on the information provided. If there is any clarification required, the same will be updated into the system and the 3Di team will get in touch with the Client team member to understand the issues and get any clarifications.
3. Based on the problem definition the solution will be provided in the form of documentation that the client can follow to resolve the issue, or 3Di team members will get in touch with the client team member to resolve the issue.

The Maintenance, Operations and Support does not include any custom system enhancements. System enhancements would be billed on time and material basis. The total amount of support is limited to 40 hours/month not including the issues related to system performance and the nominal operation of the system.