Objective

CLOUD SERVICE SUPPORT HANDBOOK

Dec 2020

GREAT GOVERNANCE ›››
BETTER BUSINESS

TABLE OF CONTENTS

This Objective Cloud Service Support Handbook ('Handbook') describes the standard Support Services supplied to subscribers to the Objective Cloud Services. It forms an important part of each Customer's terms of service for the Cloud Service ("Agreement").

Definitions of terms uses in this Handbook can be found in section 6 below and in the definitions clauses of the terms of service document(s) for the Cloud Service.

1. GLOBAL SUPPORT CENTRE

Objective operates a Global Support Centre for the Cloud Service made up of an online Support Portal and a staffed Support team.

Objective's support consultants are located in Australia, New Zealand and the United Kingdom.

All Incidents will be logged in the Support Portal.

Objective will promptly respond to logged Incidents and will use commercially reasonable efforts to resolve any Faults. Incident Resolution times are targets only because the resolution outcomes depend upon the nature of the Fault. Objective may decide to resolve a Fault by way of an Application code fix, a change to the Hosted Environment, or a Workaround or other type of fix.

2. SUPPORT HOURS AND CONTACT DETAILS

The Support Portal is available 24 hours a day (subject to out-of-hours maintenance) for logging of Objective Support Incidents ("OSI") and access to Knowledge base articles.

The Global Support Centre, staffed by support consultants, operates during Business Hours on Business Days i.e from 8 a.m. to 6 p.m. in Australia, New Zealand and the United Kingdom.

For Customers located in any of those respective jurisdictions the Business Hours and Business Days will be those where the Customer is located.

For Customer's located outside Australia, New Zealand and the United Kingdom the Business Hours and Business Days will be those of the Objective office in the jurisdiction (Australia, New Zealand or the United Kingdom) nearest to the Customer.

Global Support Centre Contact Details together with the selected jurisdiction of support, if applicable, will be provided by Objective to the Customer promptly after completion of the subscription transaction.

3. SUPPORT LEVEL, DURATION AND CHARGES

Standard Support Service for Cloud Services means the details set out in this Handbook in particular:

- Standard Support Hours: 8am-6pm Business Day support hours for consultant access (Australia, UK or NZ);
- Availability Target: 99.5% during Support Hours
- Disaster Recovery: DR-C (cold)
- Storage Allocation: lowest tier for the specific Cloud Service.

The standard Support Service is provided for the duration of the Cloud Service.

The fees for standard Support Service for Cloud Services are included as part of the Cloud Service subscription Charges.

4. CUSTOMER SUPPORT CONTACTS

Objective supplies the Support Service to the Customer's Support Contacts. Each Customer may designate up to four (4) Support Contacts as its contacts for the Support Service. If any Customer wants to have more than four (4) Support Contacts this will have to be reflected in the Agreement or a written variation and may attract additional fees.

The Customer's Support Contacts must:

a.   have completed Objective Cloud Service Training;

b.   have enough knowledge about the Cloud Service solution to be able to meaningfully work with our consultants to help us promptly resolve Faults; and

c.   be capable of providing the Minimum Incident Notice Information in an Incident Notice.

The Support Contacts are responsible for logging all of the Customer's Incidents.

5. ONBOARDING CHECKLIST

The Customer will find the following checklist for on-boarding is useful:

a.   The Customer will have internal help desk procedures and staff in place to handle day-to-day end-user questions (level 1 support) and administration activities;

b.   The Customer has nominated the Support Contacts;

c.   Objective has set up the Customer's Support Portal access for the nominated Support Contacts;

d.   The nominated Support Contacts have been trained in Cloud Service to enable them to fulfil their role;

e. Objective's Global Support centre has briefed the nominated Support Contacts on how to best use the Support Portal, including Incident logging, tracking and prioritisation.

6. INCIDENT CLASSIFICATION, RESPONSE AND TARGET RESOLUTION

Objective adopts the common four-level priority classification arrangement used in the IT industry. A description of each of the four priority classifications that are assigned to incidents is provided below along with relevant definitions.

When a Customer logs a new Incident an initial priority classification will be allocated and a Support Consultant will assess that notice. Assessment may include investigating the incident, enlisting the assistance of the Customer's Support Contact to provide further key technical detail if any is missing or assisting with troubleshooting to replicate the incident.

