

Annual Technical Support Contract Service Level Agreement (“SLA”) for Education MIS integration solutions

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General terms

“**Business Days**” refers to any day except Saturday, Sunday, or UK public holidays when commercial banks in England are open and the Company’s offices are operational.

Company-wide availability on Business Days is 9:00 AM to 5:00 PM London Time (GMT/BST), with the following exceptions:

Fridays: Business hours end at 4:30 PM.

Holiday Closure: All business services, including support, are unavailable from 12:00 PM on 24 December until 9:00 AM on 2 January.

“**Company**” or “**CDB**” means the entity that is providing support service set out in this agreement

“**Client**” means the entity seeking to procure support services and who is a party to this agreement

“**Help Desk**” means the Customer Support email address where the Client places requests for service or reports problems or non-conformities that require correction or attention to by the Company

“**Technical Contact**” the person or persons appointed by the Client to be the prime contact in the Client organisation through whom all communications to the Company about the application and the service must be channelled

“**Project Lead**” the person or persons appointed by the Client to liaise with the Company about project milestones, pre-requisites on the part of the Client, and availability of key staff within the Client organisation as required by the project

“**Locally Hosted**” an application or solution installed on the Clients own equipment at the Client’s premises.

“**Force Majeure**” is any cause beyond a party's reasonable control, including, without limitation, acts of war, acts of God, earthquake, hurricanes, flood, fire or other similar casualty, embargo, riot, sabotage, strikes, governmental act, insurrections, epidemics, quarantines, inability to procure materials or transportation facilities, failure of power,

restrictive governmental laws or regulations, court orders, condemnation, failure of the Internet or other reason of a like nature not resulting from the actions or inactions of a Party.

“**Product**” is a service provided by Cloud Box driven processes and apps as described in the “Deliverables” document.

“**SDS**” is a Microsoft service named “**School Data Sync**”, which processes information about pupils, teachers and class rosters. SDS is used to create and maintain class teams and their memberships, and augment user identities in Microsoft 365 to support services such as Microsoft Insights and Microsoft Intune. Data for the SDS process typically comes from School/Management Information Systems. The running schedule of the SDS process is dependent on schedules established by Microsoft.

“**MIS**” is a **School Information System (SIS)/Management Information System (MIS)** which is a publicly recognised database application where information about pupils, teachers and class rosters is stored.

“**Third Party SDS**” builds are a variation of the CDB Essentials, CDB Standard, and CDB Excellence products (formally known as Cloud Box Silver, Cloud Box Gold, and Cloud Box Platinum respectively) where Cloud Design Box are not responsible for management of Microsoft School Data Sync (SDS) and related aspects of Class Teams.

Logging technical support calls

All support requests are recorded through email from the Client's point of contact.

Email

Support requests via email are to be sent to only the Company's Help Desk email address

which is –

support@clouddesignbox.co.uk

Incident Recording

The Company requires the following information to be provided when a support requests is logged by email:

- The name of the person logging the call
- The contact details of the person logging the call including email address and telephone number
- The support/incident ticket number from the Client's support logging system
- Full detailed information of the issue including the name of any individual client affected
- When the problem arose and if there were any prior events that might be connected

Technical support call response levels

When a technical support request is placed with the Help Desk by the Point of Contact of the Client it will be assigned a call severity level in accordance with the table below. If appropriate, the severity level may be amended during the problem resolution process, but only by mutual agreement by the Company and the Client.

The initial response time for problems and queries is dependent upon the severity level of the call and the system that is involved. The response time for each scenario is listed in the table below. Please note these are initial response times and not time taken to resolve the support issue.

Category	Impact Level	Description	Response Time	Response Method
Category 1	Critical	Initiated by total unavailability of the service	1 Business Day	Telephone/Email/ Remote Session
Category 2	Urgent	The problem has a significant impact on a individual site and/or local service operation	2 Business Days	Telephone/Email/ Remote Session

Category 3	General	The problem has little or no impact on the site and/or the service	5 Business Days	Telephone/Email/ Remote Session
Category 4	Question	General enquiry/question about the system	8 Business Days	Telephone/Email/ Remote Session
Category 5	Change Requests	Changes to the original design specification	8 Weeks (Small changes) Summer Roll-over (large changes)	Telephone/Email/ Remote Session

Technical support definition

In scope for technical support

The following **products** are within the technical support scope:

