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Service Levels

Service Level Agreement Madaster Services – Madaster Foundation

Made for
Madaster Foundation

Author
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Context of this document

This document contains a summary of the service levels regarding the Madaster platform and associated services provided by Madaster Services B.V. to Madaster Foundation.

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1 Service Level Agreement

This Service Level Agreement (SLA) describes the agreements between Madaster Services B.V. (MdS) and Madaster Foundation (MdF) with regard to the services that MdS provides to MdF in relation to the Madaster platform. This document is based on the more detailed documents *Service Level Agreement* and *Dossier Agreements and Procedures* and reflects the agreements between MdS and Winvision B.V. (third party IT supplier responsible for developing and maintaining the Madaster platform).

1.1 Definitions and third party service levels

DEFINITIONS

Maintenance:

- a. the modification of the software product (Madaster platform) to correct faults or to improve performance;
- b. actions taken/work performed to guarantee availability, reliability and serviceability of the Madaster platform.

THIRD PARTY SERVICE LEVELS

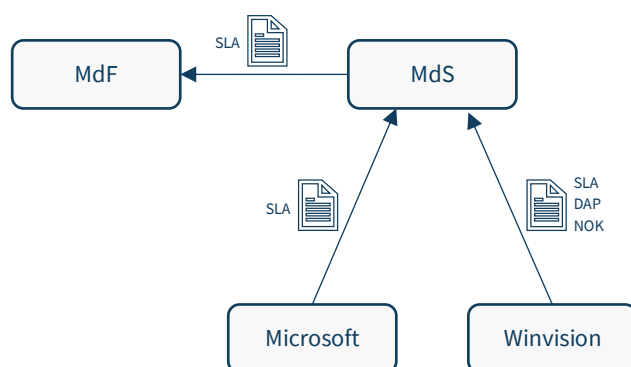


figure 1: third party service levels

1.2 Responsibility

The services provided by MdS to MdF regarding the maintenance of the Madaster platform will be executed by Winvision. MdS fulfills a coordinating role towards Winvision and bears final responsibility to provide agreed services to MdF.

1.3 Scope

The following components fall within the scope of this SLA:

1. availability of the Madaster platform;
2. security of data stored in the Madaster platform;
3. support service level in regards to the Madaster platform.

1.4 Availability

The functional operation and technical availability of the Madaster platform is "delivered" by Microsoft in accordance with Microsoft's contract terms. A complete and in depth elaboration on these terms can be found on <https://azure.microsoft.com/nl-nl/support/legal/sla/>. Based on these terms, MdS guarantees an availability of the Madaster platform of 99% (excluding downtime caused by planned updates/upgrades/expansions of the platform).

The availability percentage is calculated as follows:

$$\text{Uptime percentage} = (\text{maximum available minutes} - \text{downtime in minutes}) / \text{maximum available minutes}$$

Note: MdS has no direct influence on the available functionalities and technical availability of the Microsoft Azure and Dynamics 365 services, but will – on behalf of MdF – report and coordinate any problems with Winvision in accordance to the Service level (see: 1.6).

1.5 Data security

In relation to data security, the Madaster platform follows (where relevant) the guidelines that Microsoft has drawn up for the use of the Azure platform and Dynamics 365. These guidelines are available on:

1. Azure platform: <https://docs.microsoft.com/en-us/azure/security/azure-security>;
2. Dynamics 365: <https://www.microsoft.com/en-us/trustcenter/security/dynamics365-security>.

In addition and in relation to the development and maintenance of the Madaster platform as carried out by Winvision, data security is also guaranteed by the fact that Winvision is:

- a. ISO/IEC 27001 certified;
- b. in compliance with the GDPR (Regulation (EU) 2016/679) enforceable as of 5-25-2018.

1.6 Support service level

1.6.1 Classification

The tables below sets forth the methodology utilized by MdS in triaging, evaluating, and addressing problems related to the functionality of the Madaster platform. Classification will be determined based on different factors, including input obtained from MdF.

DETERMINING PRIORITY

Element	Description	Determined by
Urgency	The time period in which the incident must be remedied.	MdS in consultation with MdF
Impact	The influence and visibility of the incident.	MdS
Priority	Determines the order of completion.	MdS

table 1: priority determination

URGENCY

Urgence	Description
Top	A malfunction coincides with a business-critical deadline. Business processes cannot be executed. Must be picked up immediately as the entire operational business processes are at a standstill.
High	Business processes experience serious nuisance and important tasks cannot be performed. Should be picked up as soon as possible as the malfunction can affect the entire operational business processes.
Normal	Business processes are not in danger. The malfunction currently does not affect business-critical processes. The malfunction causes inconveniences and must be resolved within the agreed times.
Low	A request for information or an otherwise small request. The business processes are not affected, but can be improved by executing the request.

table 2: urgency determination

IMPACT

Impact	Description
Top	Large number of users cannot work due to a (dis) malfunction (central fault). Essential part of the service, with a high impact on the business, is not or largely available / usable.
High	Limited number of users cannot work due to a (dis) malfunction. Limited number of actions cannot be performed.
Normal	Limited number of users are affected.
Low	One user experiences hindrance.

table 3: impact determination

PRIORITY

Based on the urgency (table 2) and impact (table 3), MdS determines the priority of the issue/call.

Urgency (U) impact (I)	I-Top	I-High	I-Normal	I-Low
U-Top	Priority = Top	Priority = Top	Priority = High	Priority = High
U-High	Priority = Top	Priority = High	Priority = Normal	Priority = Normal
U-Normal	Priority = High	Priority = Normal	Priority = Normal	Priority = Low
U-Low	Priority = Normal	Priority = Low	Priority = Low	Priority = Low

table 4: priority determination

1.6.2 Response Expectations

Based on the priorities described in 1.6.1, MdS uses the following resolution times.

Case type	Prio	SLA days	From	Till	Target Response Time	Target Resolve Time	Target %
Incident	Top	Mon.-Fri.	09:00 CEST	17:00 CEST	2 hours	8 hours	90%
Incident	High	Mon.-Fri.	09:00 CEST	17:00 CEST	4 hours	16 hours	90%
Incident	Normal	Mon.-Fri.	09:00 CEST	17:00 CEST	4 hours	50 hours	90%
Incident	Low	Mon.-Fri.	09:00 CEST	17:00 CEST	16 hours	80 hours	90%

table 5: response expectations

1.6.3 Support

MdS customer support in relation to the Madaster platform is carried out by Winvision and is available on business days from 9:00 CEST to 17:00 CEST. MdF can contact MdS regarding customer support by email on support@madaster.com or by telephone on +31 (0) 6 461 999 88. MdS will coordinate and track these support questions towards Winvision.

1.7 Reporting

MdS will provide a detailed annual report to MdF on incidents that have occurred during that period and the actions taken to correct these incidents. This report is based on information provided by Winvision and will follow the structure mentioned in 1.6.



Pablo van den Bosch
23 October 2018