



Effective October 16, 2024. These Service Level Objectives supersede and replace all prior versions.

Service Level Objectives

These Service Level Objectives (“SLO”) are between Provider (sometimes referred to as “we,” “us,” or “our,”), and the Client (sometimes referred to as “you,” or “your,”) found on the applicable Order and, together with the Order, Master Services Agreement, Schedule of Services, and other relevant Service Attachments, forms the Agreement between the parties the terms to which the parties agree to be bound.

SUPPORT SERVICES

Following receipt of any notification that a support-related problem within the scope of the Services has occurred Provider, shall use reasonable best efforts to begin problem management within the response time targets identified below.

All incidents, with status or resolution, will be documented either via regular email updates to the Primary Client Contact (identified in the Order) or by posting updates to the ticket tracking system assigned to Client.

Remote Support Services (SLOs) - INSC Helpdesk will answer questions and address end-user needs quickly and effectively. INSC will provide remote helpdesk support with the following objectives:

| Priority | INCIDENT | | SERVICE REQUEST | |
|----------|--------------------------|--------------|--------------------------|--------------|
| | 1 st Response | Resolve Goal | 1 st Response | Resolve Goal |
| Critical | 1 business hour | 2 hours | 1 business hour | 8 hours |
| High | 1 business hours | 4 hours | 1 business hours | 8 hours |
| Medium | 1 business hours | 24 hours | 1 business hours | 48 hours |
| Low | 1 business hours | 32 hours | 1 business hours | 64 hours |

Definitions as Defined by ITIL:

Incident as an unplanned interruption to or quality reduction of an IT service. An incident interrupts normal services and functionality.

Service Request is a request from a user for information, advice, a standard change, change request, or access to a service.

Project or Procurement requests are not bound by SLOs.

Priority Definitions:

There are 4 severity levels INSC associates with Client:

Critical Priority

- Requires dedicated resources working on the issue on an ongoing basis during contracted hours until resolution.

- Multiple users are unable to perform IT related work, access data.
- Critical Systems are hard down (ISP Down, Server, router, and switch).
- Client requested or specified classification

All incidents classified as a Critical are treated with the utmost sense of urgency:

- Within 60 minutes of incident notification, INSC Engineers will:
- Inform all Client users via e-mail of the situation and call appropriate Executive. The following information will be provided:
 - Incident description
 - Expected time of remediation
 - Incident Ticket #
- Contact client Sponsor via phone with incident status
 - In the event the incident cannot be remediated, or a resolution determined within 60 minutes of notification, escalation will take place to the next highest level of support.

INSC resources will communicate status of all severity Critical Priorities to client. sponsor or impacted user at a minimum of every 4 hours (during normal business hours) or as pertinent information becomes available.

High Priority

- Single user is unable to work or access data.
- Single process, application is down hard.
- Impaired operations of some components but allows the user to continue working.
- System latency
- User Password Reset
- Noncritical system failure.

Incidents classified as a High priority can be considered as important as a Critical Priority by an impacted user and are also treated with the utmost sense of urgency without impact to support of a Critical Priority

Medium Priority

- Performance issue, user can still work
- Mobile Device – Setup/Issues
- Supported Application Assistance

Incidents classified as a Medium Priority are deemed to be important and will be handled after Critical and High priorities.

Low Priority

- Change Requests
- Procurement requests

- General questions
- Research Requests
- Project related has defined delivery date

Incidents classified as a Low Priority are deemed to be non-critical and will be dealt with on a best-case scenario.

Onsite Resource Service Level Objectives (SLOs)

On-site support for scheduled appointments during regular business hours Monday – Friday:

- 2 hr. on-site Response Time

For unscheduled on-site visits, for non-critical or high issues, during regular business hours the SLO's are as follows:

- 4 hr. on-site
- SLO for Critical or High Incident severity, upon request.

This is only for on-site visits in contract-designated location(s); travel limited to within 30 miles Company facility sites as indicated in Service Order,

Exclusive After-Hours On-site Support Services

- Exclusive After-Hours On-Site Support Services - Limited to within 30 miles Company facility sites as indicated in Service Order. Best Effort response time for requests after hours, weekends and NYSE holidays.