

UC Resolve

Service Description



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1 Summary

1.1 Service Overview

UC Resolve provides a technical escalation point for a customer's IT department to aid in the troubleshooting and resolution of problems across the UC infrastructure. UC Resolve can also be combined with other Koris365 services to form part of a more comprehensive managed solution.

1.2 Features

UC Resolve provides:

- Resolving issues arising in a customers' UC infrastructure including:
 - Cisco Unified Communication Manager
 - Cisco Unified Presence
 - Cisco Unity Connection
 - Cisco Unified Contact Centre Express
 - Cisco Expressway
 - Cisco Unified Attendant Console
 - Cisco UCS
 - Cisco Cube
 - Cisco Webex Calling
 - Cisco Webex Contact Centre
 - Mitel MiVoice Business
 - Mitel MiContact Centre Business
 - Mitel Border Gateway
 - Mitel MiCollab
 - Mitel MiVoice Call Recording
 - Mitel Interaction Recording
 - Mitel Open Integration Gateway
 - 8x8 UCaaS
 - 8x8 CCaaS
 - Skype for Business
 - Microsoft Teams
 - Ribbon SBC
 - AudioCodes SBC
 - Gamma SIP
 - EICC
 - QMS
 - Red Box Recorder
- Liaising with third-party vendors for incidents related to contracted hardware and software
- Problem management
- Monthly Service Reporting

1.3 Suitable Customers

Any organisation with a UC infrastructure can benefit from UC Resolve including:

- Organisations with limited, or no inhouse IT resource
- Organisations looking for peace of mind that the expertise to deal with complex IT issues is available
- Organisations looking to deploy new solutions without the need to retrain
- Organisations looking to expand without the burden of IT recruitment

1.4 Pricing

UC Resolve pricing is based on the number and type of devices, services, users, and sites.

2 Detailed Service Description

2.1 Pre-requisites

To provide the UC Resolve service, Koris365 will require the following:

- The customer must provide a comprehensive list of devices to be supported and a good standard of documentation
- The supported system must be in a good operational state, with best-practice configuration and good vendor support status
- Where applicable, the customer must have out of band management cards configured (e.g. CIMC)
- The customer must provide relevant company detail such as quantity of users, locations, hours of work
- The customer must be prepared to facilitate remote access and provide credentials as necessary during support
- The customer will need to provide at least one named decision maker
- The customer must specify at least one person who is able to raise tickets (typically limited to IT personnel)
- The customer must provide a list of at least one technical person who can assist or take ownership when an issue, or part of, is out of scope
- Access, and sufficient permissions to all relevant Administration portals / tenancy such as O365 for supporting MS Teams and Admin portal for 8x8

2.2 Onboarding Procedure

1. Koris365 will work with the customer to identify the technical documentation required
2. Customer provides Koris365 with technical documentation, including:
 - a. Any applicable administrative accounts and systems access
 - b. Network diagrams
 - c. Configurations
 - d. Application ID's
3. A full audit of the Customer's UC infrastructure may be compulsory depending on the level of information available. The audit is not included in UC Resolve and will be an additional cost to the Customer.

4. Koris365 will work with the customer to complete the Services Onboarding form. The purpose of this document is to collect and support the gathering of necessary information to provision the service, including:
 - a. Details of customer contacts, escalation paths, and site locations
 - b. Overview of the customers' environment at point of onboarding
 - c. Record the collection and the review of the technical documentation
 - d. High level health check of the customers' environment at point of onboarding
5. If required, Koris365 make recommendations to remedy any pre-existing faults or misconfigurations
6. If applicable, customer remediates any pre-existing faults or misconfigurations (Koris365 can provide professional services resource at additional cost if required)
7. Koris365 customer documentation is updated
8. Customer receives welcome pack including ticket logging instructions.
9. Business as usual service commences

2.3 Deliverables

2.3.1 Cisco

Cisco Unified Communication Manager	Included
Application configuration faults	Investigating and correcting faults arising from configuration items such as: Partitions, calling search space, route patterns, route lists, route groups, gateways, SIP trunks, hunt groups, pickup groups, UDP's, phones, users, phone services
System faults	Investigating and correcting faults arising from: <ul style="list-style-type: none"> DB Replication, application backup, critical application services, critical platform services, certificates, CDR, firmware, licenses, CTI integration, voicemail integration, LDAP sync, Performance - CPU, memory and disk space
Operations faults	Investigating operational issues and liaising with third parties (where appropriate) with: <ul style="list-style-type: none"> Call routing - Internal, external, inbound, outbound Device registration, call setup, media paths, call quality, CUCM SIP Trunk, toll fraud, media resources, call signalling, codec, extension mobility, directory

