SERVICE LEVEL AGREEMENT

Storyboard Learning Center

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1.1 Service level agreement

This Service Level Agreement defines terms and conditions for maintenance and support services performed by Storyboard for the customer, in the following referred to as "the Customer".

The Service Level Agreement covers the following products:

- Learning Center

The Service Level Agreement is valid when the Customer has a valid subscription for products covered by the Service Level Agreement.

Storyboard can change, amend, or revise the Service Level Agreement with a 30 days' notice. The Customer must send a written objection within the notice period, otherwise the change, amendment or revision enter into force.

Changes or revisions to the Service Level Agreement are effective when posted to the Storyboard App Center https://appcenter.cursum.net

Storyboard in this SLA, means Storyboard AS or its partner Cursum A/S.

1.2 Support Services

Storyboard provides these maintenance and support services for the Customer:

- Error report handling and incident management
- Workaround solutions as and when needed

While this Service Level Agreement is valid, and the Customer has a valid subscription for products covered by this Service Level Agreement

1.2.1 Documentation

Storyboard provides a full set of documentation on the Storyboard Support site: https://appcenter.cursum.net/Guide. The documentation is continually updated to reflect the current functionality of the program. This set of documentation is in the form of articles grouped in sections and categories and covers general user and administration scenarios.
Special articles covering customized solutions are not covered by the standard documentation but can be requested via support tickets on the Support site.

1.3 Incident management

1.3.1 Requesting service or submitting incidents

Service requests and incident reporting must be submitted in Norwegian or English through the Storyboard global support services at https://appcenter.cursum.net/Support/CreateTicket

1.3.2. Global support business hours

Storyboard provides access to Cursum Global Support Services to the Customer. Global support handles requests about Storyboard products and operations.

Storyboard global support is available for personal service on business days:

Norway: Monday through Friday from 08.00 to 16.00 CET

1.3.3 Error reporting procedure

1.3.3.1 Request by web form

Incidents can be reported in English to Storyboard global support using the support form at https://appcenter.cursum.net/Support/CreateTicket.

1.3.4.1. Response and resolution definitions

"Response time" is defined as the time it takes for Storyboard to confirm that the reported incident has been registered.

"Resolution time" is defined as the time it takes for Storyboard to investigate and implement a resolution, or to investigate and confirm a reasonable time estimate for implementation of a resolution.

The definition of "response" is confirmation to the Customer that the incident was received and registered by Storyboard help desk.

The definition of "resolution" is the sum of the involved phases it takes to resolve the reported incident by Storyboard.

A "workaround solution" is a temporary remedy required to eliminate an error. Workaround solutions may cause minor restrictions in system performance or available system functionality.

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A "permanent fix" is the actions required to prevent the reoccurrence of an error and any underlying causes of a problem. When a permanent fix is implemented, the system is restored to full functionality and performance.

Response times and resolution times are effective within the standard global support opening hours defined in section. Global support business hours.

1.3.4.2 Severity definitions

Severity	Description
Critical	- Highly critical impact on a product or live environment. - Catastrophic production problem which may severely impact the Client's production or live environment systems, causing loss of production data or service. No procedural workaround exists. - Continued lack of availability. - No workaround exists.
High	- High impact on a production or live environment. - Problem where the Client's system is functioning but at severely reduced capacity. The situation is causing significant impact to parts of the Client's business operations and productivity. The system is exposed to potential data loss or interruption of service. - Irregular service interruptions. - No reliable workaround exists.
Medium	- Minor impact on a production or live environment. - A medium-to-low impact problem that involves partial non-critical functionality loss and may interrupt some operations but allows the Client to continue to function. This may be a minor issue with limited loss or no loss of functionality or impact to the Client's operation. This includes documentation errors.

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	• Minimal reduction or interruption of the business processes. • Workaround exists.
Low	• No direct impact on the production or live environment. • A general usage question or recommendation for a future product enhancement or modification. There is no impact on the quality, performance or functionality of the product. • No reduction of the business processes.

1.3.4.3. Response and resolution times on incidents

Severity	Response time (within opening hours)	Resolution time
Critical	1 hour	4 hours
High	4 hours	8 hours
Medium	Within next business day	4 days
Low	Within next business day	Software release cycle

1.4   Exclusions

Storyboard will make every effort to solve critical and high severity errors reported by the Customer within a reasonable time frame and to the satisfaction of the Customer.

Storyboard is not obliged to prioritize or implement software feature requests from the Customer.

Storyboard is not responsible for correcting any errors not attributable to Storyboard. Errors attributable to Storyboard are those that can be reproduced by Storyboard on software which is either unmodified or modified by Storyboard.

Storyboard is not required to provide any maintenance or support services relating to problems caused by:

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Changes to the operating system or use of the software on equipment other than the equipment for which the software was designed and licensed, unless such changes are approved in writing by Storyboard.

Any alterations of or additions to the software by parties other than Storyboard, unless such alterations or additions are made at the direction of or with the written approval of Storyboard.

Use of the software or service in a manner for which it was not designed, contrary to the proper use which is described in the documentation.

Accident, negligence, or misuse of the software.

Interconnection of the Software with other software products not supplied or approved in writing by Storyboard.

Storyboard will provide product support in accordance with product lifecycle policy, which as a minimum provides 36 months support after version release. Once a version is terminated, support will be given at a best effort basis.

If Storyboard does not agree with the severity classification of an error reported by the Customer, Storyboard is entitled to escalate the classification within the organization of the Customer and Storyboard.

