



Talis Engage Service Level Agreement

April 2009

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1. Introduction

This Service Level Agreement (SLA) is an agreement between Talis Information Limited and the Customer to cover The Talis Engage services provided by Talis Information Limited.

The objectives of this SLA are:

- To define the services to be provided by Talis Information Limited
- To define the reporting arrangements which exist to assess the actual levels of service being provided
- To define the responsibilities of Talis Information Limited and the Customer within the agreement
- To define the target levels for services

In the event of a conflict between this agreement and any specific service provision contract between Talis and the client the terms in the service provision contract shall override this agreement.

The following general principles have been embodied within this document:

- To cover all the services provided to the Customer
- To define aspects of the services in Customer business terms rather than technical terms
- To link service level concepts to their corresponding method of measurement and reporting.

2. Scope

Support will be provided on Talis products as outlined in the body of this SLA.

Scope of Services covered by this agreement includes:

- Talis operational services
- Service desk operations
- Application support services
- Analysis, design, development, testing and implementation of new functionality
- Contract management
- Customer satisfaction

3. Benefits to Customer

The service management arrangements within the SLA have several benefits as follows:

- **Agreed levels of services:** Talis Information Limited and the Customer will have a clearly defined, and mutually agreed, understanding of the type and levels of service to be provided. This will provide a strong basis for a sound working relationship between the two parties, within clear guidelines and operational procedures, to the mutual benefit of all.
- **Regular reporting:** key features of this reporting will include comparisons of actual performance with target service levels and analysis over time.
- **Single point of contact:** the Customer will have a single point of contact for all incidents regardless of their nature.

4. Date of Agreement

April 2009.

5. Service Availability

Talis Engage is available 24 hours a day, 7 days a week, 365 days a year outside of regular and planned maintenance windows as defined in the section [Maintenance Plans - Continuity](#).

Talis Information Limited will use all reasonable efforts to make Talis Engage available with an annual uptime percentage of at least 98.5% during the Service year.

Availability is checked by both Talis and an independent 3rd party monitoring service. These systems carry out identical checks against dedicated monitoring targets to report both availability and response times from numerous locations around the world.

Monitoring checks take place every 5 minutes from a number of locations. The service will be considered unavailable when it cannot be reached by all our monitoring systems for two consecutive checks. Every further consecutive failure after this point counts as a further 5 minute of unavailability.

Example

00	05	10	15	20	25	30	35	40	unavailable
FAIL	FAIL	OK	OK	OK	OK	OK	OK	OK	5 min
FAIL	OK	OK	OK	OK	OK	OK	OK	OK	0 min
FAIL	OK	FAIL	OK	OK	OK	OK	OK	OK	0 min
FAIL	FAIL	FAIL	FAIL	OK	OK	OK	OK	OK	15 min

Availability is then calculated by subtracting the percentage of failed periods from the total number of available 5 minute periods in a service month.

Example

Total time = 30 days = 720 hours = 43200 min / 5 = 8640 five minute periods

Unavailability = 1 hour = 60 mins = 12 five minute periods unavailable

Availability = $100 - (12/8640) = 99.998\%$

Definitions

- "Service Year" is the preceding 365 days from the date of a SLA claim.
- "Annual Uptime Percentage" is calculated by subtracting from 100% the percentage time during the Service Year in which Talis Engage is in a state of "unavailable".
- "Unavailable" means that all of your running instances have no external connectivity and you are unable to launch replacement instances. This level is measured by Talis outside of its firewall and is subject to [User Responsibilities](#).
- "Customer" A person or persons authorised to use Talis Engage for the origination, addition and update of personal or business data within Talis Engage.

6. Support procedures

The overall aim of Service Desk incident management is to respond and resolve the incident effectively, to the satisfaction of the Customer. This section sets out the procedures whereby the Service Desk, in cooperation with the Customer (and third party providers where applicable), will endeavour to resolve incidents that occur.

