

# Support

## SERVICE LEVEL AGREEMENT

### Statement of Work

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## 1. SCOPE

This Statement of Work describes the services @MIRE offers regarding maintenance and support for DSpace installations.

Service processes and procedures, as well as important definitions are described in detail in Processes and Procedures (Exhibit B).

@MIRE training, or @MIRE add-on modules for DSpace are not included in the scope of this Statement of Work.

The costs for all services described in this Statement of Work are described in "SLA Credits". 1 credit is the most granular unit of work, defined as 15 minutes of work by a developer. @MIRE offers both pre-payment of credits, as well as post-paid quarterly invoicing after the use of certain services.

Please refer to the contract for the price for one credit or contact your @MIRE representative.

### Pre-payment of SLA Credits

Pre-payment of SLA Credits, both on an annual or ad-hoc basis, has advantages over quarterly post payment.

A **volume discount of 10%** applies for any number of pre-paid credits up from 640. Pre-paid credits are insensitive to fluctuations in the price for one credit. At the annual renewal of the Agreement, the remaining balance of pre-paid credits gets transferred to the next year. Pre-paid credits only expire if they are not used over the period of the first support year after the year purchase.

When the balance of pre-paid credits runs out, an additional order of pre-paid credits can be placed, or a switch to quarterly post payment can be made.

### Quarterly Post-Payment of Consumed SLA Credits

As an alternative to pre-paid SLA credits, Credits can also be invoiced on a quarterly basis after they have been consumed.

At the start of each quarter, @MIRE informs the CLIENT of any changes in the price for one credit, that will apply in the next invoice.

## 2. SUPPORT OPTIONS DESCRIPTION

@MIRE divides its support options under this agreement into 3 service categories: Technical Support, User Support and Feature requests & Upgrades.

"*Technical support*" includes detecting and following up on issues, indicating a malfunctioning of the system.

"*User support*" is defined by responding to questions from the repository's administrator.

Often, questions arise to extend or modify the functionality of the repository. These questions are handled by @MIRE's "*Feature and Upgrade Requests*" procedures.

## 2.1. Technical Support

@MIRE defines 3 important areas of technical support: Monitoring, Analysis, and Resolving.

### 2.1.1. Monitoring

Both *on the hardware and software level*, careful monitoring can be a pro-active way to identify possible issues, before they cause errors visible to end users.

Upon first subscription, monitoring requires a **one time installation effort of 24 credits**.

#### **Monitoring procedures (75 credits annually):**

- Error monitoring:
  - DSpace internal server errors monitoring.
  - Errors that will not be sent through DSpace internal server errors, errors that are not properly handled within DSpace itself. These errors are usually critical, (e.g. an out of memory error) and @MIRE will make sure these errors will be logged and the proper alerts are sent.
- Availability monitoring.
  - General DSpace site availability monitoring in 15 minute intervals.
  - Availability of integrated systems (e.g. the institution's staff database).
  - Availability monitoring of the crucial software packages on which DSpace relies, such as the database and search index system.
- Software Performance monitoring:
  - Response time logging & analysis.

When THE CLIENT chooses not to subscribe to @MIRE's monitoring services, the responsibilities for monitoring are transferred to THE CLIENT.

When THE CLIENT is fully responsible for monitoring, @MIRE will start analysis and resolving after an alert ticket has been issued by THE CLIENT's Technical Support Manager. In this alert ticket THE CLIENT's Technical Support Manager is responsible for deciding whether the alert is a critical or non-critical. This indication of severity is important because it will influence the urgency of subsequent Analysis and Resolving.

### 2.1.2. Analysis

Analysis is the process of determining the root-cause of an issue, that has been raised from monitoring processes. In the case where @MIRE is responsible for monitoring, analysis can follow automatically after critical errors occur. Otherwise, if THE CLIENT's technical repository manager detects a situation that he would like to be analysed, a technical support request can start the analysis process.

For both critical and non-critical alerts, THE CLIENT can choose whether @MIRE should start analysis **within 1 hour (at 8 credits for every hour)** or **within 48 hours (at 4 credit for every hour)**.

Only if THE CLIENT opts for the 1 hour response time, alerts will be sent to @MIRE by SMS (Mobile phone text messages). After the alert has been analysed, a support ticket will be issued by @MIRE, detailing the analysis outcome.

### 2.1.3. Resolving

Based on the outcome of the analysis, a durable solution gets implemented to ensure an optimal resolving of the error.

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Similar to analysis, resolving of critical technical issues can be initiated after completion of the analysis **within 1 hour (at 8 credits for every hour) or within 48 hours (at 4 credit for every hour).**

For critical issues, resolving will always follow automatically after analysis. For non-critical issues, resolving can follow automatically as well, or an authorization request, to start resolving the issue, can be required.

