



## Cloud Design Box Ltd

# Arbor MIS Enterprise Microsoft SDS Partner Support Service Level Agreement (“SLA”)

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## General terms

**“Business Days”** means days (other than a Saturday, Sunday or UK public holiday) on which commercial banks are generally open for business in England and on which the Company office is open

**"Company"** means the entity that is providing support service set out in this agreement

**"Client"** means the entity seeking to procure support services and who is a party to this agreement

**“Help Desk”** means the Customer Support email address where the Client places requests for service or reports problems or non-conformities that require correction or attention to by the Company

**“Technical Contact”** the person or persons appointed by the Client to be the prime contact in the Client organisation through whom all communications to the Company about the application and the service must be channelled

**“Locally Hosted”** an application or solution installed on the Clients own equipment at the Clients premises.

**"Force Majeure"** is any cause beyond a party's reasonable control, including, without limitation, acts of war, acts of God, earthquake, hurricanes, flood, fire or other similar casualty, embargo, riot, sabotage, strikes, governmental act, insurrections, epidemics, quarantines, inability to procure materials or transportation facilities, failure of power, restrictive governmental laws or regulations, court orders, condemnation, failure of the Internet or other reason of a like nature not resulting from the actions or inactions of a Party

## Logging technical support calls

The Company's Support Team are available between 9:00am and 5:00pm on Business Days except between 24<sup>th</sup> December and 1<sup>st</sup> January (both inclusive).

All support requests are recorded through email from the Client's point of contact.

### Email

Support requests via email are to be sent to only the Company's Help Desk email address which is –

[support@clouddesignbox.co.uk](mailto:support@clouddesignbox.co.uk)

### Incident Recording

The Company requires the following information to be provided when a support requests is logged by email:

- The name of the person logging the call
- The contact details of the person logging the call including email address and telephone number
- The support/incident ticket number from the Client's support logging system
- Full detailed information of the issue including the name of any individual client affected
- When the problem arose and if there were any prior events that might be connected

## Technical support call response levels

When a technical support request is placed with the Help Desk by the Point of Contact of the Client it will be assigned a call severity level in accordance with the table below. If appropriate, the severity level may be amended during the problem resolution process, but only by mutual agreement by the Company and the Client.

The initial response time for problems and queries is dependent upon the severity level of the call and the system that is involved. The response time for each scenario is listed in the table below. Please note these are initial response times and not time taken to resolve the support issue.

Category	Impact Level	Description	Response Time	Response Method
<b>Category 1</b>	Critical	Initiated by total unavailability of the service	1 Business Day	Telephone/Email/Remote Session
<b>Category 2</b>	Urgent	The problem has a significant impact on a individual site and/or local service operation	2 Business Days	Telephone/Email/Remote Session
<b>Category 3</b>	General	The problem has little or no impact on the site and/or the service	5 Business Days	Telephone/Email/Remote Session
<b>Category 4</b>	Question	General enquiry/question about the system	8 Business Days	Telephone/Email/Remote Session
<b>Category 5</b>	Change Requests	Changes to the original design specification	8 Weeks (Small changes)  Summer Roll-over (large changes)	Telephone/Email/Remote Session

## Cloud Design Box Office 365 annual technical support definition

The following products are within the technical support scope:

- Microsoft School Data Sync OneRoster API for Arbor MIS
- Class Team Data Issues
- Auto User Account Issues Powered by SDS

The following areas are within the technical support scope:

- Arbor MIS SDS integration
- Problem solving errors
- Logging calls with Microsoft for SDS issues
- Fixes and updates to any custom work or solutions provided by Cloud Design Box
- Questions about Office 365 users and class group membership

\*Documentation and files must be provided for third party solutions. Training and support on third party software add-ons is not part of the support contract.

The following areas are outside of the scope of the support contract but can be provided by the Company with additional priced consultancy or training services:

- The disaster recovery of Office 365 or any associated supported product
- Management of user account (resetting passwords and any features that are not available out of the box with Microsoft School Data Sync account creation)
- SharePoint and Teams Design
- DirSync/Azure AD Connect
- Training and accreditations
- Custom application configuration
- Desktop Applications
- Mobile App configurations and connectivity
- Backing up or recovery of applications or data
- On-premises server support (including Active Directory and Exchange)
- Onsite and remote training
- Reconfiguration of the SharePoint environment to add/customise components (Search, OneDrive, Websites, App Store)
- Information and content architecture consultancy
- Direct end user support
- Network issues including performance
- Server and storage issues including performance
- General server maintenance (updates, backups, housekeeping)
- Issues caused by Microsoft updates
- MIS application and database support outside of the Arbor class/teacher membership

## Escalation plan for technical support calls

A support call may require escalation due to the following reasons –

- The response time detailed in this SLA is close to or has been breached
- No response from support desk email
- A support calls response category needs to be raised