6.1 Incident Management

- If the incident or problem proves to be within Talis Engage, the Customer is responsible for contacting the appropriate local parties to update all affected users on the investigation and resolution.
- The Customer should provide as much information as possible to enable a rapid resolution of the incident. Only cases logged with the Talis Service Desk will be progressed.
- The Service Desk will keep the Customer informed of progress to resolve the incident.
- Calls to the Service Desk will be assigned a priority dependent upon an assessment by the Service Desk of the severity of the problem and the impact it has on the user base and the Customer.
- The Service Desk will contact the originator of the call within one hour of receipt of the incident through the My Support Service with an initial response. The Talis My Support Service will be updated regularly to indicate progress. Customers can access the My Support Service to check on progress on their work.
- To identify the impact on the business and the number of users, the following criteria are used:

Priority	Definition
Major Impact	High impact on business or High impact on multiple users
High Impact	Medium impact on business across multiple users or medium impact in a distinct functional area
Medium Impact	Medium to Low impact on some functional areas
Low Impact	Low impact on a functional area

6.1.1 Major Incident

Whilst the objective of Talis Information Limited is to ensure all services are available within the hours specified, the system, or some component of its delivery to the user, may fail due to occurrences beyond the control of the Customer and/or Talis. In such circumstances a full investigation will commence immediately to find the reason for and extent of the failure.

Where the incident results in a major outage, all Customers affected by the outage will be notified by email and the web site as soon as the problem becomes known. In cases where the delivery of emails between the Service Desk and the Customer may take longer than 60 minutes, every effort will be made to contact the Customer by telephone.

The Service Desk will take responsibility for restoring full service as soon as possible and will provide updates on the resolution of the problem and estimated time of restoration of full service, both by email and via the web site, during Scheduled Service Hours. In the event that the outage is predicted to last more than one working day, this will be escalated to the Support and Education Manager.

In the event of a critical system failure, the Service Desk will liaise with all necessary parties to resolve the problem and keep all Customers informed of the situation.

6.1.2 Raising an incident

- The Customer will log incidents with the Talis Services Desk via the My Support Service, by emailing support.portal@talis.com or via the direct support telephone number.
- Only incidents logged in this way will be addressed within the deliverables of the SLA, the only exception being system critical incidents. In addition a single telephone contact point is available to progress incidents and to provide further information as necessary. All contacts and actions will be logged on the Talis My Support Service, which will provide the Service Desk and the call originator with progress information and an audit trail.
- Talis' My Support Service is available 7 days per week 24 hours per day. Calls may be raised at any time. Where calls are logged during scheduled non-service hours they will be reviewed in order of receipt, and will be responded to within one hour of the start of the next period of Scheduled Service Hours.
- In the event of the Talis My Support Service not being available, Customers should contact the Service Desk by telephone during Scheduled Service Hours, or outside Scheduled Service Hours, telephone and leave a message stating name and number and nature of the call.
- In order to comply with data protection legislation, Customers will be able to access their own and their colleagues' calls but will not have access to calls from other Customer contacts.

6.2 Talis Service Desk - Service Hours

Service	Days	Time
Core Service Hours	Hours Monday – Friday	08:30 – 17:30
Extended Hours	Monday – Friday	17:31 – 20:00
	Saturday	09:00 – 16:00
Non Core Service Hours	Monday – Friday	17:31 – 08:29
	From Friday through to Monday	17:31 – 08:29

The Service Desk will not be operational on English Public Holidays, (some exceptions for Scotland, Wales and Northern Ireland). All Customers will be informed of these dates through newsletters, forum postings or other alternative communication methods.

It is possible to arrange cover on request for English Public Holidays except those on Christmas Day, Boxing Day and New Years Day. Please contact the Service Desk to arrange

English bank holidays are listed below:

Bank Holiday	Time of Year
New Years Day	1 st January
Good Friday	March/April
Easter Monday	March/April
May Day	Early May
Spring Bank holiday	May
Summer Bank holiday	August
Christmas Day	December 25 th
Boxing Day	December 26 th

6.2.1 Variation to Service Hours

Customers requiring additional service hours, during periods designated Non Core Service Hours or scheduled non service hours, should apply to the Service Desk, giving at least 10 working days notice prior to the required additional service period.

Where additional service hours are agreed, an additional charge will be made to Customer for the facilities provided. Charges will be based on resources required and will be agreed by the Customer in advance of any additional work being carried out.

