



Service Level Agreement

Version 2.0

Talis Information Ltd

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Introduction

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

This document will be reviewed by Talis Information Limited and customer in accordance with the Change Request Process.

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 Customer within the agreement
- To define the target levels for services

The following general principles have been embodied within this document:

- To cover all the services provided to Customer including associated products (see appendices)
- 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

Scope

Support will be provided on Talis products as outlined in the body of this Service Level Agreement. Scope of Services covered by this agreement include:

- Talis operational services
- Service desk operations
- Application support services
- Advice on new or changed functionality
- Change request process
- Analysis, design, development, testing and implementation of new functionality
- Contract management
- Customer satisfaction

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.

Glossary

The following terms are used in this document. Terms used within a definition which are themselves defined in this glossary are shown in blue:

Terms	Definition
3 rd Party Supplier	Those parties who deliver services on behalf of or in liaison with Talis Information Limited.
Accredited	Recognised as maintaining those standards requisite to achieve credentials for professional practice.
Actual Service Hours Delivered	The total number of Service Hours actually delivered to a given Customer over a specified period. This is equivalent to Planned Service Hours less total Unplanned Outage .
Application Hosting	The provision of remote or local services for the support, development and maintenance of the Talis LMS .
Availability	A Talis product or service is deemed to be available to Customer if it can be accessed by a terminal at Customer site.
Beta Test (Beta)	Customer participation in the Beta Testing (Beta) testing and development of new and enhanced products.
Customer	A person or persons authorised to use Talis Library Management System for the origination of, addition of and update of personal or business data within the Talis system.
Customer SLA Owner	A person allocated to be the point of contact and owner of the SLA.
Customer System Manager	A person or persons authorised to use Talis Library Management System for the origination of, addition of and update of personal or business data within the Talis system.
Commercial Transaction Security	Commercial Transaction Level security allows for private, legal transactions to be conducted over the Internet. It is the technology that permits a customer to buy a product from a Web store, or an organisation to conduct business with a supplier or bank. In other words, transaction security provides the electronic equivalent of the identification, signatures and seals that create a legally binding commercial exchange in the "real" world and the mechanism for exchanging that information confidentially over the open Internet.
Configuration Management	The management of audit, policy and change management reports & statistics.
Data Contributions	Data provided as part of the resource discovery solutions i.e. Talis Source.
Extended Cover	The Non Core Service Hours offered as part of additional chargeable cover.
Incident	An incident, be it a problem or request for a special project or an enhancement, which has been logged on Talis Solutions .
LAN	Local Area Network.

Terms	Definition
Library Management System	A computer application that manages the assets of a library throughout their lifecycle. A user typically discovers these assets through an interface known as the OPAC (online public access catalogue). Discovery and delivery services for assets located in remote repositories may also be provided by the Library Management System or by a complementary Information Resource System.
Limited Release (LR)	Customer participation in the Limited Release (LR) testing and development of new and enhanced products.
LMS	Library Management System .
OPAC	Online Public Access Catalogue (OPAC).
Planned Outage	The total number of hours planned for scheduled maintenance work during which the Services will be unavailable. These hours will be agreed in advance with customer and will occur out of Core Service Hours and will have no business impact.
Unplanned Outage	An unplanned outage of service during Core Service Hours , Extended Cover or Non Core Service Hours.
Planned Service Hours	The total number of Service Hours planned for delivery to a given Customer over a specified period. Planned service hours are Core Service Hours minus total Planned Outage .
Platform	Host for application.
Priority	The classification that determines the impact of an incident on the usability of the system and the impact on the business.
Non Core Service Hours	The designated days, and/or times of day, during which the Service Desk WILL NOT be available to Users. Where Extended Cover applies to customers' service provision will apply the same as Core Service Hours .
Core Service Hours	The designated days, and/or times of day, during which the Service Desk system WILL be available to the Users.
Security Access Control	Security access control includes authentication, authorisation and audit. It also includes additional measures such as physical devices, including hidden paths, digital signature, encryption, social barriers, and monitoring by humans and automated systems. Authorisation may be role-based, or may utilise control lists or a policy language. Access control is the ability to permit or deny the use of an object (a passive entity, such as a system or file) by a subject (an active entity, such as an individual or process). Access control systems provide the essential services of <i>identification and authentication (I&A)</i> , <i>authorisation</i> , and <i>accountability</i> where identification and authentication determine who can log on to a system, authorisation determines what an authenticated user can do, and accountability identifies what a user did.
Service Availability	The percentage figure obtained by dividing the Actual Service Hours Delivered by the Planned Service Hours . Service Availability = $\frac{\text{Core Service Hours Delivered}}{\text{Planned Service Hours}} * 100\%$
Service Desk	The focal point for all Customer liaison and incident reporting for services provided by Talis. Responsible for administration, delivery, change management and support of the Talis system, through its various Products, to Customer.

Terms	Definition
Service Level Agreement	An agreement, which establishes the level of service that the supplier is required to provide to support the daily transaction processing of business activities.
Service Manager	Talis Service Manager responsible for the management of Service Desk .
SLA	Service Level Agreement .
Talis Solutions	The system used to log, monitor and store information relating to requests for help, changes to the system, special projects, FAQ's and incidents . Talis reserve the right to change the logging system at any time; however this will not affect the overall Service Level Agreement .
UAT	User Acceptance Test, the action of performing a series of functional tests
Unplanned Outage	Any unplanned loss of service to the users during Scheduled Service Hours .
Working Days	Working days, for the purposes of this agreement, are Monday to Friday inclusive, unless otherwise communicated

Service Responsibility Matrix

The following indicates operational responsibility of all parties where applicable.