Cisco Unified Presence	Included
Application faults	Investigating and correcting faults arising from configuration items such as: Service profiles, device configuration, user configuration, presence redundancy group, user assignment, user sync
System faults	Investigating and correcting faults arising from: <ul style="list-style-type: none"> DB Replication, application backup, critical application services, critical platform services, certificates, licenses, failover Performance - CPU, memory and disk space

Operations faults	Investigating operational issues and liaising with third parties (where appropriate) with: <ul style="list-style-type: none"> Client (CSF, BOT, TCT) registration, Jabber audio, call setup, presence status, contacts, instant messaging, users sync
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Cisco Unity Connection	Included
Application faults	Investigating and correcting faults arising from configuration items such as: Mailboxes, call handler, time of day routing, greetings, holidays, MWI, single inbox, user sync
System faults	Investigating and correcting faults arising from: <ul style="list-style-type: none"> DB replication, application backup, critical application services, critical platform services, certificates, licenses, failover Performance - CPU, memory and disk space
Operations faults	Investigating operational issues and liaising with third parties (where appropriate) with: <ul style="list-style-type: none"> Call routing from CUCM to Unity connection server (voicemail profile, port, route pattern) Message waiting indicator, user sync, time of day, greetings, holidays, single inbox, calling search space and partitions, Call Handler, toll fraud

Cisco Unified Contact Centre Express	Included
Application faults	Investigating and correcting faults arising from configuration items such as: Application, trigger, scripts, resources, resource group, Finesse, CUIC
System faults	Investigating and correcting faults arising from: <ul style="list-style-type: none"> DB Replication, application backup, critical application services, critical platform services, certificates, licenses, failover Performance - CPU, memory and disk space
Operations faults	Investigating operational issues and liaising with third parties (where appropriate) with: Call routing to queues, CTI line control, agent desktop registration, call delivery, call routing through scripts, holidays, Supervisor Desktop, CUIC

Cisco Expressway	Included
Application faults	Investigating and correcting faults arising from configuration items such as:

	Traversal zone, zones, search rules, unified communication, video endpoints
System faults	Investigating and correcting faults arising from: <ul style="list-style-type: none"> • Backup, critical application services, critical platform services, certificates, feature keys • Performance - CPU, memory and disk space
Operations faults	Investigating operational issues and liaising with third parties (where appropriate) with: <ul style="list-style-type: none"> • Call routing - Internal, external, inbound, outbound, MRA • Video end point registration, device registration, call setup, media, toll fraud

Cisco Unified Attendant Console	Included
Application faults	Investigating and correcting faults arising from configuration items such as: Queues, operators, directories
System faults	Investigating and correcting faults arising from: Application backup, critical application services, CPU and memory and disk space, licenses, CTI Integration
Operations faults	Investigating operational issues and liaising with third parties (where appropriate) with: Call routing, CTI integration, line control, call queueing, Attendant Console operator login, directory lookup

Cisco UCS	Included
Hardware faults	Diagnosing hardware failures, liaising with hardware vendor where warranty exists
Configuration faults	Investigating and correcting faults arising from configuration items such as: ESXi host setting, network settings, high availability (HA), Distributed Resource Scheduler (DRS)
Operations faults	Investigating operational issues and liaising with third parties (where appropriate) with: Server crashing, hanging, performance issues
Performance problems	Investigating performance issues such as memory and CPU spiking, host and virtual machine performance and contention issues

Cisco Cube	Included
Hardware faults	Diagnosing hardware failures, liaising with hardware vendor where warranty exists

Configuration faults	Investigating and correcting faults arising from configuration items such as: Dial-peers, sip profile, translation pattern, core VoIP services, codec class, DHCP, DSP farm
Operations faults	Investigating operational issues and liaising with third parties (where appropriate) with: Call routing, dial-peers, translation, DSP, call setup, media
Performance problems	Investigating performance issues such as memory and CPU spiking

Cisco Webex Calling	Included
Application faults	Investigating and correcting faults arising from configuration items such as: Call restrictions and features, dial plan, device registration, hunt groups, pickup groups, phones, users/phone services
System faults	Investigating and correcting faults arising from: Critical application services, critical platform services, device firmware, licenses, SSO
Operations faults	Investigating operational issues and liaising with third parties (where appropriate) with: User and device support Device registration, call setup, media paths, call quality, directory, permissions, Analytics & reporting, Auto attendant and IVR faults

Cisco Webex Contact Centre	Included
Application faults	Investigating and correcting faults arising from configuration items such as: Underlying integration with Engage & Connect (prebuilt API's) Other integration including Google TTS & CRM Connectors, Tenant level faults, security and CC policies, PSTN integration (Webex Calling, Local Gateway or Cisco CCP) and Call recording
System faults	Investigating and correcting faults arising from: Critical application services, critical platform services, device firmware, licenses, SSO
Operations faults	Investigating operational issues and liaising with third parties (where appropriate) with: Agent & Supervisor support, Issues with flows, channels and queues (Voice & digital), Issues with skills, teams and users Digital channel faults including chat, email, social including Analytics and reporting