<b>Standard Call Logging Procedure</b>			
Please log your initial support enquiry as detailed in this SLA			
The Company will respond within the defined response timescales			
<b>Escalation Procedure</b>			
Stage 1	If no response has been received from the Company in the defined response time please email the Help Desk again		
Stage 2	The company will respond to the support enquiry within 4 working hours to a stage 1 escalation		
Stage 3	If a response has still not been provided within 4 working hours, Tony Phillips should be contacted directly(contact details below)		
Stage 4	The call will ensure that a response is given within a prompt and appropriate manner		
Steve Hill	Service Desk Manager	Steve.Hill@clouddesignbox.co.uk	+44 01482 688893

## Change requests

A change request is an alteration to the agreed design specification provided before the build date. The following are acceptable change request areas for Clients:

- New Office 365 tenant
- Adding additional schools
- Changes to SDS profile settings
- Academic year rollover and archiving old class teams

The following features are available in the Cloud Box Silver, Gold and Platinum packages (but are not included in Arbor MIS Enterprise Microsoft SDS Partner Support:

- Auto create long term subject resource Teams/SharePoint sites
- Automate class team creation from SDS office 365 groups
- Add tabs to class teams for long term subject year group resources
- Create secure drop off folders for each student in each class team
- Provide a class dashboard to jump straight into the relevant Teams and Class Notebook areas
- Create a SharePoint intranet for communication resources and collaboration teams
- Provision staff department teams with a channel for each subject
- Ability to attach long term resources to class assignments
- Cloud service to provision additional communication and team sites
- Class cover and drop-in features
- Proactively manage the end of year rollover process
- Provide whole school team assignment analytics
- Provide teacher onsite/online training workshops, rollout plans and user adoption reports (Gold and Platinum)
- Self-Service CPD Portal (Platinum and Gold)
- And much more

The following areas are outside the scope of change requests and will be quoted as additional development or consultancy work.

- Creating custom sections, sections groups or pages within OneNote notebooks or Class Notebooks
- Changes to the SharePoint site behind a Team (besides the files tab)
- OneDrive alterations and permissioning
- Provisioning class notebooks within Class Teams
- Creating additional sites, lists or libraries outside of the defined product
- Populating lists or libraries with folders, list items or documents based on MIS data
- Using varying designs for subject sites based on subject/department e.g. some subjects using year-based resource libraries while others choose libraries based on Key Stage, or having different columns and views
- Creating SharePoint subject sites or class teams when there is no direct MIS data available e.g. a KS3 Art site when no students study Art in KS3.
- Creation of Teams not based on School Data Sync and MIS data

- Creation of Class Teams for MIS data other than timetabled classes e.g. Tutor groups, Years, Houses
- Setting membership of class teams based on MIS data other than class data e.g. HODs and HOYs
- Content migration and tagging
- Provisioning OneDrives or updating permissions in OneDrive
- Custom workflows on lists and libraries
- Customisation of data-entry forms
- Creation of training sites or class teams for training
- Provisioning of channels or folders in the Office 365 Video Portal

### Change request response

Change requests require a minimum of 8 weeks' notice. This is to ensure we have time to setup the changes and test before rolling them out. For large change requests, we require 8 weeks' notice, and these can only be carried out over the summer months (July – August) to coincide with new student intakes. Cloud Design Box will make the judgement depending on the amount of time required to make the change request and the disruption to the users.



## Company responsibilities

- To provide appropriate support of the supported services in accordance with this SLA
- To respond to support requests in a professional and timely manner in accordance with this SLA

## Client responsibilities

- During the support incident resolution process the Client may be requested to carry out certain tasks in order for progress to be made – this must be carried out within a reasonable time and feedback given to the Company as soon as possible.
- Maintain and operate any locally installed software in a proper and prudent manner in accordance with such advice and instructions as the Company may issue from time to time, and allow its use by competent, trained and authorised personnel.
- Make available to the Company, without charge, any information or facilities to enable the Company to discharge its obligations under this Agreement including, but not limited to, computer print-outs, photocopies of documents, screen shots taken of the application, provided always the Company shall hold as confidential any such information provided by the Client.
- Appoint a single Point of Contact for exchange of communications with the Company
- Where communications are sent to the Company Help Desk by the Client that are not from the person(s) appointed such requests will not be deemed to have been authorised and will be referred to the Client contact for confirmation of action.
- Be responsible for ensuring the software is used for the purpose intended

## Exclusions

The obligation of the Company to provide the Help Desk service will extend to only the solutions detailed in the schedule of products and services.

The Company will not be bound by the terms of this SLA in any of the following circumstances:

- Failure of the Customer to fulfil their obligations as specified in this Service Level Agreement
- Information from the customer which is inaccurate, incomplete or not supplied in a timely manner
- For incidents caused by hardware problems not included as part of the SLA, assistance is not provided on problems relating to the Client's own computer hardware, operating systems, network configurations
- Reconstitution or rectification of lost or corrupted data where the loss or corruption occurred other than from the negligence of the Company
- Any part of the Application Software which has been changed, altered, added to, modified or varied by anyone other than the Company, or at the direction of the Company using the formal change request procedure
- Failure, misconfiguration or incompatibility of third party software
- Force Majeure events beyond the Company's reasonable control
- Failure of communications circuits, Internet connections, not included as part of the SLA
- Server configuration, software or DNS problems external to the SharePoint farm
- Problems not reported promptly by the Client or where a support incident/ticket number has not been obtained