- Management of School Data Sync (SDS), subject to constraints of the Microsoft SDS services
- Office 365 SharePoint sites created through the CDB Product
- Subject Teams and Staff Department Teams created through the CDB Product
- Class Notebooks within class teams created through the CDB Product
- Assignments within class teams created through the CDB Product
- CDB Megamenu
- Collaboration Teams created through the CDB Product
- Class Dashboard
- Staff Assignment Analytics
- Student Assignment Search
- Cover Manager

The following **areas** are within the technical support scope:

- Creation and management of Class Teams through SDS based on MIS data
- Fixes to the CDB Megamenu and CDB web parts
- Assistance with using SharePoint Online for Project Leads (including remote help sessions)
- Cloud Design Box MIS integration
- Resolving errors within the CDB Product
- Logging calls with Microsoft relating to Teams, SharePoint, and Class Notebook, and SDS
- Fixes to any custom work or solutions provided by Cloud Design Box, subject to changes within Microsoft products which would make them no longer supportable
- General questions about Microsoft 365, in relation to the CDB Product.

Out of scope for technical support

The following areas are outside of the scope of the support contract but can potentially be provided by the Company with additional products, consultancy or training services:

- Disaster recovery of Office 365 or any associated supported product
- Creation and licensing of users
- Creation of groups, beyond those created as part of the CDB Product installation
- New SharePoint look and feel designs
- DirSync/Azure AD Connect
- Custom application configuration
- Desktop Applications
- Mobile App configurations and connectivity
- Backing up or recovery of applications or data
- Reconfiguration of the SharePoint environment to add/customise components (Search, OneDrive, Websites, App Store)
- Direct end user support
- Onsite and online training, unless part of the CDB Product
- Policies for Teams or Exchange
- Network issues including performance
- Issues caused by Microsoft updates
- MIS application and database support
- Microsoft Power Platform development, including Power Apps, Power Automate, Forms, Power BI and Dataverse.
- Custom workflows on lists and libraries
- Customisation of data-entry forms
- Other requests which are not explicitly supported within the products purchased

Escalation plan for technical support calls

A support call may require escalation due to the following reasons:

- The response time detailed in this SLA is close to or has been breached;
- No response from support desk email;
- A support call's response category needs to be raised.

Standard Call Logging Procedure		
Please log your initial support enquiry as detailed in this SLA.		
The Company will respond within the defined response timescales.		
Escalation Procedure		
Stage 1	If no response has been received from the Company in the defined response time, please email the Help Desk again	
Stage 2	The company will respond to the support enquiry within 4 working hours to a stage 1 escalation	
Stage 3	If a response has still not been provided within 4 working hours, the Support Case Manager should be contacted directly (contact details below)	
Stage 4	The call will ensure that a response is given within a prompt and appropriate manner	
Support Escalation Contact	SLA@clouddesignbox.co.uk	+44 01482 688890 Option 2 for Support.

Change requests

A change request is an alteration to the agreed design specification provided before the build date. The following are **acceptable change request areas** for Cloud Box Customers with MIS integration:

- **Class Teams**
 - Exclusion of Class Teams from SDS based on selected subject codes.
 - Re-titling of Class Teams via SDS based on available whole values from the MIS (subject, class name, academic year, school code) e.g. choosing whether to use '2022' or '2022-23' as the academic year within the title.
 - Injection of selected users into all Class Teams e.g. a service account used by a third party.
 - Creation of additional Class-Year teams where teachers and students for all classes in a year are rolled up into one class team e.g. 'English Year 10 2022-2023' or 'Year 10 2022-2023'.
- **Communication sites and Collaboration Teams**
 - SharePoint permission changes within communication sites at site or library level, based on groups not individual users
 - New document libraries and links in SharePoint
 - New SharePoint sites and support using our self-service site creation tool
- **Subject and Course Sites**
 - Adding or removing selected lists and libraries for all subject sites
 - Retitling subject sites following a change to a subject title in the MIS
 - Suppressing creation of selected subject sites based on their MIS subject code
 - Merging MIS data from multiple subjects into one subject e.g. BTEC Sport and GCSE Sport into PE

Any other change requests are **outside the scope** within the CDB Product including but not limited to:

- **Teams and Class Teams**
 - Exclusion of Class Teams from SDS based on individual class names or similar custom logic.

