

| INCIDENT MANAGEMENT   |   |                                      |                |   |
|---|---|--------------------------------------|----------------|---|
| CONTRACTED SERVICE HOURS  |   |                                      |                |   |
| STANDARD HOURS  |   | OUT OF HOURS                         |                | ALL HOURS                                       |
| Working Day - 07:00 to 19:00 GMT/BST  |   | Working Day - 19:00 to 07:00 GMT/BST |                | 24 hours' x 7 days per week x 365 days per year |
| SERVICE PURPOSE   |   |                                      |                |   |
| To receive Incidents from the Customer in relation to the Supported Environment and to identify, prioritise, action, and escalate such Incidents via the Service Desk with the aim of restoring the relevant elements of the Supported Environment.   |   |                                      |                |   |
| SERVICE SPECIFICS   |   |                                      |                |   |
| Contracted Service Hours  | Hours during which Acora will action Incidents  |                                      |                |   |
| Supported Environment   | Specific IT Services/Supported Assets subject to Incident Management                            |                                      |                |   |
| Customer Locations  | Locations of Supported Assets   |                                      |                |   |
| Cases   | Overall number of Cases per period against which the Incidents are counted                      |                                      |                |   |
| Incident Level  | The relevant Incident Level at which Incidents are logged with Acora                            |                                      |                |   |
| Resolver Groups   | Number/type of Resolver Groups to which Acora will escalate Incidents                           |                                      |                |   |
| On-Site Escalation  | Escalation of certain types of Incidents to Acora's On-Site Resolver Group at certain Locations |                                      |                |   |
| Event Management  | Incidents logged and identified by way of Event Management (where applicable)                   |                                      |                |   |
| SERVICE DESCRIPTION   |   |                                      |                |   |
| <b><u>Incident Logging and Communication</u></b>  |   |                                      |                |   |
| <ul style="list-style-type: none"> <li>▶ Authorised Users will log Incidents with Acora by telephone, email and, where applicable, via the MyAcora Portal but all P1 Incidents must be logged with Acora by telephone.</li> <li>▶ Incidents may also be logged by Acora following assessment and classification of Events raised by Event Management, where this forms part of the Services.</li> <li>▶ The Service Desk will action Incidents and provide progress updates to the Customer/User by either telephone, email or, where applicable, via MyAcora.</li> </ul> |   |                                      |                |   |
| <b><u>Classification and Prioritisation of Incidents</u></b>  |   |                                      |                |   |
| ▶ Incidents are classified by the Service Desk using the matrix below and the relevant priority will be automatically assigned:   |   |                                      |                |   |
|   |   | URGENCY                              |                |   |
|   |   | Critical IT Service                  | Non-Workaround | Workaround                                      |
| IMPACT  | All Users/whole Location*   | P1                                   | P2             | P3  |
|   | Department/specific User group  | P2                                   | P2             | P4  |
|   | Single User   | P3                                   | P4             | P4  |
| *Any outage to a Critical IT Service affecting less than 100% of Users will be classed as a P2 incident.  |   |                                      |                |   |
| <b>Major Incidents:</b> A Major Incident Manager will be allocated to each Major Incident who will, act as the primary contact with the Customer, manage progress and provide a Major Incident Report to the Customer after conclusion of the Major Incident.   |   |                                      |                |   |
| <b><u>Incident Diagnosis and Escalation</u></b>   |   |                                      |                |   |
| ▶ All incidents will have three distinct levels of activity and will be escalated through these levels as follows:  |   |                                      |                |   |
| Incident Level  | Description   |                                      |                |   |
| Tier 1  | Log Incident, set priority level, Initiate fault diagnosis, carry out initial restore measures  |                                      |                |   |
| Tier 2  | Review Tier 1 diagnosis/activity and carry out restore additional restore measures              |                                      |                |   |
| Tier 3  | Review all previous diagnosis/activity and carry out additional restore measures                |                                      |                |   |

