



Smart SLA

This document sets out the Service Level Availability for the Subscription Services.

Service Hours Kainos shall provide the Customer with technical assistance with regard to incidents logged in respect of the Subscription Services from 08:00 GMT to 20:00 GMT, Monday to Friday, excluding UK public and bank holidays (the 'Service Hours'), in accordance with this SLA.

Availability

(i) Unplanned outage

The service shall provide an uptime SLA of 99.5% based on 7 days x 24 hours for a given calendar month, exclusive of planned outage. This equates to 3 hours, 36 minutes per calendar month or 1 day, 19 hours and 48 minutes per year of unplanned outage.

(ii) Planned outage

The Subscription Services shall experience scheduled downtime of up to 60 hours per month for service updates and weekly patches. The Subscription Services shall be available no later than 24 hours after each Workday update. Kainos shall use all reasonable endeavours to perform updates to the Subscription Service in alignment with the Workday planned outage schedule for weekly patches and scheduled updates. Kainos shall provide the Customer with 24 hours' notice, via email, of planned outages.

Disaster Recovery

Kainos targets a recovery time objective (the timeframe within which Kainos aims to have the Subscription Service restored) (an "RTO") of 12 hours following an agreed Category A (Critical) incident occurring, measured from the time the Subscription Service becomes unavailable until it is available again. Kainos targets a recovery point objective (the maximum amount of transactional data that could be lost) (an "RPO") of 1 hour. The RTO and RPO are target times only.

Incident Submittal and Reporting

Customers may submit incidents to the Kainos Incident Management System (KIM) available from <https://support.kainos.com>. Kainos will respond to each incident raised in accordance with this SLA and will use commercially reasonable efforts to promptly resolve each request. Response Commitments will be suspended at the end of each day of the Service Hours and resume on the next day of the Service Hours with the relevant time elapsed.

Identification of Incident Severity Level

Customer shall perform self-diagnosis of each incident and make a recommendation to Kainos with regard to the severity level of that incident at the time of logging the incident. Kainos may subject to the Customer's agreement, re-categorise any incident based on additional information and following agreement between the parties any re-categorisation shall be communicated using the Kainos Incident Management system (KIM). Prior to logging an incident in KIM the Customer will have investigated and eliminated any internet or environment issues arising from its equipment or for which it has responsibility (e.g. internet connectivity).

Incident Severity Levels

Severity Level: Critical

- **Definition:** The Subscription Service is unavailable for all permitted users within that customer.
- **Kainos Response Commitment:** Kainos will respond within two hours of receipt of incident.
- **Customer Response Commitment:** Customer shall remain accessible by phone for troubleshooting from the time a Critical issue is raised until it has been resolved.

Severity Level: Severe

- **Definition:** The Subscription Service malfunctions impacting a critical piece of functionality.
- **Kainos Response Commitment:** Kainos will respond within four hours of receipt of incident.
- **Customer Response Commitment:** Customer shall remain accessible by phone for troubleshooting from the time a Severe issue is raised until it has been resolved.

Severity Level: Serious

- **Definition:** The Subscription Service malfunctions impacting a non-critical piece of functionality.
- **Kainos Response Commitment:** Kainos will respond within one day of receipt of incident.
- **Customer Response Commitment:** Customer will respond to Kainos requests for additional information and implement recommended solutions in a timely manner.

Severity Level: Minor/Query

- **Definition:** Routine advice, guidance request, documentation deficiency or usability suggestion.
- **Kainos Response Commitment:** Kainos will respond within five days of receipt of incident.
- **Customer Response Commitment:** Customer will respond to Kainos requests for additional information and implement recommended solutions in a timely manner.

Severity Level: Feature Suggestion

- **Definition:** Suggestion for future feature enhancements to the Subscription Service.
- **Kainos Response Commitment:** Kainos will respond within 240 working hours of receipt of incident.
- **Customer Response Commitment:** Customer will respond to Kainos requests for additional information in a timely manner.