- Creating or managing class teams that span multiple academic years.
 - Merging multiple Class teams into one e.g. 11Y-En3a and 11Y-En3b. Class Teams shall only be created from distinct classes in the MIS; MIS classes shall not be merged to create class teams except in the case of rolled up Class-Year Teams supported by the CDB Product.
 - Splitting one class from the MIS into multiple Class Teams e.g. a class with two teachers. Class Teams shall only be created from distinct classes in the MIS; MIS classes shall not be split to create class teams.
 - Creating custom sections, sections groups or pages within OneNote notebooks or Class Notebooks
 - Provisioning Class Notebooks within Class Teams
 - Custom changes to the SharePoint site behind a team
 - Addition of custom tabs, apps, or channels to Teams
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- **Subject and Course Sites**
 - Adding custom columns and views to resource libraries for all subject sites
 - Populating lists or libraries with folders, list items or documents based on MIS data
 - Creating or updating views on resource libraries for all subject sites
 - Using varying designs for subject sites based on subject/department e.g. some subjects using year-based resource libraries while others choose libraries based on Key Stage, or having different columns and views
 - Creating SharePoint subject sites when there is no class data relating to that subject in SDS e.g. a KS3 Art site when no students study Art in KS3, according to SDS data.
 - Working with data from class teams outside of the current academic year
 - In Further/Higher Education implementations, creation of course libraries with specific permissions for each year of that course
 - Content migration and tagging

Change request response

Change requests require a minimum of 8 weeks' notice. This is to ensure we have time to setup the changes and test before rolling them out. For large change requests, we require 8 weeks' notice, and these can only be carried out over the summer months (July – August) to coincide with new student intakes. Cloud Design Box will make the judgement depending on the amount of time required to make the change request and the disruption to the users.

Company responsibilities

- To provide appropriate support of the supported services in accordance with this SLA
- To respond to support requests in a professional and timely manner in accordance with this SLA, and within the limitations and constraints of features and processes from Microsoft and other third-parties.

Client responsibilities

- During the support incident resolution process the Client may be requested to carry out certain tasks in order for progress to be made – this must be carried out within a reasonable time and feedback given to the Company as soon as possible.
- Maintain and operate any locally installed software in a proper and prudent manner in accordance with such advice and instructions as the Company may issue from time to time, and allow its use by competent, trained and authorised personnel.
- Ensure that any **pre-requisites** required by the Company to discharge its obligations under this Agreement are completed and maintained including, but not limited to, **maintenance of unique matching values** for user accounts between the School Information System and Microsoft Azure Active Directory.
- Make available to the Company, without charge, any information or facilities to enable the Company to discharge its obligations under this Agreement including, but not limited to, computer print-outs, photocopies of documents, **screen shots taken of the application**, provided always the Company shall hold as confidential any such information provided by the Client.
- Appoint a single Point of Contact for exchange of communications with the Company

- Where communications are sent to the Company Help Desk by the Client that are not from the person(s) appointed such requests will not be deemed to have been authorised and will be referred to the Client contact for confirmation of action.
- Be responsible for ensuring the software is used for the purpose intended
- Contact the Company Help Desk well in advance of any significant changes to the Microsoft 365 tenant such as renaming the tenant (Start-SPOTenantRename) and changing the root SharePoint site (Invoke-SPOSiteSwap). Running these commands may incur a charge to reconfigure your environment.

Exclusions

The obligation of the Company to provide the Help Desk service will extend to only the solutions detailed in the schedule of products and services.

The Company will not be bound by the terms of this SLA in any of the following circumstances:

- Failure of the Customer to fulfil their obligations as specified in this Service Level Agreement
- Information from the customer which is inaccurate, incomplete or not supplied in a timely manner
- For incidents caused by hardware problems not included as part of the SLA, assistance is not provided on problems relating to the Client's own computer hardware, operating systems, network configurations
- Reconstitution or rectification of lost or corrupted data where the loss or corruption occurred other than from the negligence of the Company
- Any part of the Application Software which has been changed, altered, added to, modified or varied by anyone other than the Company, or at the direction of the Company using the formal change request procedure
- Failure, misconfiguration or incompatibility of third party software
- Force Majeure events beyond the Company's reasonable control
- Failure of communications circuits, Internet connections, not included as part of the SLA
- Server configuration, software or DNS problems external to the SharePoint farm
- Problems not reported promptly by the Client or where a support incident/ticket number has not been obtained

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