## ACORA MANAGED SERVICE DESCRIPTIONS

- ▶ Whether Incidents are logged with Acora by Users or the Customer's IT team Users, Acora will conduct a Tier 1 assessment and action and escalate according to the nature and requirements of the Incident and restore activity.
- ▶ Where Acora Incident Management is limited to Tier 1, the Service Desk will escalate the Incident to a Supplier Resolver Group, where applicable, and/or refer the Incident back to the Customer following that activity, with appropriate information on Acora's assessment and attempted restore actions, and will then close the Incident.
- ▶ Where the Customer's IT team log Incidents with the Service Desk, they will provide Acora with appropriate information on its assessment and activity in relation to that Incident.
- ▶ Where the Service Desk identifies that Incidents require escalation to a Resolver Group, it will be escalated to the relevant Resolver Group and the Incident will be put "on hold" pending the completion of the activity by the Resolver Group.
- ▶ The Service Desk will continue to liaise with the relevant Resolver Groups and update the Customer on progress.
- ▶ Acora will confirm with the Resolver Group either that the Incident has been resolved or requires further action from Acora and, once it has been established by Acora that the Incident has been resolved, Acora will close the Incident.
- ▶ Where the Incident requires further action by the Service Desk once it has been dealt with by the Resolver Group, the Incident will be taken off hold and the time taken from that point on will count against the relevant SLA.
- ▶ The Customer must provide Acora with full details of any and all Supplier Resolver Groups to access this part of the Service.
- ▶ If there is no Supplier Resolver Group detail provided by the Customer that would apply to the Incident and/or if Incidents are to be escalated back to a Customer Resolver Group, Acora will refer the Incident back to the Customer to action.
- ▶ Where included, Acora will escalate to its On-Site Resolver Group where an Incident cannot be resolved remotely by the Service Desk and will be provided by Acora between 09:00 to 17:30 GMT/BST on a Working Day at agreed Customer Locations, subject to relevant resource availability and the Customer providing access to the relevant Supported Assets.

### Incident Closure

- ▶ Acora will confirm to the User that a restore has been completed and/or that a Resolver Group has confirmed such a restore or Incident closure and the Incident will be closed at that point unless the Customer raises a valid objection.
- ▶ If the Customer does not agree that a restore has been achieved and that the Incident should not be closed, this will be raised by the Customer with Acora who will investigate and liaise further with the Customer/User. Acora will then either re-open the Incident and continue to action the Incident to final restore and closure or will confirm the restore and close the original Incident with the Customer.

### Knowledge Base

- ▶ Acora will maintain appropriate knowledge based information relating to the restore activities of Incidents so that this is captured and available to assist in future Incident restore activity.

## INCIDENT MANAGEMENT REPORTS

**For each month, an Incident Management report will be provided to the Customer detailing:**

- ▶ Incident classification
- ▶ Incident resolution by SLA and SLA breaches
- ▶ Historic and current Incident analysis
- ▶ Incidents older than one (1) month
- ▶ P1 Incident breakdown
- ▶ Security Incidents opened

**For each Major Incident, Acora will provide the Customer with a Major Incident Report comprising of:**

- ▶ IT Service affected by the Major Incident
- ▶ Major Incident duration – when opened and resolved/total time taken/ periods on hold/SLA time remaining
- ▶ Management overview of Major Incident
- ▶ Incident and Incident restore detail
- ▶ Root cause analysis detail (where applicable)
- ▶ Post Incident review

# ACORA MANAGED SERVICE DESCRIPTIONS



| INCIDENT MANAGEMENT SLAS  |                      |   |      |
|---|----------------------|---|------|
| <b>Incident Response and Restore</b>  |                      |   |      |
| Priority  | Target Response Time | Target Restore Time                       | SLA  |
| P1  | 30 minutes           | 4 hours                                   | 100% |
| P2  | 2 hours              | 8 hours                                   | 90%  |
| P3  | 2 hours              | 24 hours                                  | 85%  |
| P4  | 2 hours              | 48 hours                                  | 85%  |
| <p><b>All above SLAs are subject to the following:</b></p> <ul style="list-style-type: none"> <li>▶ Response and Restore Times are calculated during the Contracted Service Hours.</li> <li>▶ Response Time is the period from the Customer logging the Incident and Acora confirming Incident receipt and priority.</li> <li>▶ Restore Time is the period from the Acora Response to the Incident to the relevant IT Service being (i) restored to its operational status or (ii) a temporary Workaround being implemented to the reasonable satisfaction of the Customer.</li> <li>▶ Incidents escalated to a Resolver Group are put on hold until completion of the actions of the relevant Resolver Group.</li> <li>▶ The time taken for the Resolver Group activity will not count against the relevant Restore SLA.</li> <li>▶ Supplier Resolver Group’s own performance measures will apply to Incidents escalated to such Supplier Resolver Group.</li> </ul> |                      |   |      |
| <b>Major Incident Report</b>  |                      | <b>Delivery Time SLA</b>                  |      |
| Major Incident Report provided to Customer  |                      | Within 5 Working Days of Incident closure |      |