2.3.2 Mitel

Mitel MiVoice Business	Included
Application configuration faults	Investigating and correcting faults arising from configuration items such as: Call restrictions and features, routes, route lists, SDS, SIP/ISDN trunks, hunt groups, pickup groups, phones, users/phone services and resiliency
System faults	Investigating and correcting faults arising from: <ul style="list-style-type: none"> RAID, application backup, critical application services, critical platform services, certificates, SMDR, firmware, licenses, Mitai, voicemail integration, LDAP sync, Performance - CPU, memory and disk space
Operations faults	Investigating operational issues and liaising with third parties (where appropriate) with: <ul style="list-style-type: none"> Call routing - Internal, external, inbound, outbound Device registration, call setup, media paths, call quality, CUCM SIP Trunk, toll fraud, media resources, call signalling, codec, extension mobility, directory

Mitel MiContact Centre Business	Included
Application faults	Investigating and correcting faults arising from configuration items such as: Employees, agents, multimedia, IVR, reporting, queues and groups
System faults	Investigating and correcting faults arising from: <ul style="list-style-type: none"> Application backup, critical application services, critical platform services, certificates, licenses, failover Performance - CPU, memory and disk space
Operations faults	Investigating operational issues and liaising with third parties (where appropriate) with: Integration, agent desktop/web portal, call delivery, call routing through IVR, holidays, supervisor desktop and reporting.

Mitel MiVoice Border Gateway	Included
Application faults	Investigating and correcting faults arising from configuration items such as: Firewall, SIP trunking, web proxy, certificates and devices
System faults	Investigating and correcting faults arising from:

	Application backup, critical application services, CPU and memory and disk space, licenses and certificates
Operations faults	Investigating operational issues and liaising with third parties (where appropriate) with: Call quality, registration, call recording, routing and SIP trunking.

Mitel MiCollab	Included
Application faults	Investigating and correcting faults arising from configuration items such as: Users, roles, feature assignment, features, SDS and client deployment
System faults	Investigating and correcting faults arising from: Application backup, critical application services, CPU and memory and disk space, licenses, LDAP and certificates
Operations faults	Investigating operational issues and liaising with third parties (where appropriate) with: Call quality, registration, call recording, routing and SIP trunking, features, voicemail and UCC

Mitel MiVoice Call Recorder	Included
Application faults	Investigating and correcting faults arising from configuration items such as: Ports, supervisor functions, permissions, reporting
System faults	Investigating and correcting faults arising from: Application backup, critical application services, CPU and memory and disk space and certificates
Operations faults	Investigating operational issues and liaising with third parties (where appropriate) with: Call/screen recording, quality management, device recording, reporting, integration and permissions

Mitel Interaction Recording	Included
Application faults	Investigating and correcting faults arising from configuration items such as: Ports, supervisor functions, permissions, reporting
System faults	Investigating and correcting faults arising from: Application backup, critical application services, CPU and memory and disk space and certificates
Operations faults	Investigating operational issues and liaising with third parties (where appropriate) with:

	Call/screen recording, quality management, device recording, reporting, integration, permissions and licencing
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Mitel Open Integration Gateway	Included
Application faults	Investigating and correcting faults arising from configuration items such as: Mitai, CTI, integration, routing, call quality
System faults	Investigating and correcting faults arising from: Application backup, critical application services, CPU and memory and disk space and certificates
Operations faults	Investigating operational issues and liaising with third parties (where appropriate) with: Screen pop, integration, Mitai, SIP and licencing

2.3.3 8x8

8x8 UCaaS	Included
Application faults	Investigating and correcting faults arising from configuration items such as: Call restrictions and features, dial plan, device registration, hunt groups, pickup groups, phones, users/phone services and resiliency
System faults	Investigating and correcting faults arising from: Critical application services, critical platform services, firmware, licenses, SSO
Operations faults	Investigating operational issues and liaising with third parties (where appropriate) with: Call routing - Internal, external, inbound, outbound Device registration, call setup, media paths, call quality, extension mobility, directory, permissions, analytics and CRM

8x8 CCaaS	Included
Application faults	Investigating and correcting faults arising from configuration items such as: Call restrictions and features, dial plan, device registration, hunt groups, pickup groups, phones, users/phone services and resiliency
System faults	Investigating and correcting faults arising from: Critical application services, critical platform services, firmware, licenses, SSO

