



Client Services Service Level Agreement



40 Darling Drive
Avon, CT 06001
Phone: 860.677.1005 ***Fax:** 860.677.2454

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Purpose

The purpose of this Service Level Agreement (SLA) is to clearly define, in measurable terms, the services and their respective performance objectives that RMI Corporation will furnish to its clients. This SLA will evolve over time as we gain additional knowledge of client requirements and as the introduction of new applications and services into the support program provided to the client dictate. RMI is in the process of systematically reviewing its internal processes and procedures in an effort to continuously improve the level of service provided.

In some cases, information contained in this document represent ideals that are either in the process of being implemented or are future planned projects. We apologize for references made in this document to any services that we are not yet providing on a consistent basis. However, we deemed it important to share our service goals with you so that you are aware of the plans we are making to better serve you in the future.

Scope of Agreement

RMI Business Support is intended to assist our clients with specific incidents resulting from the normal use of RMI-ADVANTAGE Software on the recommended supported platforms and provide answers to questions as they relate to the software. RMI Client Services and its clients are partners in the resolution of an incident. Clients are expected to fulfil reasonable troubleshooting tasks as recommended by Client Services.

Services provided

System Support—Full system support is provided Monday through Friday from 8:00 AM to 8:00 PM ET and from 8:00 PM to 8:00 AM for critical system down issues only.

Root-cause Analysis—Analysis of the root causes of incidents. Incidents will be reviewed to determine their root causes, measures will be taken to correct the source, and resolution will be communicated in a timely fashion.

Application Fixes—Defined as the repair of a system operation that does not comply with the core system design. This includes system errors, or unexpected results within the system that render it unusable for the purpose for which it was designed. RMI will address incidents related to its products by way of periodic Improvements or Service Packs and will submit requests for application fixes to Microsoft for Microsoft related incidents, on behalf of the client.

Self Support Tools—RMI's Client Web Site provides access to a searchable knowledge base, FAQ's, a series of operating procedures referred to as "Everyday Solutions", and training videos.

Status Reporting – RMI will provide status updates on all open incidents. These updates will be delivered by email, generated from our incident tracking software.

Additional Service Offerings

RMI also offers the following fee based client services upon request. Please refer to your Professional Services Agreement for current rate information.

- **Extended Support Hours**
- **Data Integrity Review**
- **Consulting Support**
- **Project Management**
- **Report Development**
- **Interface Development**
- **Technical Environment Services**
- **Business Process Review**
- **Data Conversion**

Targeted response times are assigned to each incident and are based on severity level. The level of severity will

Service Levels and Target Responses

dictate the order in which incidents are addressed. Prioritization of calls will be administered in cooperation between RMI and the client to categorize the severity level and its corresponding targeted response time. Targeted response times apply only to support requests submitted during posted support business hours. RMI will determine the severity level with input from the client.

Severity Level	Description	Automated Notification of Incident Received	Targeted Call Back Response
1) Critical	System is inoperable to all users, not functioning, data may be lost	Immediate	Standard: Immediate to 1 hour
2) High	Major functionality is inoperable impacting daily business. Cannot close month-end/quarter end. Data may be lost or impaired.	Immediate	Standard: 2 hours
3) Medium	Incident impact is high; production is proceeding but in an impaired fashion. Workaround is available.	Immediate	Standard: 3 hours
4) Low	Incident does not have significant current productivity impact. Examples: usage questions, cosmetic problems, and modification requests.	Immediate	Standard: 4 hours

Incident Tracking

Process and Procedures Related to this Agreement

RMI utilizes an automated incident tracking tool to record all incidents and inquiries received from the client. This tool manages the flow of work through the organization from the time an incident is reported, until it is completed or resolved. Each incident is assigned a tracking number that is communicated to the client. This tool also provides RMI with the ability to retrieve current and historical information, generate reports and provide metrics with regard to this SLA.

Metrics Reporting

Monthly reporting is provided from RMI to the client on available metrics as related to target response times. These reports are produced by RMI's call tracking system, which detail incident management performance against SLA targets established for the client.

Dependence on Other Organizations

RMI is dependent on other external groups and external suppliers in providing application support services to the client. RMI will manage the interface into those suppliers as it relates to the provision of services under this agreement, however only RMI's response times are supported by this SLA.

The list of organizations and vendors that RMI is dependent on may change during the term of this agreement.

Definitions

Incident

For the purposes of this agreement, an incident is generally defined as a request for support to fix a defect in existing application code or a request for support that relates to usage of the system.

Modification Request

For the purposes of this agreement, a Modification Request is generally defined as any request to make modifications to the functionality of the existing system or any request to add functionality to the existing system.

Roles and Responsibilities

Appendix A

The Client

The client has the following general responsibilities under this agreement:

- The client will assign severity codes adhering to the correct usage of these codes as defined in the client's specific SLA.
- The client will conduct business in a courteous and professional manner with RMI Corporation.
- The client will communicate the steps that were taken prior to the incident occurring, identify the release currently in use and, the effect of the problem on their ability to conduct business.
- The client will provide all information required to open an incident.
- Once an incident has been submitted, the client will make themselves available to work with the RMI support resource assigned to the incident.
- All problem incidents must be logged through Client Services.

RMI Corporation

RMI Corporation has the following general responsibilities under this agreement:

- RMI will conduct business in a courteous and professional manner with the client.
- RMI will log all information from the client required to establish contact information, document the nature of the incident and the client's release version currently in use.
- RMI will attempt to resolve incidents over the phone on first call.
- RMI will escalate an incident to the next level of internal support within RMI upon approach of established resolution targets.
- RMI will obtain the client's confirmation of incident resolution before incident closure. If confirmation is not received within 48 hours, the incident will be closed and re-opened if necessary.
- RMI will be the liaison on behalf of the client with third parties and other organizations as appropriate.

There are several roles deployed within RMI Corporation that are integral to the provision of support services to the client. These roles include the following:

Manager Client Services

The RMI Manager of Client Services will provide the overall direction of the activities of the support team. This individual will report to the RMI Director of Client Services. His or her duties will include:

- Ensuring SLA targets are met (coordinating all activities to ensure all tasks are performed in a consistent manner and on schedule).
- Ensuring all work is performed according to the agreed-upon work methods and standards that are in effect with RMI.
- Acting as point of escalation for incidents beyond usual scope.
- Liaising with other RMI departments.
- Ensuring support team members have all the required tools to perform their function.
- Performing resource management and scheduling, including provision of overall direction of the activities of the support specialists.
- Creating and implementing standard training programs for all support resources.
- Conducting continuous process improvements.

APPENDIX B

- Assessing the workload for each support request and assigning work to the team member having the appropriate technical knowledge.

Support Team

The RMI System Support Specialists work as a dynamic team of support professionals who provide software application support. Reporting to the Manager Client Services Support, they are responsible for the timely submission of all deliverables. Their duties include:

- Conducting all root-cause analysis
- Acting as a point of contact for all application incidents
- Determining the scope of a Modification request, working directly with the client to define all changes, and completing the appropriate documentation for approvals.
- Identifying all tasks associated with each support request and deriving estimates for the completion of each task.
- Responsibility for responding to and updating incidents reported.
- Conducting testing and appropriate activities for all fixes/enhancements prior to delivery to the client.
- Participating in the acceptance testing and implementation activities.
- Providing knowledge transfer to backup support specialist on regular basis.

Escalation Path

Should you need to escalate an incident, please utilize the escalation path below:

1st - Manager Business Support

2nd - Director of Client Services