



## CampTek Software: Standard Support Levels

Level	Support	Initial Response Time	Support Case Updates
<b>L1</b> is defined as an incident that has or is likely to have major impact on the ability of the business to maintain services during agreed operational hours; an outage or a complete loss of functionality of a key process or service.	5 Days a week Business Week (2am -6pm ET)	Direct communication with the client within <b>2 hours</b> of the Support Case being submitted by the client by telephone or web portal.	At a minimum, daily/business day updates or mutually agreed upon frequency.
<b>L2</b> is defined as an incident that impairs the user's ability to maintain business or results in an important functionality being unavailable; there is no acceptable work-around for the business, however operation can continue in a restricted fashion.	5 days a week (Business Week)	Direct communication with the client within <b>4 hours</b> of the Support Case being submitted by the client by telephone or web portal.	At a minimum, daily/business day updates or mutually agreed upon frequency.
<b>L3</b> is defined as an Incident that has low business impact. There is a feasible short-term work-around and is deemed reasonable to both parties.	5 days a week (Business Week)	Direct communication with the client within <b>24 hours</b> of the Support Case being submitted by the client by telephone or web portal.	At a minimum, daily/business day updates or mutually agreed upon frequency.
<b>L4</b> is defined as an incident that has no significant impact on business.	7 days a week	Direct communication with the client within <b>24-72 hours</b> of the Support Case being submitted by the client by telephone or web portal.	At a minimum, daily/business day updates or mutually agreed upon frequency.



### Incident Response Times

The following proposed incident response times are based on our standard service level agreements:

Ref #	Area	Service Level Definition	Expected Service Level Target	Minimum Service Level Target
1	Severity Level 1	Response to Level 1 incidents will be given in the defined (< 2 hrs) time.	95%	90%
2	Severity Level 2	Response to Level 2 incidents will be given in the defined (< 4 hrs) time.	95%	90%
3	Severity Level 3	Response to Level 3 incidents will be given in the defined (< 8 business hours) time.	95%	90%
4	Severity Level 4	Response to Level 4 incidents will be given in the defined (< 16 business hours) time.	95%	90%

The following are the proposed standard Enhancement/Change Management and Minimum Service level Targets for the identified automated processes.

Ref #	Area	Service Level Definition	Expected Service Level Target	Minimum Service Level Target
1	Change Management Quality	"Change Management Quality" measures percentage of Changes to production that causes no Severity 1 or Severity 2 Incidents for at least ten (10) business days after promotion to production. Changes to production include major enhancements.	95%	90%
2	Change Request Response Document	Change/Enhancement Request technical documents (non-critical) should be completed in five (5) business days or less.	95%	90%
3	Root Cause Analysis	Assessment of problems and their causes, with resolutions; Elapsed time to complete root cause analysis on critical incidents; Level 1 < ten (10) business days and Level 2 < fifteen (15) business days.	95%	90%