Activities	Customer	Talis	3rd Party Supplier	Not Covered
Operation of the Library Management System	X			
Maintenance of the hardware environment	X			
Version Upgrade	X	X		
Configuration, sizing and installation of development, test, acceptance and production systems	X	X		
Batch processing monitoring	X	X		
Performance Monitoring and Optimisation	X	X		
Operational Planning/Capacity Planning	X	X		
Backup and Restore	X			
System Administration	X	X		
Defects Management		X		
PER - Product Enhancement Management	X	X		
Disaster Recovery and Business Continuity	X			
Security Access Control	X	X		
Commercial Transaction Security	X	X	X	
Reporting	X			
Documentation	X	X		
Provision, configuration and maintenance of local PCs	X			
Peripherals	X			
Training	X	X		
Local Area Networks (LAN)	X	X	X	
Wide Area Networks (WAN)	X	X	X	

Activities	Customer	Talis	3rd Party Supplier	Not Covered
Global Wide Area Networks (GWAN)	X	X	X	
Value Added Network (VAN)	X	X	X	
3 rd Party to Customer information delivery	X			
3 rd Party to transactional fees	X			
Data contributions	X			

The following indicates the levels of service and responsibility:

Service Management	Customer	Talis	3rd Party Supplier	Not Covered
1st Level Support	X	X	X	
2nd Level Support		X	X	
3rd Level Support		X	X	
Call Logging for 2nd Level Support		X		
Call Analysis for 2nd Level Support		X		
Call Logging for 3rd Level Support		X		
Call Analysis for 3rd Level Support		X		
Satisfaction Review		X		

Services	Customer	Talis	3rd Party Supplier	Not Covered
Defects		X		
Release management for content releases		X		
Batch job management	X	X		
User maintenance	X			
Table maintenance	X			
Maintenance of all table values	X			
Application Performance Management	X			
Management of software releases		X		
Originate and maintain training material		X		
‘Customers’ Education Services		X		
Additional user Education Services	X	X		
User Acceptance Testing	X	X	X	

Talis Information Limited Responsibilities

The roles 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 Customer and providers, of changes, enhancements and project-related work.
- To arrange appropriate meetings between Talis and Customer as necessary.
- Coordination of Talis Services.
- Coordination of end user testing as and when undertaken by Customer.
- The creation, maintenance and delivery of training to 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.

Security and Access Control

- The Customer manages the security of the Talis Library Management System and associated products and components. All necessary precautions are taken to ensure access to the technical infrastructure, both physical and through networks, are restricted to authorised personnel only and that the system is protected from unauthorised users, systems, agents and viruses.
- Talis will also ensure that only authorised personnel, Talis employees, and external providers are permitted access and that the scope of such access is limited to the requirements of their role and is changed and/or revoked as appropriate.
- Breach of Security, in the unlikely event of a breach of security, Talis will take immediate steps to protect the integrity of customer systems and the security of the data.
- Furthermore it is the responsibility of the Customer to ensure all necessary precautions are taken to protect Talis Information Limited supported systems.

Service Desk Responsibilities

Support

Talis will provide 1st level support to all Customers. Such support covers any incidents with regard to the use of Talis products. Details of procedures, incident management and change control are given within this document.

Education

Education will be provided to Customers on initial deployment as part of 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.

Satisfaction Survey – Work In Progress

Talis will carry out satisfaction surveys to assess the levels of service being provided to Customer. Satisfaction surveys will be conducted through the Service Desk. The survey will address areas of user satisfaction in relation to responsiveness, availability, quality and overall satisfaction with Talis.

PERs & Defect Rectification - Work In Progress

Product Enhancement Requests (PERs) & Defect fixes to the application will normally be addressed as part of a general or interim product release.

Furthermore the Service Desk will progress and escalate, where necessary any errors in the application environment, through the Change Control process.

Data Protection

Talis are registered with The Data Protection Act 1998 and will hold details only for the purposes of service provision and contact.

Disaster Recovery

Services provided or supported by Talis Information Limited are **NOT** covered by this agreement.

Talis have fully comprehensive and resilient services in place. In the event of an emergency and or loss of service either partly or wholly to some or all of Talis services, contact details and services will continue, but in a reduced state.

Customer Responsibilities

System Management

Customer will ensure that a contact is responsible for the overall maintenance of the Library Management System and associated products. Exclusions to this statement are where system management services are provided by Talis Information Limited.

Hardware and Software

Customer will maintain the hardware and software environment including the Talis Library Management System and associated products, the operating systems, the database, the servers and all related technical equipment.

Performance

All components of the Talis Library Management System to be monitored to identify slow running or other abnormal processes. In the event of performance incidents, the Customer will carry out an initial investigation. If necessary the Service Desk will seek the assistance of the Customer in carrying out tests and reporting results.

Batch Processing

The Customer will monitor the execution of normal batch processes. In case of an abnormal termination of a batch process, the Customer will inform the Service Desk so that appropriate action may be taken.

Backup and restore

Daily backups of system databases will be copied to an offline medium to enable the restoration of systems in the event of a failure. Copies of these backups will be held in a secure location on and off site.

Disaster Recovery

It is the customer's responsibility to provide a plan and communicate to all relevant parties, including the Service Desk, in the event of a disaster.

Version Upgrades

The Customer will ensure that all software is at the current version, or the version immediately prior to the current version.

The system manager will ensure that only currently supported versions of all products are in place. Unless a specific exception is made only the latest and previous version releases are supported by Talis. When Talis issues notification that support for a product, version or service will reach End of Life on a stated date, it is the responsibility of the customer to ensure that use of the specified product, version or service ceases by the stated date. Talis will ensure that an appropriate notice period is given. Chargeable support can be provided on request..

Documentation

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

- Backup procedures.
- Disaster recovery procedures.
- Methods for performance follow up.
- Maintenance procedures.
- Directory of contacts.
- Security procedures & policies.

Connectivity

Access to the Library Management System and the associated products will be made available for the purposes of Support. Additional security implications identified across networks and servers should be reviewed as part of service delivery and product implementation. Failure to provide suitable access for the Service Desk will invalidate the priority response times.

Licences

Customer will maintain the necessary Software Licence Agreements for the use of Library Management System and associated products. All necessary additions are applied for in writing in advance.

Networks

Customer will maintain the necessary networks for the use of Library Management System and associated products.

