



Service Level Agreement (SLA)
Between
Customer
and
Mapworks

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1 Agreement Overview

This document and the accompanying appendix is intended to provide details of the provision of the Mapworks Software as a Service (SaaS). This will evolve over time with additional knowledge of the client requirements, as well as the introduction of new services and enhancements provided by Mapworks.

1.1 Purpose.

- To formalize an arrangement between Customer (hereinafter, the Customer) and Mapworks to deliver services, at specific levels of support, and at an agreed-upon cost.
- To ensure that appropriate measures and commitments are in place that will enable Service to be provided that is consistent and able to be relied upon for its intended use.

1.2 Objectives

- Obtain mutual agreement for Service provision between Mapworks and the Customer.
- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of services being provided.
- Match perceptions of expected service provision with actual service support and delivery.

1.3 Duration

This Agreement remains valid until superseded by a revised agreement mutually endorsed by both Mapworks and the Customer.

1.4 Supporting Documents

- The service is provided subject to acceptance of the “**Terms of Use**” which is provided as a separate document that further outlines the rights and obligations of both the Customer and Mapworks in the provisioning and use of this service.
- The “**Schedule of Services**” provides further information of the Functionality to which this service level applies. These functions may represent “components” to which service monitoring also applies.
- The appendix to this document “**SLA Chart**” provides the specific detail to this agreement

2 The Service

Mapworks is a Software as a Service (SaaS) map design studio and spatial marketplace for users to source data and deliver high fidelity mapping and location content for use by an individual, by users within an organisation, or between participating organisations.

While Mapworks is deployed as a Hybrid SaaS model¹ the extent to which this SLA applies relates to Mapworks as a Public SaaS. Mapworks may also be dependent upon IaaS and PaaS and will inherit

any availability of these services. Such services will be engaged to maximize the availability of Mapworks.

3 Definitions

- **SaaS – Software as a Service:**
 - is a software licensing and delivery model in which software is licensed on a subscription basis and is centrally hostedⁱⁱ
- **IaaS – Infrastructure as a Service:**
 - is a provision model in which an organization outsources the equipment used to support operations, including storage, hardware, servers and networking components. The service provider owns the equipment and is responsible for housing, running and maintaining it.ⁱⁱⁱ
- **PaaS – Platform as a Service:**
 - is a category of cloud computing services that provides a computing platform and a solution stack as a service. Along with software as a service (SaaS) and infrastructure as a service (IaaS), it is a service model of cloud computing. In this model, the consumer creates an application or service using tools and/or libraries from the provider.^{iv}
- **Availability**
 - Measured as “Uptime” which is the percentage of time Mapworks is operational and serving information and pages to end-users across all components.
 - Calculated by subtracting from 100% the “%Downtime” which is the total minutes during the month in which a Mapworks component was unavailable, expressed as a percentage of the “included minutes” in a month.
 - $100\% - \frac{\sum \text{Minutes of unscheduled component downtime}}{\sum \text{included minutes in a month}}$
 - Monthly %Downtime excludes downtime resulting directly or indirectly from any Mapworks SLA Exclusion (see relevant Exclusions section). All other time is summed to calculate the “included minutes”
 - Measured every minute through determining the success or failure of the response of a component.
 - Considered as one minute of downtime for each unsuccessful response.
- **ICT incident**
 - An unplanned interruption to service, a reduction in the quality of service, or an event that has not yet impacted service to the Service Customer
- **Outage**
 - Scheduled:
 - A routine interruption of known duration and planned well in advance where a Mapworks component may be unavailable. Also known as a maintenance window.
 - Planned:
 - Outages prearranged on relatively short notice.

- **Unscheduled:**
 - A corroborated event when a Mapworks component is completely unavailable, e.g. any component or function of Mapworks found to be unusable and requiring an ICT incident to be logged.
- **Components**
 - Infrastructure, Server, Application, API (Applicable to the Standard SLA tier)
 - See also “*Schedule of Services*”
- **SLA Tier**
 - It is possible to engage with different levels of assurance through different tiers of Service Level Agreements. Enhanced Service levels can be engaged subject to special terms. (see Appendices)

4 Responsibilities

Definitions for who is responsible for the provision of various activities are defined in table 3.1.

| Responsibility code | Definition |
|---------------------|--|
| Mapworks | Mapworks has sole responsibility |
| Customer | Customer has sole responsibility |
| Primary | Mapworks has primary responsibility with assistance from the Customer or other external service provider |
| Assist | Customer or other external provider has primary responsibility with assistance from Mapworks. |
| Joint | Mapworks and the Customer have shared responsibility |

Table 4.1 – Responsibility Definitions

5 Service Scope

The services in table 4.1 are covered by this Agreement with associated responsibilities.