Operations faults	Investigating operational issues and liaising with third parties (where appropriate) with: Call routing - Internal, external, inbound, outbound Call setup, extension, queues, multimedia, auto attendant, directory, permissions, analytics, dialler, campaigns and CRM
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2.3.4 Microsoft

Teams	Included
Configuration faults	Investigating and correcting faults arising from configuration items such as: Users, dial plan, voice routing policy, caller ID policy, meeting policy, external access, direct routing, SBC, voice routes, call groups, calling policy, call routing policy, call park policy, conference bridges, emergency policy auto attendant, queues, holidays, resource accounts, Teams device configuration.
Operations faults	Investigating operational issues and liaising with third parties (where appropriate) with: <ul style="list-style-type: none"> • Call routing - Internal, external, inbound, outbound • Call setup, media paths, call quality, SIP trunk, toll fraud, media resources, call signalling, codec, device registration

Direct SIP for Teams	Included
Configuration faults	Investigating and correcting faults arising from configuration items such as: <ul style="list-style-type: none"> • Hosted SBC configuration • SIP trunk signalling, diverts, number blocking and DDI allocation
System faults	Investigating and correcting faults arising from: <ul style="list-style-type: none"> • Hosted SBC datacentre infrastructure
Operations faults	Investigating operational issues and liaising with third parties (where appropriate) with: <ul style="list-style-type: none"> • Carrier side hosted SBC call setup, media paths, call quality, call signalling, codecs • Number porting and provisioning

Operator Connect	Included
Configuration faults	Investigating and correcting faults arising from configuration items such as Tenant ID issues and misconfiguration
Operations faults	Investigating operational issues and liaising with third parties (where appropriate) with: <ul style="list-style-type: none"> • Carrier side issues with the Operator Connect service. • Number porting and provisioning

Microsoft Call Plan	Included
Configuration faults	Investigating and correcting faults arising from configuration items such as: <ul style="list-style-type: none"> • DDI allocation • Porting issues
System and Operational faults	Investigating and liaising with Microsoft for service issues

2.3.5 Ribbon

Ribbon SBC (On Premise)	Included
Hardware faults (Non SWe Edge)	Diagnosing hardware failures, liaising with hardware vendor where warranty exists
Configuration faults	Investigating and correcting faults arising from configuration items such as: Transformation, call routing table, signalling groups, sip profiles, sip server table, codec, DSP, DTMF
Operations faults	Investigating operational issues and liaising with third parties (where appropriate) with: Inbound and outbound Call routing, translation, DSP, call setup, media, call quality, codec, DTMF, Inbound call block, caller ID blocking, diverts, DDi allocation
Performance problems (Non SWe Edge)	Investigating performance issues such as memory and CPU spiking

2.3.6 AudioCodes

AudioCodes Mediant	Included
Hardware faults (Non VE)	Diagnosing hardware failures, liaising with hardware vendor where warranty exists
Configuration faults	Investigating and correcting faults arising from configuration items such as: Manipulation table, SIP Interface, Transformation, call routing table, signalling groups / IP groups, sip profiles, sip server table / proxy set, codec, DSP, DTMF
Operations faults	Investigating operational issues and liaising with third parties (where appropriate) with: Inbound and outbound Call routing, translation, DSP, call setup, media, call quality, codec, DTMF, Inbound call block, caller ID blocking, diverts, DDi allocation
Performance problems (Non VE)	Investigating performance issues such as memory and CPU spiking

2.3.7 Gamma

SIP Trunking	Included
Service faults	Diagnosing faults with the service such as call drops, call quality or general audio issues.
Configuration faults	Investigating and correcting faults arising from configuration items such as: Peer IP, routing, firewall ports and number management.

Inbound	Included
Service Faults	Diagnosing faults where calls are not connecting/answering or cutting off.
Configuration faults	Investigating and correcting faults arising from configuration items such as: Calls not routing to correct destinations, not routing at the correct time or general configuration issues.

2.3.8 Enghouse

EICC	Included
Application configuration faults	Investigating and correcting faults arising from configuration items such as: Queues, agents, login class, delivery pattern, security class, email queues, holidays, announcements, auto attendant, snapshot admin, wrap-up templates, call back
System faults	Investigating and correcting faults arising from: Application backup, critical application services, CPU and memory and disk space, licenses, CTI integration, redundancy, backup, Webchat, repeater sync
Operations faults	Investigating operational issues and liaising with third parties (where appropriate) with: Call routing, call delivery, auto attendant, progress announcements, mode changes, agent login, line control, email queues, presence, snapshot, call wrap-up, call back, webchat, reporting, media viewer