3rd Party Relationships

3rd Party relationships and associated agreements are the responsibility of the Customer unless otherwise stated within the SLA.

3rd Party Fees

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

Incident Management Procedures

Within the day-to-day running of the Library Management System and associated products, incidents may arise, within one or more area of functionality, which require the assistance of the Service Desk.

Typical incidents to be addressed by the Service Desk include:

- Requests for training
- Questions on usage
- Interface failures and the re-running of batch scripts
- Updates to table values
- Changes to access and/or security of users
- Data upload & system failures

In addition, incidents may arise with the usage of the Library Management System and/or associated products or with the administration of the system in conjunction with its third party providers.

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.

Incident Management

- If the incident or problem proves to be within the LMS and/or associated products, 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 Customer.
- It is the responsibility of the customer to provide remote access for Talis, using Talis recommended remote desktop software and accessible through any intervening institution firewall. Alternative remote access software as supplied by Customer may lead to a reduction in the level of support available from Talis Information Ltd.
- The Service Desk will contact the originator of the call within one hour of receipt of the incident through Talis Solutions with an initial response. Talis Solutions will be updated regularly to indicate progress. Customers can access Talis Solutions 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	Response Times
Priority 1	High impact on business or High impact on multiple users	1hour
Priority 2	Medium impact on business across multiple users or medium impact in a distinct functional area	1hour
Priority 3	Medium to Low impact on some functional areas	1hour
Priority 4	Low impact on a functional area	1hour

Major Incident

Whilst the objective of Talis 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 projected to last more than one working day, this will be escalated to the Service Delivery 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.
- In the event that the outage is restricted to one Product or area within a Product and it is caused by an infrastructure failure at Customer site, the responsibility for resolving the problem will rest with Customer concerned and the appropriate services therein.
- In the event that the outage arises from a failure in the Library Management System and/or Associated Product, the system will be brought back on line as soon as possible once the error has been rectified. If necessary certain routines will be run as part of restoring service in order to ensure the integrity of the system, its data and security.
- In the case of a critical outage which materially affects the day to day operations of Customer for an extended period, it is the responsibility of the customer to ensure that backup and recovery procedures are in place and all arrangements are made to meet their own business continuity requirements.

Raising an incident

- The Customer will log incidents with the Talis Services Desk via Talis solutions 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 Talis Solutions, which will provide the Service Desk and the call originator with progress information and an audit trail.
- Talis Solutions is available 7 days per week 24 hours per day. Calls may be raised at any time through Talis Solutions. 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 Talis Solutions 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.

Regular Reporting

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

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

Change Management Procedures

Application Architecture

The Service Desk may refer requests for significant changes or additions to functionality, discovered as a result of an incident, using the Change Control Process. The Service Desk has the right to decline the implementation of a change request if it is considered that it may be detrimental to the system design and operation, either now or in the future, or if it is considered that adequate functionality exists within the application. The Service Desk will also manage the process of defects and enhancements using the Change Control Process.

Change Control – Principles

Central to the management of Change Control is the delivery of effective solutions to meet Customer needs, at a reasonable cost and within the required time scale to meet business requirements. Change requests frequently progress through an iterative process with variations to the original requirements as the work progresses, with possible consequent impact on cost and delivery. It is essential therefore that all parties understand the technical and delivery requirements, commitment of time to activities such as User Acceptance Testing (UAT) and the costs for the work to be undertaken.

A formal process will be applied to the quotation for all changes (where applicable); approval by the Customer/authorised Customer representative, participation in UAT, sign off of the product pre release and subsequent billing (where applicable). This should ensure Customer satisfaction with the requested development, the effective use of all resources, maintenance of the integrity of the application and effective delivery.

Change Control – Overview

All requests for changes will be logged on Talis Solutions. The Service Desk will use Talis Solutions for all aspects of the management of the change request, including initial enquiry, impact analysis, and quotation of cost (where applicable) of the change and anticipated delivery time. Talis Solutions will record all approvals by Customer and quotations, sign off of UAT and final acceptance prior to release of the change into production. All Customers have access to their own requests and those of their colleagues.

Where a substantive change or enhancement to functionality is requested by one Customer, other Customers may be canvassed by the Service Desk for participation in the change in order to maximise the benefit to all users. Where appropriate the Service Desk will set up and coordinate meetings between interested Customers, and other parties, to reach an agreed set of requirements and design.

Release Management

A number of approved changes will be wrapped into a defined release, which will be developed, undergo acceptance and release testing, gain sign-off and be implemented. The Customer, if an agreed Beta Test Site, is required to sign off their element of each element of a release. If the Customer does not sign off an element of a release by the necessary date this may affect subsequent release.

Talis, taking into account business requirements and the most effective use of development resources, will determine the content of each release. Prior to each release the Product Manager will issue notes to the Service Desk giving details of the contents of that release, its implementation date and any training material as appropriate.

Release Notice

For each approved change the content of each release will be captured in the 'Release Notice'. Prior to each release the Release Notice will be issued on Talis.com giving details of the contents of that release, its implementation date and any training material as appropriate.

Emergency Release

In cases where a significant incident is identified, which requires a correction or fix to the online production system, and which is business critical to the extent that it would be detrimental to wait until the next scheduled release, an emergency release may be initiated by the Strategic Product Manager.

Consideration will be given to the gravity of the incident, the business need and the effort required resolving the incident and the possible disruption to Customer.

When an incident relates to a specific Customer or piece of functionality and the effort to resolve incurs additional costs, Customer will be required to meet those costs. Where it is decided to proceed with an emergency release this will be carried out at the next practicable opportunity.

If the Strategic Product Manager determines that the incident does not warrant an emergency release the incident will be scheduled for resolution and released as soon as practicable.

Talis Service Desk - Service Hours

Service	Days	Time
Core Service Hours	Monday – Friday	08:30 – 17:30
Extended Hours	Monday – Friday Saturday	17:30 – 20:00 09:00 – 16:00
Non Core Service Hours	Monday - Friday Saturday - Monday	17:31 – 08:29 00:01 – 08:29

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

It may be possible to arrange cover on request for UK Public Holidays except those on Christmas Day, Boxing Day and New Years Day.