Both Objective and each Customer must act reasonably in assigning priority classifications and Objective does reserve a right to assign the final classification in the event of any disagreement.

The priority classification of any incident logged may be increased or decreased to align with the definitions depending on what information has been gathered about the incident so Objective encourages all customers to ensure their Support Contacts provide as much of the key technical information as possible.

"Fault" means an error or flaw in the functionality of the Cloud Service which means Users cannot access the Cloud Service at all (P1), or users can assess the Cloud Service but it is not functioning the way it should as detailed in the Cloud Service Documentation (P2-4). However, the following are not Faults: (i) a non-compliance with the Cloud Service Documentation that does not affect functionality; (ii) connectivity issues at the Customer's end; (iii) User error; or (iv) any Permissible Downtime within the meaning of the Agreement.

"Incident" means any occurrence experienced by a User while using the Cloud Service that the User notifies to a Support Contact as possibly indicating the presence of a Fault.

"Incident Notice" means the OSI i.e the detailed report of an Incident made to the Global Support Centre via Web, email or phone by a Support Contact or by Objective's own consultants.

"Minimum Incident Notice Information" means: (i) a full transcript of any error message; (ii) the activities that were underway at the time of the Fault; (iii) the User's computer specifications, including the operating system and version; (iv) the exact time of the Incident; and (v) the type of data that was being accessed at the time of the Incident (for example, Document name, task name, User information).

"Response Target" means Customers' Support Contacts are welcome to log incidents 24 x 7 at the Support Portal. The time for target response is measured during Support Hours i.e. from the time the new incident is received by Objective consultants who can then commence working to achieve resolution of the issue (the response could be a telephone call back or an automated email).

"Resolution Targets" are measured from the time that the response to the new incident is provided by Objective during Support Hours to the time that a resolution of the Incident (which may be a Workaround) is provided.

"Workaround" means a temporary solution to the Incident that is reasonable to restore the affected part of the Cloud Service so that its impact to the Customer is reduced.

INCIDENT PRIORITY	DEFINITION	CHARACTERISTICS	TARGET RESPONSE TIME	INCIDENT COMMUNICATION TIMEFRAMES	TARGET RESOLUTION TIME	SUPPORT HOURS AUS NZ UK
URGENT/ PRIORITY 1 (P1)	Critical issue affecting all Users involving non-Availability of the Application.	Log in failure or log in successful but Application as a whole is not operational. All Users impacted.	Within ½ support hour	Status updates every 4 hours via phone/email and support portal	Within 8 support hours Resolution of the Fault, to the point of providing a Workaround.	8am to 6pm
HIGH/ PRIORITY 2 (P2)	Significant issue affecting some or all Users who cannot utilise an essential part of the Application which could cause significant business impact if not corrected promptly.	Substantial performance degradation or essential functionality not available. Some or all Users are blocked from working.	Within 1/2 support hour	Status updates every 8 hours via phone/email and support portal	Within 2 elapsed Business Days Resolution of the Fault related to access to the Application and within 5 Business Days Resolution of a Fault related to the Application functionality (where coding is required), to the point of providing a Workaround.	8am to 6pm
MEDIUM/ PRIORITY 3 (P3)	Moderate issue affecting some or all Users and involving a malfunction of a regularly used part of the Application.	Minor performance degradation or some non-essential functionality not available. Small number of Users impacted.	Within 4 support hours	Status updates twice per week via the support portal	Within 20 elapsed Business Days, Resolution of the Fault, to the point of providing a Workaround.	8am to 6pm
LOW PRIORITY/ PRIORITY 4 (P4)	Non-critical issue affecting some Users involving minor Application appearance or behaviour or	Minor performance anomaly. Some or all Users affected but able to work.	Within 8 support hours	Status updates from time to time via the support portal	Objective may address the issue in a future release.	n/a

INCIDENT PRIORITY	DEFINITION	CHARACTERISTICS	TARGET RESPONSE TIME	INCIDENT COMMUNICATION TIMEFRAMES	TARGET RESOLUTION TIME	SUPPORT HOURS AUS NZ UK
	queries or documentation issues.					
OTHER	Suggestions	Request for product enhancement No adverse impact.	Accept receipt	Please see Product Suggestions section below	Please see Product Suggestions section below	n/a

7. AVAILABILITY MEASUREMENT

Objective's standard 'Availability Target' is 99.5% during Support Hours per calendar month for the Hosted Environment at the Primary Data Centre, subject to Permissible Downtime.

