
Document Title:	Service Level Agreement JA Appliance
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Foreword

This document defines the service levels for JAGGAER Advantage Appliance.

In the case of the Virtual Appliance ('bare metal' replaced by a virtual infrastructure managed by the customer, such as VMWare), some of the service levels are not applicable, as detailed in each section.

All the service levels stated in the following paragraphs are based on the assumption of a reliable Customer infrastructure. Any unavailability in the Customer's supporting infrastructure needed to power and operate JAA should not be taken into account when calculating service level metrics.

Environments

I) Pre-production environment

Used for the release of new features for review. This environment can be used by customers as a test instance for any new application version soon to be deployed in the Production environment. While the Pre-production environment can be used to organize training sessions, presentations and demos, JAGGAER strongly recommends using the Production environment instead. The pre-production environment can be used effectively after a new version is released, when Production and Pre-production features (and Look & Feel) are different and the focus is on these differences themselves.

II) Production environment

Used by JAGGAER Advantage users (buyers and sellers) as the "real" environment to access active features and content. Any training sessions or highly critical demo can be carried out in the Production environment using credentials (user ID and password) specifically created for such purposes.

Service levels

Customer Care

JAA customers can contact Customer Care to report any malfunction / anomaly of a technical nature.

The service terms are the same as for SaaS offering and are reported here:

<https://www.jaggaer.com/terms-of-service/saas-applications-support-services-terms/>

Service level availability

The service terms are the same as for the SaaS offering as defined here:

<https://www.jaggaer.com/terms-of-service/saas-applications-support-services-terms/>

The following exceptions to the standard service terms apply:

1. The Service Level Availability for application and appliance uptime is 99% as calculated using the method defined in the standard terms of service identified in the link above.
2. Service Level Availability is not applicable in the case of a non-HA appliance model (non-HA models are recommended only for DR or for scenarios where guaranteed uptime is not required)
3. Service Level Availability and Response Time is not applicable to Virtual Appliance (since availability and performance strictly depends on the virtualization infrastructure).
4. In addition to what is stated above, service level calculation does not include any unavailability due to customers datacentre related failures or maintenance activities (including, but not limited to, networking, power supply, cooling failures)

Scheduled maintenance activities under customer agreement are excluded from Service Level Availability. Deployments on production environment is normally scheduled outside business hours, unless emergency maintenance is required to overcome critical situations regarding system security, data integrity or platform stability.

The release of software patches follows a formal process of testing in the JAGGAER Test environment, and on premises Pre-Production and Staging environments (if available) for in place verification, in order to avoid regressions before deploying to production.

Response time

System Response Time is the time interval between a user-initiated event (request) and the response received by the same user in the form of a web page loading. The measurement starts when the user request enters JAGGAER Managed Perimeter (point of transfer) — and ends when the responding event from the Licensed Software exits JAGGAER Managed Perimeter (point of transfer). System Response Time only takes into consideration JAGGAER Managed Infrastructure, excluding other limiting factors, e.g. Internet Service Providers bandwidth, client connection or latency caused by network transit. It is not applicable to Virtual Appliance since performance strictly depends on the virtualization infrastructure: virtual network, virtual CPU, memory, storage, ...

The following are contract guaranteed levels and not average measured response times.

Response time	Less than 4 seconds in 90% of requests
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These service levels do not apply when response time depends mainly on request complexity, as in data import/export and reporting, on file size, as in file transfer, or for automated requests, as for web services.

JAGGAER is willing to conduct punctual audits in collaboration with its customers, whenever cases of non-compliance are reported for specific platform operations.

Disaster Recovery

DR is available as an option. Depending on the customer requirements, the appliance model for DR can be the same as for production appliance, or a different version (e.g., with reduced redundancy).

RTO and RPO mainly depend on dedicated bandwidth between prod and DR, and the daily storage consumption. Depending on the DR appliance model, and internet connectivity of the DR site, performances from DR can be differ from the ones measured in production. Only as informational reference, in the case of the SaaS model (and NOT to the JAA) RTO is less than 48 hours and RPO is less than 4 Hour.

In the case of the Virtual Appliance, it is recommended to rely on DR at the virtual infrastructure level, not at the application level.

Reporting

SIR, RCA Reports	Within 5 business days from date of availability of SIR/RCA analysis result
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SIR and RCA reports include highly confidential material; explicit consent or treating the content as confidential will be required prior to the dispatch of each report.

Application Releases

When a new software release of JAGGAER Advantage is made available, JAGGAER will formally communicate to the eligible JAA customers when a new application release is available for a release upgrade and will agree with them on a possible upgrade date.