Variations 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 Customer in advance of any additional work being carried out.

From time to time it may be necessary to perform systems tasks during scheduled service hours. In such cases service will be unavailable. These planned outages will be used for essential work that cannot be completed, with reasonable certainty, within periods of Scheduled Non-Service Hours and Non-Scheduled Service Hours. Notice of such Planned Outages will be issued in advance to Customers.

Planned Outages will be announced by email and via web site to Customers. Customers are required to notify all institution users and other interested parties.

At other times it may be necessary to perform special tasks which are either essential for system security, data integrity or some other emergency. In such cases, as much notice as practicable will be provided before the outage commences although the nature of the emergency may preclude this.

Availability targets

All targets at the time of distribution/writing are best endeavours.

Service Availability (not including Planned Outages)	95 %
Planned Outages during core service time	< 5 hrs per month

Escalation Procedures

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

Escalation	Customer	Talis
1 st	Customer	Support Team
2 nd	Customer Escalation	Support & Education Manager

Customer Responsibilities

- The Customer should be accredited by Talis or have attended the Talis 'System Management Beginner' course.
- Customer may appoint further named contacts additional customers or named contacts will be deemed to have the same authority as the main Customer in all relations with the Service Desk.
- As the key contact between for the Service Desk the Customer will have the following responsibilities:
 - To provide 1st level functional support to all Talis users within Customer site;
 - Communicate with all lines of service, functional areas and all other stakeholders within the Customer organisation on all incidents relating to Talis including all proposed changes and enhancements;
 - To provide information required to control user access to the system and its data;
 - To report all service exceptions to the Service Desk through agreed procedures;
 - To provide right of access and information as may be requested by the Service Desk to resolve incidents, define services or review performance targets.

Access & Security

The Customer is responsible for the management of access within Customer's organisation. This includes management of access to the system and levels of access and all changes thereto. Security measures must be taken by the Customer to ensure proper usage of the system and security of the system and its data is not compromised. These include the personal security of all passwords.

Education

- The training and updating of newly appointed Customers on new functionality

- Training material will be maintained by Talis Education and made available to Customers.
- All training of users within each Customer site is the responsibility of the Customer
- The Customer must ensure that training provided is of the required high standard to ensure users are proficient in the use of the system. This includes the training of new users and also the update training of existing users on new functionality.
- Talis Information Ltd recommends that **ALL** new Customers complete the relevant training courses within 6 months of starting their new role.

Fees

The Talis Library Management System and associated products are covered by the annual subscription. This includes:

- Initial training
- Software Licence Agreement
- Support
- Change Control Process

Additional services

Where consultancy services are requested by Customer, (in addition to those set out above), an additional charge may be levied. Such an additional charge will include time, travel and accommodation charges where relevant, and any materials or software purchased specifically for the requested service.

Key Contacts

The following are the key contacts within Talis:

Contact	Name	e-mail	Contact
Customer			
Customer SLA Owner			
Customer System Manager			
Talis Solutions	Service Desk		www.talis.com/solutions
Service Desk			
Escalations	Talis Services		+44 (0)870 400 5400
Fax			+44 (0)870 400 5001
Account Manager	Karen Reece	karen.reece@talis.com	+44 (0)870 400 5400
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 5400

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.

Appendix 1 - Change Control Procedures

The detailed Change Management procedures are as follows:

Customer makes a request of the Service Desk for a change or enhancement, or an incident that requires a change to the application for resolution, by the Customer logging the incident with the Talis Service Desk.

- The Service Desk carries out an initial analysis of the requirement and communicates with the Customer within the service delivery levels agreed.
- The Service Desk gathers details of and reviews the requirement and assesses the next course of action. This may include resolution by the Service Desk, escalation to Service Desk manager, a proposal of an alternative solution or rejection of the request.
- Where appropriate the Service Desk progresses through to resolution of the incident and liaises with the Customer accordingly.
- Where appropriate the Service Desk discusses the incident with the Customer in order to achieve the most effective solution in terms of efficiency and cost (where applicable), to meet the requirements. These details will then be confirmed by the Customer and will form the statement of requirements.

Given the widely differing complexities of changes, the time to carry out an Impact Analysis and prepare a quotation can vary considerably. It is not possible, therefore, to define a response time for an impact analysis and quotation for the change request. However, the Service Desk will respond to the Customer, within one week of the agreement of requirements, indicating a date upon which the Impact Analysis and a quotation will be submitted.

- Where necessary the Service Desk will coordinate discussion between Customer and Change Control to clarify requirements and the proposed solution.
- There will be no charge for the impact analysis and quotation.
- Where the requirement includes work to be carried out by the Service Desk, over and above normal support, the Service Desk will prepare an additional proposal and quotation for this work. There will be no charge for this proposal and quotation.
- Designs, proposals and quotations will be logged on Talis Solutions.
- The Service Desk will provide the Customer with a formal quotation for all aspects of the change that will include the statement of requirements, and/or impact analysis, together with the proposal for additional work to be carried out by the Service Desk. A quotation of the costs for the work (where applicable), date(s) for Customer UAT and a provisional release date will be proposed where possible.
- Designs, proposals, quotations and the provisional release date will remain valid for 30 working days from notification to Customer.
- The Customer is required to provide a formal acceptance of the quotation and all aspects thereof including the proposed solution and all costs before any further work will be undertaken.
- The Service Desk will contact Customer five working days and again at fifteen working days after submission of the quote to progress agreement.
- Where discussion takes place regarding the proposed solution such that any aspect of the requirements and/or design changes from that originally quoted then it may be necessary to re quote for the work to be undertaken and review the provisional release date. In any event a revised quotation will be issued to the Customer detailing the latest version(s) of all documentation and any change to cost or release date to ensure that the final agreement is based on the change to be delivered.
- If not approved, or not approved within 30 working days, the incident will be closed.