1.5 System management

To ensure an uninterrupted and predictable Service Level Storyboard proactively collects statistics for the services covered by this Service Level Agreement.
Based on these statistics, Storyboard performs maintenance and scales the services covered by the current Service Level Agreement.

1.5.1. Availability of software and services hosted by Storyboard

Storyboard will ensure that solutions or services hosted by Storyboard are available for at least 99.00 % in average per month measured over a period of three calendar months.

Availability is measured for the system as whole, excluding unavailability caused by public Internet unavailability beyond the control of Storyboard.

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The availability percent figure is calculated as shown here:

$$\frac{\text{Available operation hours}}{\text{Agreed upon operation hours}} \times 100\%$$

The term "Available operation hours" means the agreed upon operation hours with subtraction of hours where the system or a part of it cannot be used for error free operation due to errors in the delivery, or where the response times do not fulfill the requirements.

Operational hindrances, which the Customer can be held responsible for, or disturbances from external sources - like power failure, errors in public data transmission network, etc. - are not subtracted from the available operation hours.

The agreed upon operation hours is defined as 24 hours per day, 365 days per year minus planned hours where the hosted solution or service is taken down for maintenance.

Storyboard is not liable for errors made worse as a result of a failure by the Customer to timely notify Storyboard of alarms or errors in the system, or if the Customer fails to take appropriate corrective action in accordance with the standard maintenance instructions, resulting in an error or outage.
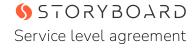
Storyboard Learning Center is cloud-based and are hosted on Microsoft Azure. We follow standard guidelines for operating cloud-based solutions.

Current version of Learning Center is a C#.NET based solution build on Microsoft technologies including MS SQL server and ASP.NET/IIS.

1.5.2. Performance monitoring

Storyboard has automated performance monitoring of each installation. This cover uptime, performance and availability. Based on the Azure App Insights service, all sites are monitored and Storyboard guarantees the following measures and KPIs.

1. Site uptime and availability – guaranteed measure: 99% (see above for details).

   a. Each site is monitored from 5 different globally distributed sites in 5 minutes intervals.

   b. We can deliver reports on 1, 24, 72 hour intervals + weekly.

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2. Server-side response time – guaranteed measure: 24 hour average with below 250ms.

a. This is an average of all requests to the installation and only covers the processing time from request received to the delivery of the response with content. How long it takes the client to receive it and render the pages is not covered by this KPI, since external factors like use of heavy content like large images and videos, poor network connection, local machine settings and power can affect this.

b. In days with service windows or deployments the deployment window timeframe is excluded from 250ms.

3. Database performance (Azure only) – guaranteed less than 80% DTU utilization per day – if DTU utilization reaches this point – Storyboard will automatically upgrade to a higher DB tier.

Storyboard does not guarantee a max processing time, since specially admin pages and large reports can take longer time to generate and are depended on the user's system configuration and data.

1.5.3. Compensation

Compensations in case of SLA violation:

Availability in Basis period (relevant month)	Fee reduction (relevant month)
At least 99%	0%
98-98.9%	2,5%
97-97.9%	5%
96-96.9%	7,5%
95-95.9%	10%
Less than 95%	30%

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1.5.4 Backup and restore plan

All services covered by this Service Level Agreement are backed up daily between 3am and 5am. The backup set consists of both backup of the website and the database (data and transaction logs). All backups are stored within the same datacenter region. So, for example, if the customer is running on an Azure instance on the West Europe Data center, all data both production and backups are kept within that region.

Storyboard will store backup data for no more and no less than 7 days. If customes wants shorter backup intervals or higher backup retention this can be done within a separate agreement.

If it is deemed necessary to restore service data from a backup, the restore process can impact the service availability for up to 2 working days.

The objective of the backup and restore plan is to ensure that Storyboard is able to respond to a disaster or other emergency that affects information systems and minimize the effect on the operation of the business.

1.5.5 Service windows

1.5.5.1. Maintenance window

Standard server maintenance window is scheduled for the last Sunday in each month.

EU-Environment: 10.00pm – 04.00am CET

To ensure stability and minimum impact on production environment the timing and planning of modifications in the production environments are coordinated internally in Storyboard according to ITIL Change Management procedure.

1.5.5.2. Upgrade window

This window is planned according to the roadmap for the product or service in question and is communicated via official release notes or service notifications to the Customer.

To ensure minimum impact on other processing activities the timing and planning of modifications in the production environments are coordinated internally in Storyboard according to ITIL Change Management procedure.

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1.5.6. Communication about emergency maintenance

In case of emergency maintenance due to fatal errors in the production system or fatal errors in the software, an emergency service window will be communicated to the Customer.

1.5.7. Communication about disturbance or downtime

In case of unscheduled downtime or instability of the services covered by the current Service Level Agreement, information will be communicated to the Customer.

The communication will contain the following information:

- A timestamp of the downtime or instability.

- A description of the impact on the Customer's services or configuration.

- An estimated resolution time.

1.6 Professional services

Storyboard's Training and Implementation services help customers improve efficiencies, reduce risk, save time and offer a quicker return on investment from your Storyboard solutions.

Based on our experience of proving secure remote support solutions we have developed various Professional Services Packs, which meet the needs of most common customer environments. Packs can be purchased in multiples and combinations to suit your requirements. Additional services can also be provided for maximum flexibility.

The Packs can be delivered both remote and on the customer site. If the customer chooses one of our representatives to visit on-site to deliver any of the packs he/she is subject to the coverage of travel expenses associated with it.

At the acquisition of any of the above packs the customer will receive a list of prerequisites he/she needs to complete before delivery. Once completed Storyboard reserves a time limit of maximum 20 working days to schedule the delivery of professional service to the customer.

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