

# Sub-Schedule 1.1: Service Level Agreement

For all Sign In Workspace solutions

## General Regulations

Sign In Workspace provides support services to our partners and customers of Sign In Workspace products. The Sign In Workspace Helpdesk helps to settle problems outlined in this document according to the established Service Level Agreement.

Before addressing a question or a ticket to the Sign In Workspace Helpdesk, we encourage you to look for information in our help desk forum ([helpdesk.signinworkspace.com](https://helpdesk.signinworkspace.com)).

If a ticket raised to helpdesk relates to technical issues, please ensure that system related information is included in the ticket.

Please direct any questions that are out of the scope of technical support to your Sales Account Manager.

## Support Procedures

### END USERS

#### Support

Support is available for defined persons representing the customer.

A helpdesk ticket can be created via email or phone to Sign In Workspace Helpdesk.

**E-mail:** [helpdesk@signinworkspace.com](mailto:helpdesk@signinworkspace.com)

**Phone:** +45 8853 4884

A ticket must include a thorough explanation of the issue concerned.

Tickets related to functional issues, must include a systematic description of the issue.

Tickets related to technical issues, must include a precise overview of the technical setup (servers, versions, etc.)

#### Handling

Helpdesk is available **Monday to Friday from 08:00-17:00**

Local Danish time (GMT+1)\*

#### Documentation / KB

Documentation and knowledge base articles ([helpdesk.signinworkspace.com](https://helpdesk.signinworkspace.com))

\*Request for helpdesk assistance outside helpdesk office hours due to a specific event, can be offered per request to Sign In Workspace Project manager, accordingly to Sign In Workspace price list.

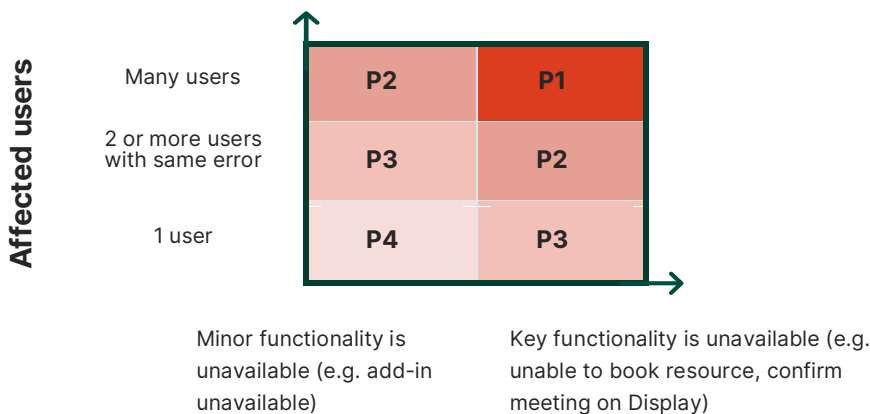
Helpdesk is closed on national holidays for Denmark ([timeanddate.com/holidays/Denmark/](https://timeanddate.com/holidays/Denmark/))

<b>SLA LEVELS</b>				
<b>Priorities</b>	<b>P4 LOW</b>	<b>P3 NORMAL</b>	<b>P2 HIGH</b>	<b>P1 URGENT</b>
<b>Severity</b>	Questions and errors that do not prevent the end user from accessing a significant feature in the solution	Issues related to the work of individual users where no acceptable work around is available	Interruption to critical processes affecting individual users and no work around is available	Interruption to critical business processes affecting many users* and no work around available
<b>Support channel</b>	Via email to Helpdesk or phone	Via email to Helpdesk or phone	Only by phone	Only by phone
<b>SLA Conditions</b>				
<b>Initial contact**</b>	< 2 business days	< 1 business day	< 4 hours	< 1 hour
<b>Status update</b>	4 business days	1 business day	4 hours	1 hour
<b>Management escalation</b>	5 business days	3 business days	2 business days	Immediately
<b>Resolution time</b>	7 business days	5 business days	3 business days	2 business days

\*Please see details in the section Ticket Priority

\*\*Hours are counted within the opening hours of Sign In Workspace’s Helpdesk (7 hours within 08:00-17:00 Monday to Friday equals 1 day).

A Helpdesk ticket commences when a Sign In Workspace supporter takes ownership of the Helpdesk ticket.



**Impact on Functionality**

## Ticket Priority

Incidents classified as level high or urgent, must be reported to the Sign In Workspace Helpdesk via phone with indications of the probable category of the incident. Low or normal incidents must be reported to the Sign In Workspace Helpdesk by e-mail or by phone.

The number of impacted users must always be included when reporting an error. Errors impacting on a significant number of bookers or impacting some of the key Sign In Workspace users, such as those having Sign In Workspace roles as Catering Manager, Facility Manager or Secretaries, are considered Priority 1 issues.

Sign In Workspace handles all requests for new features or changes to the product as change requests.

***This SLA does not cover these.***

Please forward change requests to your Sales Account Manager.

## Sign In Workspace Prerequisites for Troubleshooting on-premise Installations

- Sign In Workspace must have remote access to the client's server
- The client must be able to recreate the error
- The client is responsible for documenting the error
- The client must make a test environment available, and this must be identical with the production environment
- The client must make relevant resources available for Sign In Workspace

## Initial Contact

The first contact made by a Sign In Workspace supporter, after a ticket is registered in the Sign In Workspace helpdesk system and a helpdesk ticket has been generated, is defined as the Initial contact.

Depending on the complexity and priority of the ticket, an issue may not be resolved by the Initial contact.

## Status Updates

Sign In Workspace Helpdesk will communicate a status update to the customer if the ticket cannot be resolved immediately. Sign In Workspace sends a status update to the customer when the ticket has been resolved. The ticket remains open until the customer reports that they are satisfied with the resolution.

We cannot guarantee a fixed problem-solving period due to several influencing factors: Customer's timely replies, response time of a third-party company, the need to prepare a software update, etc.

## Escalation to Management

Sign In Workspace can escalate a ticket with a high/urgent priority level or with a missed deadline to management, who then ensures that the appropriate actions will be taken.

## Resolution Time

For issues or errors that are solely caused by errors in the Sign In Workspace software, the resolution will be one of the following:

1. Roll back to earlier version without the error
2. Acceptable workaround is possible
3. New version is built, tested and installed

For issues not caused by errors in Sign In Workspace software, Sign In Workspace will point out what other system is causing the error, and, if possible, advice on how to resolve it.

## Prerequisites For Providing Solution

If the resolution requires a fix in Sign In Workspace software, this will only be implemented in the latest version of the product.

The client is always responsible for performing User Acceptance Test of the fix and upgrade.

## SLA Scope

1. Functional support questions:
  - General questions related to the functional use of the products
2. Technical support questions:
  - Questions related to installation/configuration of new and existing server/client installation of the product
3. The following are outside the helpdesk support scope, but can be provided at a hourly consultancy rate:
  - Training
  - Consultancy
  - Custom solutions
  - Development
  - Product management
  - Pre-sales support
  - Health check

Last updated: February 28, 2023