- If subsequently approved outside the 30 working days timescale it may be necessary to rework the documentation, re quote and reschedule the provisional release date. Subsequent changes to the application may render the initial solution no longer viable and an alternative solution may be necessary. In such circumstances there may be a charge for this further work.
- Upon approval by the Customer of all elements of the proposed solution, instructions will be issued to commence work.
- The Service Desk will confirm the release date for the change.
- When required and as notified by the Service Desk, Customer will make available staff for training, if necessary, and for User Acceptance Testing. UAT is an essential element of the release of any change into the production environment. As such UAT is designed not only to test the functionality of the change itself but also the impact of the change on the application as a whole. As such it is essential that the Customer ensures UAT, as specified in the agreed quotation, is completed in full. Failure to complete satisfactory UAT may result in the change being rescheduled to a later release.
- Customer will carry out UAT and participate in resolution of incidents through to final sign off.
- Upon sign off the change will progress to release testing and through to release into production.
- The Service Desk will inform the Customer of the amount to be billed (where applicable), in accordance with the agreed sums for the work, and the date the bill will be submitted.

Appendix 2 – Planned Weekend Outages

Maintenance windows scheduled for to be confirmed per month as required

Month	Days
January	Saturday/Sunday
February	Saturday/Sunday
March	Saturday/Sunday
April	Saturday/Sunday
May	Saturday/Sunday
June	Saturday/Sunday
July	Saturday/Sunday
August	Saturday/Sunday
September	Saturday/Sunday
October	Saturday/Sunday
November	Saturday/Sunday
December	Saturday/Sunday

http://www.talis.com/applications/services/talis_live_services.shtml

Appendix 3 – Talis Alto

Talis responsibilities

- Standard Support as outlined in main SLA
- Support specific to Talis Alto functionality, upgrades, configuration management, documentation and hardware (where hardware is purchased from Talis Information Limited and/or covered by an annual maintenance contract).
- Support encourages the use of a Reference PC running a supported version of Talis Alto against the MAIN or MIS servers to replicate issues experienced.
- **Remote Support to the Reference PC** it is the responsibility of Customer to provide remote access for Support, using Talis recommended remote desktop software, for the Reference PC running Talis Alto and accessible through any intervening institution firewall.
- Alternative remote access software as supplied by Customer may lead to a reduction in the level of support available from Talis Information Ltd.

Customer Responsibilities

- Standard System Maintenance as outlined in the main SLA.
- Customer will ensure that the local network will maintain a consistent network connection.
- Support of all non-Talis products or applications running on Customer desktop.
- All reported incidents will be reproduced on the Alto Reference PC running the default configuration before incidents are reported to the Service Desk.
- Customer is responsible for taking the appropriate installation package that will best suit their needs. Additional support required, as a direct result of the inappropriate choice of installation package will incur additional charges.

Standard Support Exclusions

- Microsoft products.
- Talis can only support the recommended, Talis Alto standard installation, i.e. the Reference PC. Installation on platforms other than the Talis recommended platforms or minimum configuration PCs will not be supported.
- Any and all changes to code, will automatically lead to a loss of Support under the standard SLA.
- Not currently supported for Alto running in an ASP or Citrix environment.

Appendix 4 – Talis Alto - Income Manager

Talis Responsibilities

- Standard Support as outlined in the main SLA
- Support specific to Talis Income Manager Functionality, upgrades, configuration management and documentation.

Customer Responsibilities

- Standard System Maintenance as outlined in the main SLA
- Network and hardware prerequisites are as specified in the current Release Notice (version relevant).

Standard Support Exclusions

- Support covers the standard Talis Income Manager shipped version. Any installation on platforms other than Talis recommended platforms are not included as part of this agreement and will be subject to additional charges.
- Any and all changes to code, will automatically lead to a loss of Support under the standard SLA.
- Additional functionality, integration and support services, outside the standard Talis SLA, will incur additional charges. Such a request will include time, travel and accommodation charges where relevant, and any materials or software purchased specifically for the requested service.

Appendix 5 – Talis Assure

Talis Responsibilities

- Standard Support as outlined in the main SLA
- Support specific to Talis Assure functionality, upgrades, configuration management and documentation.

Customer Responsibilities

- Standard System Maintenance as outlined in the main SLA
- Provision of benchmarking data on request.
- Network and hardware prerequisites are as specified in the current Release Notice (version relevant).
- Backup of server files are performed and secured, before and after configuration changes to ensure system restores when necessary.

Standard Support Exclusions

- Support covers the standard Talis Assure shipped version. Any installation on platforms other than Talis recommended platforms are not included as part of this agreement and will be subject to additional charges.
- Any and all changes to code, will automatically lead to a loss of Support under the standard SLA.
- Additional functionality, integration and support services, outside the standard Talis SLA, will incur additional charges. Such a request will include time, travel and accommodation charges where relevant, and any materials or software purchased specifically for the requested service.

Appendix 6 – Talis List

Talis responsibilities

- Standard Support as outlined in main SLA
- Support specific to Talis List functionality, 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 Ltd

Customer Responsibilities

- Standard System Maintenance as outlined in the main SLA.
- Provision of benchmarking data on request.
- Network and hardware prerequisites are as specified in the current Release Notice (version relevant).
- Installation and configuration ensure operational readiness post installation and configuration for end-users.
- Backup of server files are performed and secured, before and after configuration changes to ensure system restores when necessary.
- Software is updated to the current version (or the version immediately prior to the current version).

Support Exclusions

- Support covers the standard Talis List shipped version. Any installation on platforms other than Talis recommended platforms are not included as part of this agreement and will be subject to additional charges.
- Any modifications made to configuration files without consultation with Talis Information Limited and without the use of the supplied configuration interface are not supported and will automatically lead to a loss of Support under the standard SLA.
- 3rd party components are not supported as part of this agreement for Talis List.
- Any and all changes to code, will automatically lead to a loss of Support under the standard SLA.
- Additional functionality, integration and support services, outside the standard Talis SLA, will incur additional charges. Such a request will include time, travel and accommodation charges where relevant, and any materials or software purchased specifically for the requested service.