QMS	Included
Application configuration faults	Investigating and correcting faults arising from configuration items such as: Recording user, recording profile, agent evaluation, archiving, recording retention, screen recording
System faults	Investigating and correcting faults arising from: Application backup, critical application services, CPU and memory and disk space, licenses, CTI integration, redundancy, backup, call storage, archiving and retention issues
Operations faults	Investigating operational issues and liaising with third parties (where appropriate) with: Call recording, media, file conversion, realtime status, agent evaluation, recording playback, supervisor permissions, recording profiles, device to user association

2.3.9 Red Box Recorder

Red Box Recorder	Included
Application configuration faults	Investigating and correcting faults arising from configuration items such as: Recording user, groups, filters
System faults	Investigating and correcting faults arising from: Application backup, critical application services, CPU and memory and disk space, licenses, CTI integration, redundancy, backup, call storage, archiving and retention issues
Operations faults	Investigating operational issues and liaising with third parties (where appropriate) with: Call recording, media recording, file conversion, playback, supervisor permissions, recording export

2.3.10 Reporting

Reporting	Included
Service Report	Monthly reporting of: Ticket analysis, SLA compliance, client survey results

2.4 Exclusions

- Remediating pre-existing issues
- System administration
- Any service outside of fault resolution
- Replacement parts or the addition of new hardware
- Configuration and operational Windows OS issues, and any 3rd party applications
- Liaising with third-party vendors for incidents related to hardware and software outside of the supported system
- Performance issues or failures caused by underspecified hardware resources
- Performance issues or failures caused by outdated operating systems, firmware, drivers, and application patch levels
- Remediating issues caused by customer or third-party changes
- Issues arising directly or indirectly from the addition of new sites not pre-approved by Koris365.
- SQL Server is not supported, the database and its ongoing maintenance are the responsibility of the customer
- Koris365 take no responsibility for failure of hardware or the loss of data stored
- Seeding of new backup, backup copy, and replica jobs, or the provision of any temporary storage required
- Koris365 take no responsibility for the failure of magnetic tapes, UPS batteries, RAID cache batteries, or similar consumables resulting in a loss of data
- Training
- Issues caused by the improper management of security certificates
- Support for end user, client devices, and third-party internet connections
- Third-party outages are beyond our control, Koris365 will advise of status updates as they become available
- Any activity that requires a site visit
- Troubleshooting of bespoke applications, bespoke alterations, or third-party integrations
- Troubleshooting configurations that are not supported by the vendor or don't follow vendor best practice
- End of life operating systems, applications, and devices
- Patching, major version migrations or upgrades
- Koris365 will not implement changes that carry a high risk of organisation disruption without suitable contingency
- Limitations may apply to third-party vendors
- Resolving issues with systems that are beyond economical repair e.g. the system would take longer to repair than to restore or rebuild
- Diagnosis of hardware faults of systems without appropriate vendor tools installed

3 Service Level Agreement (SLA)

3.1 Hours of Service

Service	Mon - Fri	Weekends	Bank holidays
Standard	08:00 – 18:00 Standard Hours	Excluded	Excluded
24/7	08:00 – 18:00 Standard Operation (P1-P4) 18:00 – 08:00 Out of Hours (P1 and P2 incidents only)	Included (P1 and P2 incidents only)	Included (P1 and P2 incidents only)

Service hours are based upon GMT/BST time zone

3.2 Response & Restoration Times

Priority Level	Response Time	Target Restoration Time
Priority 1	30 minutes	4 hours
Priority 2	1 hour	8 hours
Priority 3	1 hour	32 hours
Priority 4 / Service Requests	Next Business Day	48 hours

UC Resolve tickets will always be treated as incidents. Service requests are not included in UC Resolve, but available as part of UC Manage.

- Priority 1 and 2 tickets must be raised or followed up via a phone call to the service desk
- Response time is measured from the customer logging a ticket to the customer being contacted to start investigation
- Target restoration time is a specified point in time where Koris365 aim to resolve the Incident or Service Request, this will not necessarily be a permanent fix and may need additional work and planned downtime to resolve completely
- Restoration may take longer than target time due to circumstances outside of our control, for example, non-redundant systems, backup system limitations, site visits, third party SLAs and patching cycles
- Incidents may be resolved by the service desk, an on-site engineering support team, or a third party
- Where the incident is determined to be the responsibility of a third party Koris365 will ensure all incident details are passed to the third party without undue delay
- Target restoration times are based upon contracted hours. Tickets not classed as Priority 1 and 2 will not be worked on outside of manned hours

3.3 Service Level Measurement

The SLA clock will commence on successful logging of a ticket. Elapsed time is measured from the point the ticket is created to the Response Time. The SLA clock then continues until the Restoration time.