Objective will measure Availability by performing automated tests for a valid response from the Application in the Hosted Environment every five (5) minutes during Support Hours.

A period of non-Availability will commence at the point in time when Objective does not receive a valid response to the third of three (3) consecutive tests. Availability is resumed at the point in time Objective receives a valid response to a test.

Objective may log a ticket into our Global Support Centre in the event Objective identifies any interruption to Availability. If the Customer experiences interruptions to Availability the Customer may log the experience as part of Objective's Support Service.

Objective will measure Availability each month against the Availability Target and generate automated reports from its Hosted Environment as to the Availability achieved that month. Such automated reports are deemed to be conclusive as to the periods of Availability and non-Availability, if any, during the relevant month.

8. LOGGING AN INCIDENT

If a Support User thinks that a Fault may be present in the Objective Cloud Service they should:

    a.   log into the Support Portal;

b.   select the relevant region in top right hand corner;

c.   review the Knowledge Base articles and Troubleshooting Guides; and

d.   if the Fault is not able to resolved through the guides, then select the 'Incidents' table and complete the online form i.e log an Incident.

Each logged Incident will receive a OSI number by email to the relevant Support Contacts.

Objective encourages Support Contacts to log all Incidents via the Support Portal. Objective aims for it to be a single source of truth for all Incidents experienced by each Customer.

The Support Portal automatically generates an OSI number so one of Objective's Global Support Centre consultants can get in touch during Business Hours.

In all cases of logging an OSI the Support Contacts must be ready with the Customer's name and the Minimum Incident Notice Information before contacting the Global Support Centre.

For Priority 1 Incidents only, if they arise during Business Hours, Objective recommends that the Support Users telephone the Global Support Centre, as this is the quickest way for a Priority 1 Incident to receive attention.

9. RESOLUTION PROCESS

During Incident Resolution, we may:

a.   work with the Support Contacts to try to reproduce the Fault. We often need to reproduce errors in order to resolve them and so we need the assistance of the Support Users to reproduce Incidents, including conducting diagnostic or troubleshooting activities as appropriate;

b.   translate diagnostic data;

c.   work out our options, including by means that do not amount to a code-level bug fix to the Application or a change to the Hosted Environment ('Workaround');

d.   create a patch to be added during Maintenance (Scheduled) or Maintenance (Emergency);

e.   update the Support Portal OSI log to show what has been done, or to reclassify the Priority, or to close the Incident; or

f.   escalate the Incident as described below if we reasonably believe that the target resolution times won't be met.

It is important for Support Contacts to be aware that:

a.   timing for Incident Resolution depends highly on when the Incident is first notified to the Support Centre;

b.   time is counted during Business Hours and on Business Days, so time will stop running at the end of Business Hours on a Business Day and restart at the beginning of Business Hours on the next Business Day but in the event

of P1 and P2 Incidents Objective will work diligently to address the Incident and may continue work outside of standard hours having regard to the target resolution times;

c.   Users may experience the problem one or several more times during Incident Resolution;

d.   a Workaround is a sufficient Incident Resolution for the purposes of the Support Services.

10. ESCALATION PROCESS

This escalation process is available to assist customers in the event of Priority 1 or Priority 2 incidents only.

Objective has designed the target timeframes for response and resolution with a view to adopting common IT industry practice. Objective Global Support Centre aims to respond and resolve reported incidents promptly and within the target timeframes outlined in this handbook. In exceptional cases, however, a Customer may experience a Priority 1 or Priority 2 incident and wish to arrange additional Objective attention to try to resolve it because:

a.   it is reasonably apparent that the target timeframe for resolution has not been or will not be met as a consequence of the nature of the incident; or

b.   the business impact of the incident may be of such a type that a rapid response and resolution arrangement is desirable.