Appendix 7 – Talis Signpost

Talis Responsibilities

- Standard Support as outlined in the main SLA
- Support specific to Talis Signpost functionality, 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

Customer Responsibilities

- Standard System Maintenance as outlined in the main SLA
- Provision of benchmarking data on request
- Network and hardware prerequisites are as specified in the current Release Notice (version relevant).
- Installation and configuration Ensure operational readiness post installation and configuration for end-users.
- Backup of server files are performed and secured, before and after configuration changes to ensure system restores when necessary.
- Software is updated to the current version (or the version immediately prior to the current version).

Support Exclusions

- Support covers the standard Talis Signpost shipped version. Any installation on platforms other than Talis recommended platforms are not included as part of this agreement and will be subject to additional charges.
- Any modifications made to configuration files without consultation with Talis Information Limited and without the use of the supplied configuration interface I not supported and will automatically lead to a loss of Support under the standard SLA.
- 3rd party components are not supported as part of this agreement for Talis Signpost.
- Any and all changes to code, will automatically lead to a loss of Support under the standard SLA.
- Additional functionality, integration and support services, outside the standard Talis SLA, will incur additional charges. Such a request will include time, travel and accommodation charges where relevant, and any materials or software purchased specifically for the requested service.

Appendix 8 – Talis Prism

Talis Responsibilities

- Standard Support as outlined in the main SLA
- Support specific to Talis Prism functionality, 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 interface and any additional interfaces added through the Webmin configuration management tool, including alternate language.
 - Search filler configuration. Talis LMS, Z39.50, Talis List, Talis Signpost, Talis Inquire, Google and Amazon filler types are supported as standard.
 - Simple look and feel configuration (colours, images, fonts, text) within the scope of the supplied Webmin configuration management tool.

Customer Responsibilities

- Standard System Maintenance as outlined in the main SLA
- Provision of benchmarking data on request.
- Network and hardware prerequisites are as specified in the current Release Notice (version relevant).
- Backup of server files are performed and secured, before and after configuration changes to ensure system restores when necessary.

Standard Support Exclusions

- Support covers the standard Talis Prism shipped version. Any installation on platforms other than Talis recommended platforms are not included as part of this agreement and will be subject to additional charges.
- Any modifications made to configuration files without the use of the supplied configuration interface, Webmin, are not supported and will lead to a loss of cover.
- 3rd party components are not supported as part of this agreement for Talis Prism. Talis reserve the right to refuse support for products or components used in the running of Talis Prism, such as Apache and Tomcat services, that would involve action beyond what is required as standard.
- Any and all changes to code, will automatically lead to a loss of Support under the standard SLA.
- Liaison with 3rd Parties, regarding ztarget configuration, beyond the standard installation and configuration.
- Additional functionality, integration and support services, outside the standard Talis SLA, will incur additional charges. Such a request will include time, travel and accommodation charges where relevant, and any materials or software purchased specifically for the requested service.

Appendix 9 – Talis Mobile

Talis Responsibilities

- Standard Support as outlined in main SLA
- Support specific to Talis Mobile functionality, upgrades, configuration management and documentation.
- Remote Support to the Mobile PC. It is the responsibility of the Customer to provide remote access for Support, using Talis recommended remote desktop software, for the PC running Talis Mobile and accessible through any intervening institution firewall.

Customer Responsibilities

- To ensure that the minimum hardware prerequisites to run the Talis Mobile are adhered to as outlined in Talis Mobile Release Notice.
- Talis Mobile license is obtained before installing Talis Mobile. The Mobile licence includes a SQLServer database license with a maximum capacity of 2 GB of data. It is the responsibility of the library to monitor and control the size of their Mobile data store to ensure this limit is not reached.

Standard Support Exclusions

- Support for the PC hardware, PC operating system and scanner (unless hardware is purchased from Talis Information Limited and/or covered by an annual maintenance contract)
- Support for the Microsoft database.
- Database sizes above 2GB are not supported by Microsoft and if required will need a further SQL server licence.
- Any and all changes to code, will automatically lead to a loss of Support under the standard SLA.
- Additional functionality, integration and support services, outside the standard Talis SLA, will incur additional charges. Such a request will include time, travel and accommodation charges where relevant, and any materials or software purchased specifically for the requested service.

Appendix 10 – Talis Gateway

Talis responsibilities

- Standard Support as outlined in main SLA
- Support specific to EDI Orders, Reports/Acknowledgements, Quotes, Cataloguing Services and Invoices functionality, upgrades, configuration management, and documentation.
- Talis will provide guidelines and pre-requisite survey to ensure that the system, network and software versions are in place prior to implementation.
- Talis will agree UAT and timescale at implementation.
- Talis will liaise with 3rd party material suppliers for standards and data queries as part of UAT, implementation and Support.
- Talis will maintain an audit trail of all transactions for a minimum of 12 months and will comply with any and all legal requirements on handling and storage.
- Talis will ensure that all work undertaken as part of the EDI Invoice Service will be with a recognised Talis EDI Invoice accredited Book Supplier(s).

Customer responsibilities

- Customer will have completed and returned the Gateway pre-requisites form to Talis Service Desk.
- Customer will make available staff for the UAT, (where applicable) in the timescale agreed with Talis, at the outset of implementation. Failure to comply may result in delays and additional charges.
- Where applicable Customer will carry out UAT and participate in resolution of incidents through to the final sign off.
- Customer will notify Service Desk when they want to implement a new Book Supplier(s). Sufficient notice is required for Talis and Talis will address at their discretion.

Support exclusions

- Talis is not responsible for the quality of data supplied by the Book Supplier(s).
- Talis is not responsible for any harm done to the LMS as a result of data transfer or some data during transfer.
- Talis is not responsible for any physical stock delivery or servicing or costs incurred through loss of delivery and/or damage. All agreements are between Customer and 3rd party supplier.
- Any and all changes to code, will automatically lead to a loss of Support under the standard SLA.
- Any change to Book Supplier(s), i.e. merger, liquidation, change to internal processes, that may affect the SLA as agreed and results in any work having to be undertaken by Talis will be chargeable.