During investigation and troubleshooting of a ticket, the SLA Timer will be paused, i.e. the elapsed time is halted, in the following situations;

- Awaiting information, or actions from the customer where Koris365 cannot reasonably be expected to progress the ticket without this information/action
- If customer contact cannot be made after three consecutive attempts, over at least three working days, a final email containing a closure warning will be sent; if Koris365 still do not receive a response the ticket will be closed
- Awaiting information, or actions from a third party where Koris365 cannot reasonably be expected to progress the ticket without this information/action
- Where the problem is associated with a change to the supported system that has not been implemented by Koris365 (ticket will be closed)
- Where the problem is associated with items outside of the supported system (ticket will be closed)
- Where restoration involves time constraints outside of our control, for example, non-redundant systems, backup system limitations, and site visits
- Priority 3 and 4 tickets outside of contracted manned hours

Once the information or action has been received by Koris365, the service timer will be reactivated again.

Priority 1 and 2 calls will be measured throughout the 24/7 period where a 24/7 contract has been purchased.

3.4 Service Desk Key Performance Indicators (KPI)

The Service Desk are committed to meeting response and resolution SLAs with a KPI of 95% or above. The Service Desk aim to achieve a KPI of 90% or above on a target average call wait time of 60 seconds or under.

3.5 Ticket Types

3.5.1 Service Requests (IMACD)

Standard service requests are requests for information, moves, additions, changes and deletions (IMACD). No system is at fault and applications are working as expected. This could also take the form of a request that does impact a user's ability to work such as a password reset, in which case these are generally resolved at first point of contact. Most service requests however do not impact the user's ability to work and therefore should be submitted in advance of being required, normally in written format and, where applicable, a standard template such as a new starter form.

Any more than five individual service requests at the same time, i.e. bulk service requests, will require scheduling.

Where a service request is expected to take more than 1 hour to complete then the request will be reviewed and possibly assigned as a separate project.

3.5.2 Incidents

An incident is defined as any event not part of the standard operation of a service which causes an interruption to, or a reduction in the quality of that service.

All incidents and service requests are recorded in the Koris365 ticketing system with a priority selected from the Priority Level Definition table. The priority determines the order in which the Service Desk work on these tickets.

The Incident Priority Code is derived by assessment of the incident's impact and urgency. The Priority code will be provided at the time of logging or by return email. The Priority Code may be re-assigned when the impact or urgency is deemed to have changed.

3.6 Priority Level Classification

The priority of an incident is defined by assessing both impact and urgency.

- Urgency is a measure of how quickly the system needs to be restored
- Impact is a measure of the potential damage caused by the incident

3.6.1 Incident Urgency

Category	Description
High	<ul style="list-style-type: none"> • Damage caused by incident increases rapidly • Work that cannot be completed is highly time sensitive
Medium	<ul style="list-style-type: none"> • Damage caused by incident increases steadily • Work that cannot be completed is moderately time sensitive
Low	<ul style="list-style-type: none"> • Damage caused by incident increases marginally • Work that cannot be completed is not time sensitive

3.6.2 Incident Impact

Category	Description
High	<ul style="list-style-type: none"> • Many employees are affected and not able to do their job • Large financial impact • Damage to reputation of business is likely to be high • Many customers are affected
Medium	<ul style="list-style-type: none"> • A moderate number of employees are affected and not able to do their job • Low financial impact • Damage to reputation of business is likely to be moderate • A moderate number of customers are affected
Low	<ul style="list-style-type: none"> • A minimal number of employees are affected • Negligible financial impact • Damage to reputation of business is likely to be minimal • A minimal number of customers are affected

