RSpace

Services Overview

RSpace Support Service Level Description

This document explains the support services provided by ResearchSpace for its RSpace product.

Hours of Operation & Contact Information:

Support is offered from both our Edinburgh and US offices:

Edinburgh:

Research Innovations Limited
16 Charlotte Square
Edinburgh EH2 4DF
support@researchspace.com

USA:

ResearchSpace c/o Lab-Ally
247 East 9th Avenue
Columbus, Ohio 43201, USA
+1 (614) 407-4547
support@researchspace.com

The standard work week for ResearchSpace is defined as Monday through Friday from 9:00 to 18:00 GMT/BST in the UK, while our U.S. office operates Monday through Friday from 14:00 to 23:00 GMT/BST (9:00 to 18:00 EST).

Service emails or Intercom messages (our built-in live chat help system) are generally replied to the same day during normal office hours. Although email and Intercom messages are also monitored continuously, ResearchSpace can only make best effort, good faith efforts to answer routine service calls submitted outside of the above hours.

Emergency messages are also accepted 9:00 to 1800:00 GMT/BST and 9:00 to 21:00 EST seven days a week.

Scope of Service Overview:

ResearchSpace service and support includes, but is not limited to the following:

- Initial installation of the RSpace server software and components, including configuring software, verifying that startup is successful and that all functionality is present, and performing initial diagnostic and server install confirmation tests.

- Installing RSpace server software updates remotely OR Assisting client IT staff with updates if ResearchSpace access is not allowed.

- Providing initial training for users and local RSpace administrators.

- Answering usage questions and providing workflow guidance.

- Maintaining the RSpace online help resources.

- Confirming that back-ups are scheduled and operational for AWS deployments that we have been contracted to manage. See SaaS Backup document for more details.

- Provide consultation regarding on-site back-up strategies. However, for on-premise deployments, customers are solely responsible for backing up all data, including MySQL, file store and audit logs.

- Upon request, arrange service for any other issues that fall outside of scope of service, professional services and consulting, or ResearchSpace data migration services. (Surcharges may apply).

System Availability:

The RSpace system is intended to be available for use 24 hours per day 7 days per week, with the exception that the server may need to be taken offline for maintenance, update, or backup, during which time it will be unavailable to users. Server downtime will vary depending on many factors including the customer's backup strategy and customer-implemented changes to the server operating system or environment, as well as RSpace usage patterns.

- Target RSpace server uptime and observed actual performance is > 99.9%.

- The estimated total downtime for service and maintenance per year is 2 - 12 hours per year.

- Any necessary maintenance by ResearchSpace will be scheduled for low or zero traffic times.

For remote installation, maintenance, problem-solving and product upgrades, RSpace support staff require access via SSH to the hosted RSpace server, with the ability for the SSH connection to create tunnels for other connections for viewing the RSpace user interface. We can be quite flexible in how this is arranged - permanent SSH access, or for a specific time-window from a specific IP address.

Please inform ResearchSpace in advance if you want our support department to communicate ONLY with your designated local RSpace administrator and not directly with your RSpace end users.

Service Case generation and tracking:

A service case is any communication to ResearchSpace from a customer, local RSpace administrator, or end user who requests assistance with a specific issue, problem, or usage scenario. This may include bug reports, simple usage questions, requests for enhancements, notification of any kind or service interruption that might indicate a problem with the server, or indeed any technical issue.

Service calls may be billable if they request assistance with issues that are outside the scope of service or if the customer has no support package.

A service case can be submitted to ResearchSpace Support staff through the Intercom interface from within the RSpace system or by email (support@researchspace.com). These methods allow us to accurately capture communications and to track resolution times and other metrics.

All support conversations are archived and can be made available for examination. Simple usage and training issues are dealt with immediately without creating an engineering ticket.

Issues that require engineering team involvement always automatically create a numbered ticket in our issue management system. These are tracked to completion.

Reports of a Customer's issues can be created and provided to Customer. Reports may include conversations in the support system or engineering issues tracked in the issue management system.

ResearchSpace Response Types and Service Levels.

We provide a single service level of support for all users that includes all necessary live help desk support, technical support, hosting environment support and timely provision of updates and patches.

Incoming issues are divided into three categories:

A)   Support requests that can be resolved entirely by the **support team without escalatio**n to the engineering team. These may include both minor or major problems.

 B)   **Non-time-sensitive support** requests that **require escalatio**n to the engineering team but which does not require immediate attention. These may include feature requests, cosmetic errors, and similar matters.