JAGGAER guarantees a maintenance service only on the latest software release. Patches of the current software release will be applied outside business hours and with a minimum downtime or with no downtime at all.

Application Maintenance and Support

Through this service JAGGAER provides customers with both application corrective maintenance and application troubleshooting support. Corrective maintenance service is based on the installation of Application patches that are needed to fix identified critical software issues. The deployment model of application patches, continuous deployment or upon customer request, will be mutually agreed with the customer.

In the case of the continuous deployment model, when a new application patch is released by JAGGAER, this will be deployed to all the customer's JAA installations in order to keep the platform up to date. Only customers with an up to date platform can issue new service requests. A customer can optionally request not to be included in the patch deployment process. In that case, patches will be deployed only on request; in that scenario, any new service request could imply the deployment of the latest patch as a precondition.

The 'Application Maintenance and Support Service' (the so called "**Service Package**") that JAA customers can subscribe to in a BTFW Installation applies only to software provided by JAGGAER.

In the Service Package contract, JAGGAER can never be considered responsible for hardware or network malfunctioning or other technical issues generated by software other than the ones provided by JAGGAER.

The proposed service package for JAA is:

"FULL Maintenance – REMOTE"

This service type is proposed when the customer relies on JAGGAER for application patches deployed with HIGH service levels.

Package Type	MAINTENANCE SERVICE LEVEL				DELIVERY MODEL
	"Take-in-charge" service level	"Resolution" service level	Technical support	Base Software Management	
FULL Maintenance - REMOTE	HIGH	HIGH	√	√	JAGGAER MANAGED

Service Request

Except where expressly stated otherwise, in order to activate any of the maintenance and support services the customer's contact person from JAGGAER must formally send JAGGAER a service request. If the service request is about an issue found by the customer, the person must include in the service request all the information (data and procedure) needed for JAGGAER to reproduce the issue in a test environment. In case the information provided by the customer in the initial service request is not sufficient for JAGGAER to reproduce the issue, any additional time needed by JAGGAER to receive all the missing information shall not be considered for the purposes of JAGGAER Service level measurement.

Only a well identified set of personnel will be authorized to send a service request.

FULL Maintenance - REMOTE

The customer must provide JAGGAER an adequate and reliable access to the JAA installed in the customer's environment through a remote connection. To fulfil the customer's requests, JAGGAER personnel will access the JAGGAER Advantage solution in the customer's environment with a secure remote connection. Customer requests can be related to:

- Application Release deployment
- Application Patch deployment
- Specific Customer Issue
- Technical Support

There are several "remote connection" options that can be adopted in compliance with the specific security policy enforced by the customer. You can find the compatible options below in order of simplicity and preference:

	Type	Description	Responsibility
1	Direct Internet Access	Exposed on the Internet (with reserved public IP addresses)	JAGGAER
2	Behind the Firewall (Transparent configuration)	Behind Client Firewall with Public IPs pass-through, basic configuration at Customer Firewall level, most of the rules managed by Bravo at JAA firewall level	CLIENT & JAGGAER
3	Behind the Firewall (Non-Transparent configuration)	Behind Client Firewall extensive configuration at Customer Firewall level	CLIENT & JAGGAER
4	Behind the Firewall (IPSEC VPN)	Behind Client Firewall with IPSEC VPN link terminated on Client Firewall (VPN managed by Client). Typical choice for Virtual Appliance.	CLIENT & JAGGAER

IMPORTANT NOTICE:

All service levels declared in this document are calculated on the actual availability of the remote connection. In case the connection to the JAA is down due to causes not under JAGGAER responsibility, the maintenance service level shall be computed from when the connection is re-established and JAGGAER is notified. In case the customer doesn't restore the connection within a reasonable time frame (less than one (1) hour), the service request will be assigned a lower priority.

Application Release deployment

When, upon receiving JAGGAER's formal communication that a new JA release is available for upgrade (including the proposal of an installation date), the customer decides to have the new release installed, it may accept JAGGAER's proposal or shall issue a service request to JAGGAER in order to mutually agree on a different date.

Once such service request is received, JAGGAER will:

- Process the request: JAGGAER will call for a meeting or call to agree with the customer the activities and the timing for installation of the latest application release in the customer's environment
- Manage the request: JAGGAER will deploy the new Application.
- Close the request: after finishing the deployment in the customer production environment.

A new release may require changes into HW configuration, the customer will be informed proactively of the need.

Application Patch deployment

When a new application patch will be available, it will be deployed into the appliance with the same timeline of JAGGAER's SaaS environments if the customer has agreed the continuous deployment policy. Otherwise the customer shall issue a service request to JAGGAER that will:

- Process the request: JAGGAER will provide and agree with the customer on when the Application patch will be deployed in the customer environment
- Manage the request: JAGGAER will deploy and test the new application patch first in the BS-internal test environment and then in the customer's pre-production and production environments in the agreed timing.
- Close the request: when the deployment of the patch has been completed.