In such circumstances the following escalation policy may be activated to enable additional Objective attention to be given to the particular incident.

Customers should note the escalation process is not a substitute shortened target timeframe nor is it a firm resolution deadline. It is a process to enable both Objective and a Customer to give appropriate attention to a high priority incident.

Having logged a Priority 1 or Priority 2 incident the Customer's designated Support Contacts can ask Objective to activate the escalation process through either:

a.   contacting Objective's Support Consultant by email;

b.   telephoning the Objective Global Support Centre and ask to speak with the relevant Support Consultant;

c.   emailing or phoning Objective's Global Support Manager; or

d.   contacting the relevant Objective Account Manager.

The Customer's Support Contacts should provide the context details of why an escalation is being activated in accordance with this Handbook.

Once Objective has been notified that the Customer has asked for the escalation the Objective internal escalation process will commence, which includes:

a.   Incidents are promoted onto a list visible by all Objective Global Support Centre staff, engineering support staff, the Global Support Manager, and all relevant Account Managers for the Customer;

b.   Engineering support staff are then responsible for interacting with Support Consultants and, if required, with Customer's Support Contacts to assess the incident and work to resolution;

c.   the relevant Support Consultant will work with the Customer's Support Contacts to establish a mutually agreeable plan for resolving the incident and keeping the Customer informed of the status of Objective's resolution efforts; and

d.   the action plan will be reviewed by the Global Support Manager and additional resources will be assigned if needed.

Objective's internal processes include a regular meeting conducted between Account Managers and Global Support Centre staff to review and track progress on all escalated issues.

11. SUPPORT MATERIALS

All materials in the Support Portal are Objective's Confidential Information under the Agreement so they may not be copied, modified, used, disclosed or distributed except strictly in accordance with the Agreement. Objective owns the Intellectual Property in all of its support materials and the Customer owns the Intellectual Property in all the material that its Users input into the Cloud Service. The Customer licences Objective to the extent set out in the Agreement in respect of all Customer Data.

12. SUPPORT REPORTING

We will provide Support Contacts with a Web interface to the Support Portal which will allow Support Contacts to access real time reports of Incidents and the Incident Response and Incident Resolution activities, as well as notify Support Contacts you of any planned Maintenance (Scheduled).

13. PRODUCT SUGGESTIONS FEEDBACK

Objective welcomes feedback, suggestions and recommendations for future releases. Objectives does reserve a right to act on those suggestions at our discretion.

What is a Product Suggestion?

A product suggestion is a suggestion to add Cloud Service functionality that is not currently present in the Cloud Service or to extend certain existing functionality beyond its documented parameters. An easy rule of thumb is to check the published documentation about the Cloud Service (release notes). If the Cloud Service is not working according to the documentation that means a bug or fault may be present. If the Cloud Service is working as documented, but not as the Customer expects or prefers, any suggestions for change would be product suggestions.

How are Product Suggestions generated?

Product suggestion requests from Customers are accepted and created by the support team using the same support incident system within the Support Portal. The Support team will refer the Product Suggestion to Objective's Objective Product Management team and the logged support incident ticket will be closed in the system.

For Customers who have an Objective Account Manager, product suggestions can be raised with that person.

What happens to Product Suggestions?

The Product Management team consider all referrals of product suggestions from support.

As the planning for a new release gets underway, new product suggestions are reviewed by the relevant Product Managers. Those that are considered appropriate for action from a product direction may be included into Objective's roadmap. If the Product Manager determines that the product suggestion request does not fit within the product direction the suggestion will not be included in the roadmap. The relevant requester will be notified via the support incident raised. Customers are welcome to raise any Product Suggestions with their Objective Account Manager.

14. OUT OF SCOPE SERVICES

The following is specifically excluded from the scope of the ECM-as-a-Service Support:

Resolution of any issues with the Customer's on-premise hardware and third-party software on which the Objective Cloud Service depends.

15. EXTENDED SUPPORT

If the Customer seeks any extended Support Hours, changed target times, SLA for Availability, RTO or RPO, an additional non-production environment(s) or other support services ("Extended Support") for a Cloud Service in excess of the standard outlined in this Handbook please contact Objective.

Extended support for Cloud Services beyond the standard will attract Extended Support fees.