6.3 Escalation Procedures

In the case of any incidents not being resolved to a Customer's satisfaction, then the following escalation procedure shall apply:

Escalation level	Talis
1 st	Support Team
2 nd	Senior Support Analysts Kristian Kelly (kristian.kelly@talis.com) Sandra Lowe (sandra.lowe@talis.com)
3 rd	Support & Education Manager Mark Summers (mark.summers@talis.com)

7. Key Contacts

The following are the key contacts:

Contact	Name	e-mail	Contact
Customer			
Customer SLA Owner			
Customer System Manager			
Talis My Support Service	Service Desk	https://emea.salesforce.com/sserv/login.jsp?orgId=00D200000005zTG	
Escalations	Talis Services		+44 (0)870 400 5400
Fax			+44 (0)870 400 5001
Talis Account Manager	Karen Reece	karen.reece@talis.com	+44 (0)870 400 5400
Talis Account Manager	Paula Keogh	paula.keogh@talis.com	+44 (0)870 400 5400
Support & Education Manager	Mark Summers	mark.summers@talis.com	+44 (0)870 400 5407

Formal contacts, updates, service information and training bulletins will be notified to the user base through the Customers via the Service Desk. Customers are responsible for forwarding correspondence to their own user base as they see fit.

8. Charges

A formal process will be applied to the quotation for all charges (where applicable) for Talis Engage. This will require approval by the Customer/authorised Customer representative, for any additions including (but not exclusively) User Acceptance Testing, sign off of the product pre release and subsequent billing (where applicable).

9. Maintenance Plans - Continuity

A regular maintenance window of between 06:00 and 06:30 every Wednesday morning is reserved.

Any planned maintenance outside of this maintenance window will be communicated via the following channels

- LIS_TALIS
- Talisstatus.com
- Talis Engage forum

Communication will be made at least 1 week in advance of the scheduled maintenance. An indication will be given of the how long the service is to be unavailable.

10. Security

Talis Engage data is hosted in the Talis Platform which has a number of features designed to maintain confidentiality, integrity and availability of the data to the Talis Engage service.

A Snapshot facility exists within the Talis Platform which will take a point in time copy of all data associated with Talis Engage. Regular scheduling of snapshots for all live Engage stores take place weekday mornings between the hours of 5am and 7am GMT. The facility for customers to instigate a backup is provided. Talis take weekly backups to ensure recovery under adverse circumstances, is possible. The snapshots are stored securely on a Talis server.

A copy of the live platform is maintained at a second site which hosts a pre-production staging environment. In the event of a complete disaster at the main hosting facilities this environment will be re-purposed as a temporary live environment until normal service can be resumed at the main site.

The Talis Engage infrastructure is hosted in a secure Tier IV data centre with N+N infrastructure. Hardware firewall appliances are used to secure the infrastructure and all servers are hardened. Remote access to the infrastructure is only allowed via a secure VPN tunnel from trusted Talis sources and physical access is restricted to a small number of support staff.

11. Availability and Reliability

Every component that supports the Talis Engage service has at least one active or standby peer which will maintain service in the event of a component failure. The infrastructure uses a number of well proven High Availability techniques to ensure that there are always at least two copies of all data and multiple instances of all services.

A large amount of time and effort is concentrated on research, development and performance ensuring that all services that are deployed to live have undergone rigorous testing. Further to this all live release candidates are deployed to a staging environment for performance and regression testing prior to live deployment reducing the risk of complications significantly.

11.1 Scalability

The Talis Platform and the Talis Engage application tiers have been built from the start with scalability in mind. Seamless scaling of both data storage and application performance can be carried out with no interruption to normal service. Monitoring of capacity and performance is ongoing and regularly reviewed to identify future scaling requirements before they cause issues for Customers.

11.2 Release management

Talis Engage is delivered as a service over the Web. All releases of changes to the software are scheduled and implemented by Talis. We reserve the right to release changes without notice in exceptional circumstances, but normally we will observe the following procedure.

1. Advance notice of forthcoming release, explaining new features and changes
2. A preview made available, and notice posted.
3. The release will be at least one week after the preview is made available.

All notices will be posted on the Talis Engage blog: <http://blogs.talis.com/Engage/>. Additionally, an alerting message linking to the blog will be posted in the Talis Engage forum and on the LIS_TALIS email list.