C)   **Time-sensitive support requests that require escalation** to the engineering team and which require immediate attention. These issues are flagged as urgent in our issue manager database, and this flag automatically triggers notifications to the on-duty engineers. Inability to access the system or problems that significantly prevent core functionality are considered Critical and resolution of critical customer issues are prioritized above all other staff responsibilities.

ResearchSpace responses may take the form of:

Simple written or verbal instructions to be executed by the end user or local RSpace administrator.

Requests for additional information, screenshots, use-case descriptions, or content files that will help ResearchSpace to replicate the problem.

Arrangements for a free or billable user training session, the details of which will be negotiated between ResearchSpace and the customer.

Remote connection to the customer's RSpace system by a ResearchSpace technician to examine, reconfigure or repair the customer RSpace system.

The installation of software updates or patches with the cooperation of the local RSpace administrator.

Initiation of a request for ResearchSpace professional services to provide customization, new features, consultations or other paid services.

A request to schedule a conference call between ResearchSpace and the customer.

For customers with an onsite installation of RSpace, an onsite visit to examine and adjust or configure the customer's RSpace system may be necessary.

ResearchSpace may need to transfer or restore data to or from the RSpace server with full co-operation of the site administrator. For on-premise deployments, routine customer data backup and protection is the sole responsibility of the customer and Research Space cannot accept any responsibility for lost data. However, ResearchSpace will make good faith efforts to move, restore or transfer data as part of its service procedures with the permission of the local RSpace administrator and explicit waiver of responsibility for the loss of any data.

Some service cases will require action by the customer such as the transmission of log files, accurate description of usage, and/or connection to a Webex (or similar) session. The customer should provide requested materials and information as quickly as possible and arrive promptly for scheduled Webex sessions or conference calls.

Response and Resolution Times:

Expected response and resolution times differ according to the categorization of the issue upon receipt. The categories are:

A) Support requests that can be **resolved entirely by the support team without escalation** to the engineering. Response and resolution times for this type of issue are highly variable depending on the severity of the problem, and whether or not the resolution is likely to involve a simple written answer to a question vs. the scheduling of a live webcast training or troubleshooting session with the reporting user.

RESPONSE, CATEGORY A:

Standard minor service inquiries receive an initial response within one business day during normal business hours. Approximately 80% of all requests receive a response within 3 hours.

RESOLUTION, CATEGORY A:

Minor, non-critical issues that do not require creation of new code, installation of new software, connection via Webex, or additional customer actions such as transmission of log files will typically be resolved within 24-48 hours. Approximately 80% of all minor calls are resolved during the same business day.

B) **Non-time-sensitive support requests that require escalation** to the engineering team, via creation of an engineering issue ticket, but which does not require immediate attention.

RESPONSE, CATEGORY B:

The target time for responses for this type of issue would be between an hour and a day during normal business hours, and as soon as possible outside business hours.

RESOLUTION, CATEGORY B:

The fix time would depend on the severity of the issue and the need to release a solution as a single feature patch which might take 1-2 days vs. lower priority cosmetic features that we would include in the next scheduled release. Scheduled releases are delivered approximately every 1 to 2 months.

C) **Time-sensitive support requests that require escalation** to the engineering team, via creation of an engineering issue ticket, and which require immediate attention. These issues are flagged as urgent in our issue manager database, and this flag automatically triggers notifications to the on-duty engineers. Resolution of critical customer issues is prioritized above all other staff responsibilities

RESPONSE, CATEGORY C:

The target response time for these issues is always less than an hour during normal business hours, and as soon as possible outside business hours.

RESOLUTION, CATEGORY C:

Fix time would be 1 – 4 hours depending on the nature and severity of the issue.

Emergency service calls for critical problems must be clearly identified as such, and will receive the highest priority. Please include the term "CRITICAL" or "EMERGENCY" in the subject

header of your request. Emergency situations include the complete failure of the system rendering user login impossible or other situations that make it impossible for users to access their data. In the event of an emergency ResearchSpace will contact the customer or send an initial response regarding the emergency call within one hour

Considerations for Response Times

Customers with an onsite installation may wish to enable instant emergency access to your RSpace server to minimize emergency response time, in which case ResearchSpace will need SSH access at all times. If you do NOT want us to perform this service, please let us know. Be aware that disallowing permanent SSH access means that a customer technical representative may need to available outside of the customer's standard business hours to grant a ResearchSpace technician access to the RSpace server.