After errors are resolved, a detailed report will be drawn up and provided to the client.

## 2.2. User support

@MIRE defines user support as analysing and responding to questions from repository managers/admins. If they pinpoint a technical defects, the user support ticket becomes a technical support ticket.

### 2.2.1. Repository manager support

@MIRE provides support for THE CLIENT's staff that have been attributed a role within the repository management workflow, dealing with issues such as configuration issues or using the DSpace administrator web interface. Even if these administrators or repository managers need information regarding customisation of the source code or jsp pages, they can rely on prompt advice through the @MIRE issue tracker.

This support option can also include 2nd line end user support. When repository (support) managers are confronted with support questions from end users that they are unable to resolve, repository (support) managers can forward these questions to @MIRE.

@MIRE charges repository manager support by units of 15 minutes, at the rate of **1 credit per 15 minutes.** (All support issues will be handled within 48 hours).

Every 3 months, @MIRE compiles a summary of handled requests together with the invoice.

## 2.3. Feature and Upgrade requests

Aside from user and technical support (maintenance), an institution often receives requests for added repository functionality from its users or management.

This can include, but is not limited to, changes to the DSpace look and feel, changes to existing features to add functionality, increase usability and upgrading DSpace to a more recent version.

For each new feature request, @MIRE will perform a requirements analysis and present THE CLIENT with an accurate estimate and workplan for the implementation. Although the requirements analysis will be deducted from the balance, THE CLIENT can choose to cancel or postpone the actual implementation after the requirements analysis.

Both analysis and development work qualifying as Feature and Upgrade requests, is charged at **32 credits per day.**

## 3. PRICE AND PAYMENT

### 3.1. Pricing overview

Item	Costs	Requested
<b>Technical Support</b>		
- Monitoring		
- Annual fee	75 credits / year	<input type="checkbox"/>
- Setup	24 credits one time fee	<input type="checkbox"/>
- Analysis of critical errors		
- Within 48 hours	4 credits / hour	<input type="checkbox"/>
- Within 1 hour	8 credits / hour	<input type="checkbox"/>
- Analysis of non-critical errors		
- Within 48 hours	4 credits / hour	<input type="checkbox"/>
- Within 1 hour	8 credits / hour	<input type="checkbox"/>
- Resolving of critical issues		
- Within 48 hours	4 credits / hour	<input type="checkbox"/>
- Within 1 hour	8 credits / hour	<input type="checkbox"/>
- Resolving of non-critical issues	authorisation required	<input type="checkbox"/> Yes <input type="checkbox"/> No
- Within 48 hours	4 credits / hour	<input type="checkbox"/>
- Within 1 hour	8 credits / hour	<input type="checkbox"/>
- Defined per issue	4 or 8 credits / hour	<input type="checkbox"/>
<b>User support</b>		
- Repository manager/admin support	1 credit / 15 minutes	<input type="checkbox"/>
<b>Feature requests and Upgrades</b>		
- Analysis and Development	32 credits / day	<input type="checkbox"/>

#### Please indicate the requested options.

Payment is due thirty (30) days after the date of invoice. Client may not withhold any amounts due hereunder and @MIRE reserves the right to cease work without prejudice if amounts are not paid when due. Any late payment will be subject to any costs of collection (including reasonable legal fees) and will bear interest at the rate of one (1) percent per month or fraction thereof until paid.

@MIRE will not be accounted for any costs resulting from international wire transfer.

### 3.2. Credit purchase options

As illustrated in 1. SCOPE, SLA credits can either be pre-paid or post paid on quarterly basis. A **10% discount** applies for any pre-paid orders of at least 640 credits.

Pre-paid credits are insensitive to fluctuations in the price for one credit. At the annual renewal of the Agreement, the remaining balance of pre-paid credits gets transferred to the next year. Pre-paid credits only expire if they are not used over the period of the

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second year after purchase. When an order for additional pre-paid credits is placed, on which the 10% discount can apply if the order equals or exceeds 640 credits.

Credit Purchase Options	
<b>Pre-Payment of Credits</b>	
CLIENT orders pre-paid credits, at the rate described in "Agreement"	<input type="checkbox"/>
Number of Pre-Ordered Credits	
<b>Quarterly Post-Payment of Credits</b>	
CLIENT requests quarterly invoices, at rate described in "Agreement"	<input type="checkbox"/>

### 3.3. Invoices

Services will be invoiced every three months to following billing address

.....  
 .....  
 .....

Optional: @MIRE will send separate invoices for ..... to:

.....  
 .....  
 .....

## 4. REPORTING

In the issue tracker software, an overview is included of the available and used credits in the user interface. The software also differentiates between carry-over credits or current-year credits. Also each issue in the issue tracker will have an associated number of credits with it, that is visible in the user interface.