Appendix 11 – Talis Message

Talis Responsibilities

- Standard Support as outlined in the main SLA
- Support specific to Talis Message functionality, 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:
 - Voice prompts.

Customer Responsibilities

- Standard System Maintenance as outlined in the main SLA
- Provision of benchmarking data on request.
- Network and hardware prerequisites are as specified in the current Release Notice (version relevant).
- Backup of server files are performed and secured, before and after configuration changes to ensure system restores when necessary.

Standard Support Exclusions

- Support covers the standard Talis Message shipped version. Any installation on platforms other than Talis recommended platforms are not included as part of this agreement and will be subject to additional charges.
- Any and all changes to code, will automatically lead to a loss of Support under the standard SLA.
- Integration with 3rd party products.
- Additional functionality, integration and support services, outside the standard Talis SLA, will incur additional charges. Such a request will include time, travel and accommodation charges where relevant, and any materials or software purchased specifically for the requested service.

Appendix 13 – Talis Bridge Lite (previously Talis SelfServ)

Talis Responsibilities

- Standard Support as outlined in the main SLA
- Support specific to Talis Bridge Lite functionality, 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:
 - Simple configuration of the product governed by a text file accessible to all customers. Must be used in accordance with the supplied documentation.

Customer Responsibilities

- Standard System Maintenance as outlined in the main SLA
- Provision of benchmarking data on request.
- Network and hardware prerequisites are as specified in the current Release Notice (version relevant).
- Backup of server files are performed and secured, before and after configuration changes to ensure system restores when necessary.
- Customer has a responsibility to divulge all the changes made that may have contributed to the problem.
- Customer has a responsibility to inform Talis when they have acquired new self-service devices.
- Customer has in place adequate support arrangements with the third party supplier.
- Customer is advised that settings in the LMS can impact on Talis Bridge Lite. Customers are expected to familiarise themselves with the relevant areas of the LMS.

Standard Support Exclusions

- Support covers the standard shipped version. Any installation on platforms other than Talis recommended platforms are not included as part of this agreement and will be subject to additional charges.
- Any modifications made to configuration files that are not made according to the supplied documentation, are not supported and will lead to a loss of cover.
- 3rd party components are not supported as part of this.
- Any and all changes to code, will automatically lead to a loss of Support under the standard SLA.
- Talis reserves the right to refuse support for those products or components used that would involve action beyond what is required as standard.
- Self-service devices are not covered by a live connection licence and are not supported as part of this agreement.

Appendix 14 – Talis Keystone

Talis Responsibilities

- Standard Support as outlined in the main SLA
- Support specific to the Talis Keystone middleware installed on Talis LMS architecture.
- Support specific to the View My Account module installed on Talis LMS architecture.
- Backward compatibility will be maintained with the previous major version.
- Configuration management is defined as the following: The tools for maintaining and troubleshooting Keystone at runtime.

Customer Responsibilities

- Standard System Maintenance as outlined in the main SLA
- It is required to eliminate the impact of a third party service/server or application failure in relation to Talis Keystone
- Provision of benchmarking data on request
- Network and hardware prerequisites are as specified in the current Release Notice (version relevant).
- Backup of server files are performed and secured, before and after configuration changes to ensure system restores when necessary.
- Customers have a responsibility to divulge all the changes made that may have contributed to the problem.
- Customer has in place adequate support arrangements with the third party supplier.
- Customer is advised that settings in the LMS can impact on Talis Keystone. Customers are expected to familiarise themselves with the relevant areas of the LMS.

Standard Support Exclusions

- Support covers the standard Talis Keystone shipped version. Any installation on platforms other than Talis recommended platforms are not included as part of this agreement and will be subject to additional charges.
- Any modifications made to configuration files that are not made according to the supplied documentation, are not supported and will lead to a loss of cover.
- 3rd party components are not supported as part of this agreement.
- Talis reserve the right to refuse support for products or components used in the running of Talis Keystone, such as Apache, Tomcat and/or Java Runtime Environment (JVA) services, that would involve action beyond what is required as standard.
- Any and all changes to code, will automatically lead to a loss of Support under the standard SLA.
- Talis reserves the right to refuse support for those products or components used in the running of Talis Keystone that would involve action beyond what is required as standard. The integrated third party applications e.g. portals; VLEs, CRM systems, websites.

Appendix 15 – Talis Base

Talis Responsibilities

- Standard Support as outlined in the main SLA
- Support specific to Talis Base functionality, 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:
 - Simple configuration of the Talis Base product governed by a text file accessible to all customers.
 - Must be used in accordance with the supplied documentation.

Customer Responsibilities

- Standard System Maintenance as outlined in the main SLA
- Provision of benchmarking data on request
- Network and hardware prerequisites are as specified in the current Release Notice (version relevant).
- Backup of server files are performed and secured, before and after configuration changes to ensure system restores when necessary.
- Customer has a responsibility to divulge all the changes made that may have contributed to the problem.
- Customer has in place adequate support arrangements with the third party supplier.
- Customer is advised that settings in the LMS can impact on Talis Base. Customers are expected to familiarise themselves with the relevant areas of the LMS.

Standard Support Exclusions

- Talis reserves the right to refuse support for those products or components used in the running of Talis Base that would involve action beyond what is required as standard.

Appendix 16 – Talis Source

Talis Responsibilities

- Standard Support as outlined in the main SLA
- Support specific to Talis Source functionality, 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:
 - Simple configuration of the Source product governed by a text file accessible to all customers. Must be used in accordance with the supplied documentation.