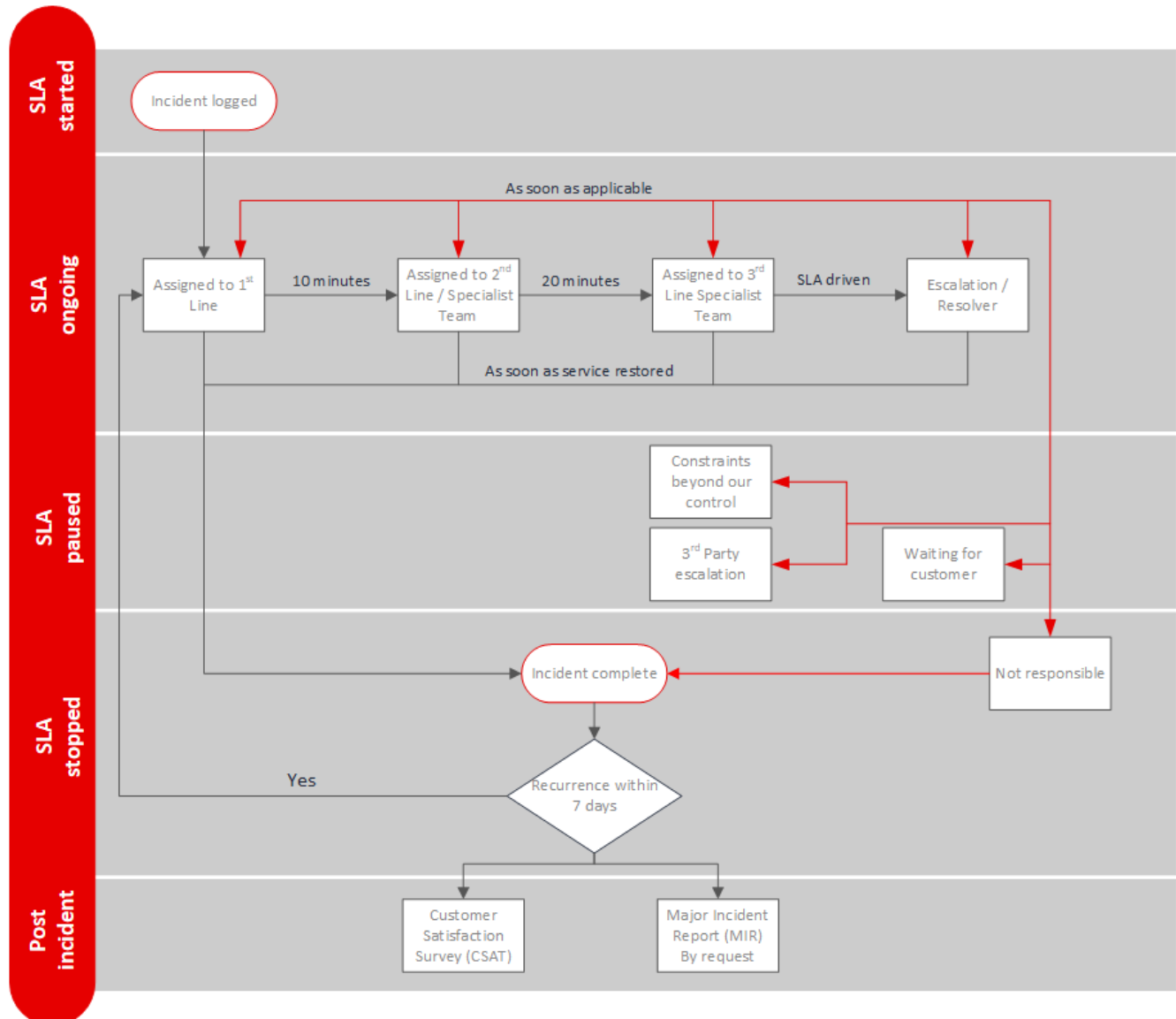
3.6.3 Incident Priority Matrix

		Impact		
		High	Medium	Low
Urgency	High	P1	P2	P3
	Medium	P2	P3	P4
	Low	P3	P4	P4

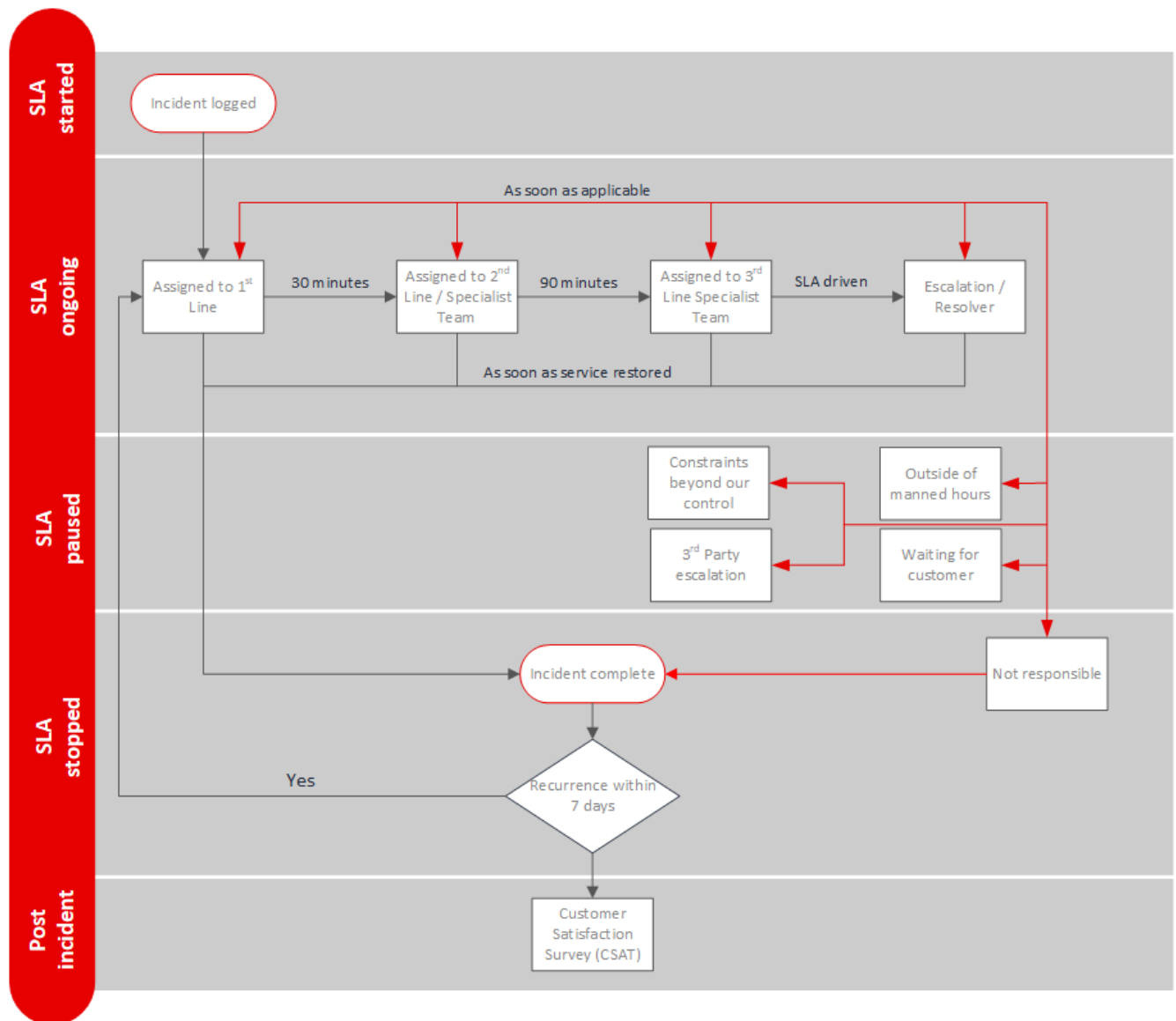
Priority Level	Action
Priority 1 (P1)	Service desk provide prioritised, sustained effort using all necessary resources until service is restored
Priority 2 (P2)	Service Desk reprioritise resources from lower priority jobs where necessary to focus on restoring the services
Priority 3 (P3)	Service Desk reprioritise resources from lower priority jobs where necessary
Priority 4 (P4)	Service Desk provide a response using standard operating procedures

3.7 Ticket Handling and Escalation

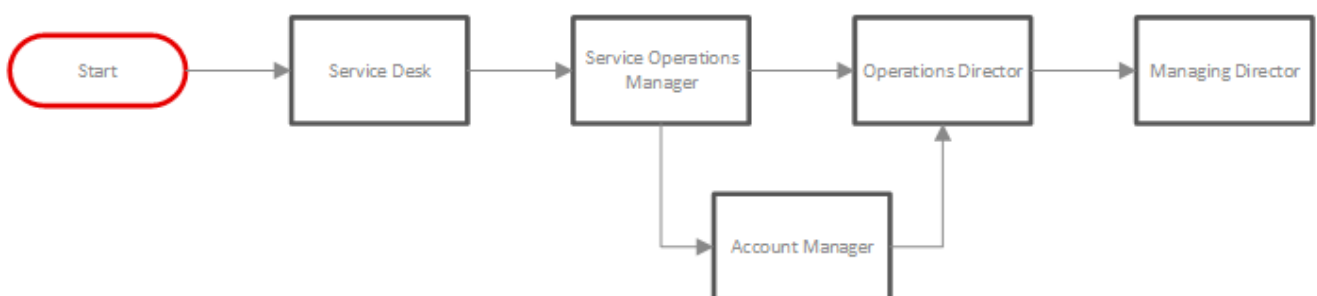
3.7.1 P1 and P2 Ticket Flow



3.7.2 P3 and P4 Ticket Flow



3.7.3 Customer Escalation



4 Offboarding Procedure

On the final day of contract Koris365 will:

- Provide any stored credentials to the customer
- Provide any existing supported systems documentation to the customer
- At the customer's request, engage with the incoming services provider to supply any existing supported systems documentation necessary for transition of the service
- Permanently disable remote access and monitoring
- Cease working on any outstanding tickets and provide an outstanding ticket summary
- Delete customer owned data stored within the Koris365 environment
- Deletion/redaction of customer user records
- Terminate service

The customer is expected to:

- Change passwords and disable accounts as necessary for security purposes
- Plan migration of data in advance of termination of service

Koris365 will not:

- Provide details of internal working practices
- Keep a copy of customer owned data stored within the Koris365 environment for future recovery