

## Schedule 1 – SLA

### Service Availability

The mpro5 platform operates with a service availability objective of 24x7x365 and 99.95% uptime.

### Support Requests

Support requests may be raised to Graphite Partners either by:

1. Email to the relevant support address
2. Submitting a ticket via the support portal within the mpro5 website
3. Via telephone

Examples of support requests include, but are not limited to:

1. Password Reset
2. New User Setup
3. Wording Changes / Spelling / Grammatical Error Correction
4. "How do I?" product-related queries

### Service Requests

Service requests are raised to Graphite Partners when a customer wishes to make a change to how their mpro5 platform is configured.

Service requests are categorised as follows:

1. **Standard** – Little to no impact on the system can be actioned in the same way as a support request.
2. **Ad-hoc** – A change that adds new functionality to a system but has little risk to the implementation.
  - New alerts
  - CRM Import of data
  - New form being setup
  - Updates to existing configurations
3. **Planned change** – tasks that fall under this category are normally made up of multiple requests that need to be deployed simultaneously to work.

Any issues raised to Graphite via the aforementioned methods will be categorised and allocated an SLA from the following table accordingly.

	<b>Business Hours</b>		<b>Outside of Business Hours</b>	
<b>Request Type</b>	<b>Response Time</b>	<b>Estimated Resolution Time</b>	<b>Response Time</b>	<b>Estimated Resolution Time</b>
Support Request	2 hours	1 working day	Contract specific	
Standard Service Request	2 hours	1 working day	Contract specific	
Ad-Hoc Service Request	2 hours	3 working days	Contract specific	
Planned Service Request	2 hours	10 working days	Contract specific	