Scheduled Maintenance

JAGGAER recommends that the customer requests a pre-emptive system shutdown of their JAA instance before carrying out scheduled maintenance operations which can affect the power supply and/or the cooling systems. The same applies to any other occurrences when the customer needs to shut down and restart their JAA instance.

Each request shall be submitted at least two (2) business days before the scheduled maintenance time.

Each request shall mandatorily include both a shutdown time and a restart time; JAGGAER will reserve a time window of one (1) hour for both shutdown and restart. Please note that JAGGAER will wait for confirmation from the customer stating that all

maintenance operations have been completed successfully before restarting the JAA system.

For additional maintenance activities, which do not require the shutdown and restart of the whole appliance system, the request shall also be submitted with an advance notice of two (2) business days.

	Advance notice for planned maintenance	Shutdown time window (if applicable)	Restart time window (if applicable)
Planned maintenance	Two (2) business days	One (1) hour	One (1) hour

Specific Customer Issue

Upon receiving a customer service request, JAGGAER will:

- Process the request: JAGGAER will analyse the issue data received from the Customer, will validate the issue severity assigned by the customer and will ask the customer for any possibly missing information needed to reproduce the issue. In case the issue is not actually related to a JAGGAER Advantage Appliance malfunctioning, the request will be immediately closed.
- Manage the request: once reproduced the issue, JAGGAER will find and plan the development of a solution depending on issue severity. In some case, a quick workaround will be suggested to the customer. The identified solution will be developed, tested, released and finally installed according to the severity of the issue and the corresponding service level agreement procedures. Installation of the application patch solving the issue shall be performed as indicated above.
- Close the request: JAGGAER will close the request when the application patch solving the issue has been installed in the customer environment.

Technical Support

Upon receiving a customer service request, JAGGAER will:

- Process the request: JAGGAER will analyse the request description received from the customer and will ask for any possibly missing information needed to fully understand the request. In case the request is not actually related to JAGGAER Advantage Appliance, the request will be immediately closed.
- Manage the request: once understood the request, JAGGAER will provide a plan to the customer to fulfil the request. JAGGAER will finally perform the needed activities and, if needed by the request, it will access the JAA in the customer premises remotely.
- Close the request: JAGGAER will close the request when the planned activities have been completed.

Service Levels

Note that:

BH = Business Hours

BD = Business Days

Application Release deployment

	Responsiveness: support acknowledgement	Max Request close time (since the request has been received)
• <i>Request of deployment of new Application release</i>	Within three (3) BD	Two (2) dates proposed in the next twenty (20) BD period

Application Patch deployment

	Responsiveness: support acknowledgement	Max Request close time (since the request has been received)
• <i>Request of deployment of new Application Patch (not related to a Customer issue)</i>	Within two (2) BD	One (1) date proposal in the next five (5) BD period

JAA Hardware issue

	Responsiveness: support acknowledgement	Max Request close time (since the request has been received)
<ul style="list-style-type: none"> • <i>Critical impact</i> Hardware fault impacting the High Availability features of the platform 	Within six (6) BH	Within four (4) BD in 99.4% of cases (*)
<ul style="list-style-type: none"> • <i>Minor</i> Hardware fault that do not impact in a critical way the JAA 	Within one (1) BD	Within ten (10) BD in 99.4% of cases (*)

(*) The indicated BH/BD, exclude Customer country national holidays and any possible delay caused by hardware components provisioning or delivery process)

This not apply in case the HW is directly acquired by the customer and the support agreement with HW provider has been signed by the customer.

Virtual Appliance: not applicable

Preconditions

JAGGAER is delivering the services described in this document only to customers that satisfy all the following preconditions:

- A valid software license for JAGGAER Advantage Appliance
- The maintenance fee for the use of JAGGAER's Maintenance Services has been paid for the relevant maintenance term.
- the release of JAGGAER Advantage solution installed on the customer's JAA is either the latest, or the immediately preceding one and less than twelve (12) months have passed since the latest release has been made available by JAGGAER
- All the application patches have been installed in the customer's environment
- All maintenance activities on the JAA (related to hardware or software) have been carried out only by JAGGAER staff or JAGGAER partners: in no case a direct intervention of the Customer on the JAA is accepted.

If any of the above preconditions are not met, the only service request that will be accepted by JAGGAER is the one that will bring the customer to meet all the above preconditions (typically updates or patches that have to be installed).