Customer Responsibilities

- Standard System Maintenance as outlined in the main SLA
- Provision of benchmarking data on request
- Network and hardware prerequisites are as specified in the current Release Notice (version relevant).
- Backup of server files are performed and secured, before and after configuration changes to ensure system restores when necessary.
- Customer has a responsibility to divulge all the changes made that may have contributed to the problem.
- Customer has a responsibility to inform Talis when they have acquired new self-service devices.
- Customer is advised that settings in the LMS can impact on Source. Customers are expected to familiarise themselves with the relevant areas of the LMS.
- Contributions to the Talis Platform which can then be made available via Talis Source are to be licensed under the Talis Community Licence, the full text of which can be found at <http://www.talis.com/tdn/tcl>

Standard Support Exclusions

- Talis reserves the right to refuse support for those products or components used in the running of Talis Source that would involve action beyond what is required as standard.

Appendix 17 – Talis Assist - Security

Talis Responsibilities

Provision of chargeable security services for;

- Server Hardening
- Server Hardening Maintenance
- Linux Security Service

Customer Responsibilities

- Inform Talis Of any change in system configuration.

Standard Support Exclusions

- Products where End of Life (EoL) has been invoked are not supported unless otherwise agreed.

Appendix 18 - End of Life Policy (EoL)

Talis Responsibilities

- Provision of EoL service dates.

Customer Responsibilities

- Adherence and upgrade of applications
- The Customer will ensure that all software is at the current version, or the version immediately prior to the current version.
- The Customer will ensure that only currently supported versions of all products are in place. Unless a specific exception is made only the latest and previous version releases are supported by Talis.
- When Talis issues notification that support for a product, version or service will reach end of life on a stated date it is the responsibility of Customer to ensure that use of that product, version or services ceases by the stated date. Talis will ensure that an appropriate notice period is given. Chargeable support can be provided on request.

Standard Support Exclusions

- Products where EoL has been invoked are not supported unless otherwise agreed.

Appendix 19 - Application Hosting Talis Information

Change Control

All changes made to the Talis system whether hardware or software related will be made using the standard change control process

Service Definition

The system centre hardware is owned and managed by Talis Information Ltd. The service will be accessed through the Customer Internet connection to Talis Information Ltd.

The service will be provided during core service hours;

Monday – Friday 8:30 – 17:30

The service will also be available on UK Public Holidays with the exception of Christmas, Boxing and New Years Day (some exceptions for Scotland, Wales and Northern Ireland)

During the above times Talis Information will guarantee that the service is accessible and fully functioning for 99% of the time in any 12 month period.

Service response times

Talis Information will use best endeavours to meet the service response times detailed below. These are based on the response times of the service at the server “point of presence” on the network. No account is taken of network time.

- Circulation - 95% transactions better than 1.5 seconds with all transactions including peak times responding in 2 seconds or less.
- Borrower enquiries
- By barcode - 1-2 seconds to first display
- By name - under 3 seconds to first display
- Acquisitions and catalogue updating of database between 2 and 4 seconds
- Talis OPAC search - single element search - 2-4 seconds to first display.
- Boolean logic dependent on search complexity.
- Talis database search - average 4-5 seconds; maximum 10 seconds except for complex search types.

System Operation by Talis

- The server delivering the service will be maintained within a secure environment with appropriate network security in place (specifically the server will be “housed” in the “demilitarised zone” within the Talis firewall).
- Access to the Customer database will be restricted to Talis staff that requires access for support and maintenance purposes. Talis Information Ltd will manage the system server and software. And ensure that:
 - The version of Talis software provided through the ASP service will be no more than one version behind the latest release of the Talis Library Management System.
 - Indexes are kept up to date.
 - Regular backups are made and, in the event of serious failure, the database is recovered from the backups.
 - Loan transactions are recovered from the backup devices on the server in the event of serious failure.

- Talis will in consultation with Customer, plan and implement a schedule for the standard reports detailed in. Changes will be managed under the Change Request Procedure in consultation with Customer, plan parameter and rules for application maintenance. Changes will be managed under the Change Request Procedure.

Education

Education services can be provided but is subject to a charge at the daily rate in force at the time of delivery.

Support Facilities and Service Desk

- Talis Information will provide support to Application Service Provider Customers through the standard Talis Service Desk available Monday – Friday 8.30 to 17.30.
- Should the Customer need to escalate a problem, the first point of contact will be the Service Desk. They will follow up the call and draw it to the attention of the support co-ordinator. At any point after this, the Customer can escalate the problem via the Service Desk, to the Service Delivery Manager. In the event of continued dissatisfaction the Customer can escalate to the Talis Head of Service or Director Level.
- Within Talis Information, calls which have missed their response time will automatically be escalated to the Customer Services Manager for action.
- Talis Information will be deemed to have met its criterion for response time if an attempt was made to call back within the specified time but the attempt failed. Cases of this type will be monitored closely to ensure there is no pattern of failure.

Service Reports

Monthly service reports on the operation of the system will be generated and supplied to the customer

Availability measures

Monthly reports of all calls logged through the Talis Information Helpdesk will also be provided to users detailing:

- All faults open to date
- All faults closed the previous month

This allows the customer to monitor progress on calls.

Customer Responsibilities: Exclusions from the service

The Customer will nominate and provide contact details of a member of its staff that will act as the main contact for Talis Information. This person will act as Customer for the ASP service on behalf of the customer.

Network

Local network provision and management is the responsibility of the Customer. Talis Information Limited will provide help in diagnosing network related faults on a best endeavours basis.

Local (Customer) hardware and software

The customer is responsible for all local hardware (e.g. PCs, Printer and scanners) and software with the exception of the Talis Customer software (currently Eterm32 Terminal Emulation). The customer will allow remote access to PCs by Talis Information staff for support diagnostic purposes. This will be via standard remote access software such as PC Anywhere.

Consumables

Servicing printers with consumables e.g. paper, toner etc will be the responsibility of the customer.

Customisation and development work

Will not be carried out as part of the Talis Information Limited provided service. Work that has been scoped, developed and deployed as part of a consultancy agreement will be supported pending the agreements made for that piece of work. This will be out of scope of normal BAU procedures.