12. User Responsibilities

Talis will document all procedures and make these available in electronic format. Exclusions include:

3rd Party relationships and associated agreements are the responsibility of the Customer unless otherwise stated within the SLA. 3rd Party Fees/charges/costs associated with 3rd Party agreements are the responsibility of the Customer unless otherwise stated within the SLA.

The Customer is responsible for and will maintain the setup and the quality of the records within.

The Customer is responsible for the correct running of linked services

13. Monitoring and Reporting

Monthly 'Service Statements' of all calls logged through the Service Desk will also be provided to Customers detailing:

- All incidents open to date
- All incidents opened the previous month
- All incidents closed the previous month

14. Talis Responsibilities

The responsibilities of Talis are:

- Ensure operational readiness (critical success factors) are identified and managed.
- The coordination of procurement for agreed equipment and supplies through Talis vendors where applicable.
- The prioritisation, with appropriate liaison with the Customer and providers, of changes, enhancements and project-related work.
- To arrange appropriate meetings between Talis and the Customer as necessary.
- Coordination of Talis Services.
- Coordination of end user testing as and when undertaken by the Customer.
- The creation, maintenance and delivery of training to the Customer.

Talis will provide cost effective, high quality services, directly, through suppliers or external providers, in the following areas:

- Application Maintenance Support Services.
- Development services.
- 3rd party services (procured through Talis Information Limited).
- Incident Management.
- Service Desk Management.
- Change Request Process.

14.1 Data Protection

Talis are registered with the Information Commissioner's Office under The Data Protection Act 1998 and will hold details only for the purposes of service provision and contact.

14.2 Functionality

Support is specifically provided to Talis Engage's core functionality (excluding add-ons), upgrades, configuration management, documentation and hardware (where hardware is purchased from Talis Information Limited and/or covered by an annual maintenance contract).

Configuration management is defined as the following: **Standard default as shipped and configuration as provided by Talis Information Limited**

14.3 Education

Education will be provided to Customers on initial deployment as part of the agreed procurement contract. Where additional educational needs are identified by the Customer or by Talis staff, appropriate opportunities will be offered, using the most efficient and cost-effective method and form of delivery to meet those needs.

15. External Dependencies

Customer's network

16. Standards Followed

ISO/IEC 17799:2005

17. FAQs

Could these service checks include some form of performance monitoring, e.g. standard response times? It is our plan to increase the published data through talisstatus.com and the monthly Service Statement. Performance data, response times and popular searches are all being considered at this moment in time

Will you email direct if you are carrying out maintenance outside of the maintenance window? It would be easy to miss a notice via the communication channels. Would the alerting message on the blog cover this? Maintenance outside the Monday morning maintenance window will be communicated via the LIS_TALIS mailing list, talisstatus.com and the Talis Engage forum. RSS feeds are available on the two websites mentioned. We will not be communicating direct to all customers. Experience tells us that relying on and maintaining a distribution list is not a reliable distribution method.

The SLA does not state if we can actually decline updates or that we can take them when we decide.

Can we decline an update? It is not possible to decline an update. All customers automatically get all new releases. We keep customers informed as we develop the content of forthcoming releases. This gives you an opportunity to say that you do not want your users to have a particular feature. Where appropriate, we will make a feature switchable. Additionally, we offer a preview of every release, enabling you to become familiar with new features before they are put live and available to your users. The length of the preview period will be appropriate to the content of the release.

Could you define the exceptional circumstances in which you would release changes? It is difficult to define exceptional circumstances, if we could predict them then we can plan to make sure they are not exceptional. Exceptional circumstances will be where a deployment will prevent major impact of service for example corruption in data, a security breach, a major bug.

As a hosted Service why do we have a responsibility for backup and disaster recovery procedures? In order for Engage to get catalogue updates, live availability information and Borrower services, Engage needs to be able to receive updates from your local catalogue and to be able to communicate to your live database in order to do this there are locally deployed elements (cat_exporter and Local Data Services) which come with user responsibilities.

Would we expect a local contract as well, or are you expecting the SLA to provide that detail ? We are expecting the SLA will be the detailed document. We don't intend issuing a separate licence for Engage, as the core licensing is covered by the existing contract between Talis and yourself.