PRODUCTION SUPPORT HANDBOOK

Summit Digital Solutions, Inc.

Version 2.4 - Last Updated: January 1, 2024

1. INTRODUCTION AND SCOPE

1. This Production Support Handbook ("Handbook") establishes the standard operating procedures and protocols for production support services provided by Summit Digital Solutions, Inc. ("Company") in relation to its Peak Performance Platform and associated digital transformation solutions.

2. This Handbook applies to all Company personnel involved in production support activities, including but not limited to system administrators, DevOps engineers, technical support specialists, and on-call response teams.

2. DEFINITIONS

1. "Production Environment" means the live system environment where the Company's software and solutions are actively running for client use.

2. "Incident" means any unplanned interruption or degradation of service in the Production Environment.

3. "Service Level Agreement" or "SLA" means the contractually binding agreement defining the expected level of service.

4. "Resolution Time" means the period between incident identification and implementation of a permanent or temporary solution.

3. SUPPORT TIERS AND ESCALATION

1. Tier 1 Support

- Initial point of contact for all production issues

- Basic troubleshooting and known issue resolution

- Incident logging and categorization

- Escalation to appropriate tier if unable to resolve within 30 minutes

2. Tier 2 Support

- Technical analysis and advanced troubleshooting

- System configuration issues

- Performance optimization

- Maximum 2-hour resolution time for high-priority issues

3. Tier 3 Support

- Root cause analysis

- Complex system issues

- Code-level modifications

- Architecture and design considerations

4. INCIDENT CLASSIFICATION AND RESPONSE

1. Priority Levels

- P1: Critical - Complete system outage or severe business impact

- P2: High - Significant functionality impaired

- P3: Medium - Limited impact with workaround available

- P4: Low - Minor impact, scheduled resolution acceptable

2. Response Times

- P1: 15 minutes initial response, 4-hour resolution target

- P2: 30 minutes initial response, 8-hour resolution target

- P3: 2 hours initial response, 24-hour resolution target

- P4: 4 hours initial response, 72-hour resolution target

5. ON-CALL PROCEDURES

1. On-call rotation schedules shall be maintained on a weekly basis with primary and secondary responders designated.

2. All on-call personnel must:

- Maintain remote access capability

- Respond to alerts within 15 minutes

- Have access to emergency contact information

- Document all actions taken in the incident management system

6. CHANGE MANAGEMENT

1. All production changes must follow the established change management process:

- Submit detailed change request

- Obtain required approvals

- Schedule implementation window

- Prepare rollback plan

- Execute change with monitoring

- Document results and lessons learned

7. MONITORING AND ALERTING

1. The following metrics shall be continuously monitored:

- System availability

- Response times

- Error rates

- Resource utilization

- Security events

- Integration health

2. Alert thresholds shall be configured according to SLA requirements and business impact analysis.

8. DOCUMENTATION AND REPORTING

1. Required Documentation

- Incident reports

- Resolution procedures

- Configuration changes

- Performance metrics

- Root cause analysis

- Trend analysis

2. Monthly reporting shall include:

- SLA compliance metrics

- Incident summaries

- Resolution times

- Trend analysis

- Improvement recommendations

9. COMPLIANCE AND SECURITY

1. All support activities must comply with:

- Information security policies

- Data protection requirements

- Client confidentiality agreements

- Regulatory requirements

- Industry standards

10. CONTINUOUS IMPROVEMENT

1. Regular review and updates of:

- Support procedures

- Documentation

- Training materials

- Tool effectiveness

- Process efficiency

REVISION HISTORY

Version 2.4 - January 1, 2024

- Updated incident classification matrix

- Added IoT system monitoring requirements

- Enhanced security compliance section

Version 2.3 - July 1, 2023

- Updated escalation procedures

- Added AI/ML system support protocols