Some service cases will require action by the customer such as the transmission of log files, accurate description of usage, and/or connection to a Webex (or similar) session. The customer should provide requested materials and information as quickly as possible and arrive promptly for scheduled Webex sessions or conference calls.

If the issue cannot be resolved quickly, ResearchSpace will keep the customer informed as to whether or not the issue is likely to be resolved by simple usage instructions, a Webex session, a minor software patch, or a suggested workaround.

If ResearchSpace cannot replicate the issue, ResearchSpace may request permission to install additional diagnostic tools on the customer's network or ResearchSpace may request permission to perform diagnostic tests on the customer's hardware. Intermittent issues can be especially difficult to diagnose and may require that customers gather accurate and timely information about usage. Failure to do so will extend the time it will take ResearchSpace to resolve the issue.

ResearchSpace will respond to any reasonable number of requests for assistance from customers, but in cases where customers appear to be making excessive numbers of requests, or if users are making frivolous requests for assistance with issues outside the scope of our service, ResearchSpace reserves the right to negotiate a resolution through the use of a single designated customer representative, assigning a request quota, or other means agreeable to both parties.

Closing Service Cases

Service cases are considered closed when:

- The issue has been resolved and a confirming communication has been received from the customer.

- Ten business days have elapsed and there has been no further follow-up from the customer and no response to ResearchSpace emails. ResearchSpace assumes the case is resolved. Cases presumed to be resolved can be re-opened, if needed.

- The issue cannot currently be resolved. ResearchSpace has suggested workaround workflow solutions.

- The case requires no attention from the support team and has been transferred to the relevant ResearchSpace consultant. This might occur if the request is for billable professional services not related to technical support or maintenance.

Service Outage, Fault Escalation, and Persistent Failure

In the unlikely event of a service outage, the server hosting environment will automatically broadcast an alert to the ResearchSpace support and technical teams for immediate action, but in some cases, if your on-premise environment or our managed AWS environment fails, we may not be aware of the outage until you contact us. For all emergency server-down situations please immediately send an email to support@researchspace.com requesting immediate assistance. Include the server URL, the word "URGENT" in the subject line, and if possible, screen shots of any error messages and descriptions of any recent actions taken or changes made to that may be involved with the outage. In the case of AWS hosted environments we can typically restore service in under 3 hours, plus whatever time may be needed to restore the server from our most recent backup, which will vary depending on the amount of data accumulated. For failures of on-premise servers that we have no access to, outage time may depend on your own IT team's ability to locate and remediate the environment if the fault is not related to RSpace.

For any service outage exceeding 8 hours or for persistent failures, you may request a written report from our senior engineer detailing the nature of the outage, our actions, and any recommendations for preventing any further outage.

Exclusions

This document does not apply to customers who have no support plan or who are currently delinquent in subscription payments. Contact your account manager to verify your support status.

The ResearchSpace support team will make good faith efforts to assist customers with all issues related to the use of the RSpace system. ResearchSpace support for on-premise installations does not include assistance with issues that are not part of the RSpace product. Examples include installation of operating systems, hardware issues, data backup, network problems and other issues related to your IT environment. ResearchSpace support of AWS or cloud installations for which ResearchSpace is supplying System Administrations is limited to functions directly related to the operation of the RSpace product.

ResearchSpace support also excludes issues resulting from unapproved uses, as identified in our Approved Use Policy, or modifications of RSpace, such as unapproved attempts to access file store or DB data directly, or unapproved attempts to modify RSpace in order to connect it to external systems or data. ResearchSpace reserves the right to charge the standard hourly customization rate for issues which are determined to be outside of the scope of this document. Note that developer licenses and co-development partnership arrangements are available for those organizations that want to modify RSpace for special uses. Contact us for details.

ResearchSpace cannot be held responsible for problems arising from issues that result from a customer's failure to follow the best practices for this product, customer failure to follow software and hardware requirement guidelines, failure to follow Research Space technician instructions or, in the case of on-premise deployments, failures to properly and accurately inform Research Space of the original or updated hardware or IT environment specifications that have occurred after your initial installation.

ResearchSpace support does not include database maintenance issues on non-default (i.e., not MySQL) database platforms. This restriction is mainly the result of your EULA with the third parties providing the database software, which typically prohibits service by any third party. We can however make best effort attempts to assist your DB specialists as needed.

Note that customer services for these excluded issues may be available on a billable basis, but customers who ask for our assistance with issues unrelated to the RSpace product do so entirely at their own risk, and in some cases we may be prohibited from doing so by third party license agreements.