| Item | Service Level Item | Responsibility | Arrangement |
|------|--|----------------|--|
| 1 | Infrastructure Services: Network, Server and storage capacity (system) | Mapworks | The service provider will ensure that the infrastructure is managed through an IaaS and capacity is adjusted to ensure SLAs are adhered to, notwithstanding the exclusions listed. |
| 2 | Platform Services: Server Operating System Database, Web Server, Application | Mapworks | The service provider will ensure that the required platforms are managed through PaaS or IaaS, and that capacity is adjusted to ensure SLAs are adhered to, notwithstanding the exclusions listed. |
| 3 | Application enhancement development and deployment. | Primary | The service provider will consult with service customers to explore application enhancements. |

| | | | |
|----------------------------------|---|----------|--|
| 4 | Notification to the Service Customer of incidents relating to the system that might affect the confidentiality of the information stored. | Mapworks | The service provider will ensure that the service customer is notified of any existing or potential incidents or events, notwithstanding the exclusions listed. |
| 5 | Security and Disaster Recovery | Mapworks | Mapworks will ensure the security in respect to Confidentiality, Integrity and Availability on any system for which there is Mapworks or primary responsibility, notwithstanding the exclusions listed. Mapworks will ensure that Backups and system snapshots are maintained on a regular basis providing restoration points for Business Continuity. |
| 6 | Client infrastructure: network, Security, Firewall, Operating systems, Servers, Applications, Databases, Disaster recovery. | Customer | Outside the demarcation of the Service Provider responsibilities, the customer will manage and ensure the necessary network; computing infrastructure; security/firewall permission; and supporting services to be enable client and browser connection and compatibility with the provided application platform. |
| 7 | Level 3 support. | Mapworks | The service provider will provide level 3 support as prescribed in this agreement |
| 8 | Level 1 and 2 support | Assist | The customer is responsible for providing level 1 and level 2 support. Mapworks will provide the Customer with the required access to develop test and diagnostic strategies and access to Level 3 support in the event that escalation is required |
| 9 | Release control | Mapworks | Mapworks will make available Release version information which will detail: <ul style="list-style-type: none"> • successful releases • unsuccessful releases, reasons and next steps • Software updates/ patches/version changes scheduled for release during the next reporting period including impact assessment Release version reports will be made available on mapworks.io website |
| 10 | Schedule of Supported Service Components | Joint | See " Schedule of Services " |
| Table 5.1 – Service Scope | | | |

6 Service Targets

The service targets and priority ratings covered by this agreement are defined in the **Table 1** of the **SLA Chart**.

7 Support

Support processes

Customer designated account holders can register issues via:

- The Mapwork's support number during business hours.
 - +61 8 6365 9680
- The Mapwork's tracking system available 24/7.
 - <https://support.mapworks.io>

Tickets will be routed accordingly after ticket lodgement and will be responded and resolved subject to available triage, and support hours from IaaS providers. Refer to the **SLA Chart Table 2** for Incident Priority and **Table 1** for Response, Resolution and Recovery Targets.

Scheduled Outages

Times for scheduled outages will be provided to the Customer with 2 weeks advance notice and will be performed during periods that will minimise the impact upon the Customer. Eligible customer will have the ability through this mechanism to request that any outage they have been notified of be rescheduled. Mapworks will endeavour to comply with such reschedule requests where its impact minimises compromising its support agreement with all customers.

8 Performance Targets

Response time of Mapworks will be measured from the instant the Mapworks interface or API is called to the subsequent delivery of the action on the screen, and will be dependent upon the function called.

Table 1 of the **SLA Chart** specifies the response time for various Mapworks transactions.

- Page load time refers to how quickly the browser defined within the SOE loads the Mapworks web map environment and makes it available for user interaction.
- Base Map load refers to the refresh of the map after a pan or zoom event
- Markup lag refers to the time between successive points on a polygon that returns control to the client.
- Admin portal response refers to the time lag experienced at the Mapworks Administration portal

Optimum server response times will be determined through the minimum system specifications provided in **Table 3** of the **SLA Chart**. The service response time will remain consistent irrespective of future upgrades or changes to the Customer's SOE.

9 Exclusions

The Service Commitment does not apply to any unavailability, suspension or termination of Mapworks performance issues:

- (i) That result from a suspension described in the Terms of Use.
- (ii) Caused by factors outside of the reasonable control of Mapworks, including any force majeure event or Internet access or related problems beyond the demarcation point of Mapworks.
- (iii) That result from any actions or inactions of the Customer or any third party.
- (iv) That result from Customer equipment, software or other technology and/or third party equipment, software or other technology (other than third party equipment within the direct control of Mapworks).
- (v) That result from failures of individual instances or volumes not attributable to the failure of a Mapworks component.
- (vi) That result from any maintenance as provided for pursuant to the Mapworks Agreement.
- (vii) Arising from Mapworks' suspension or subsequent termination of the Customer's right to use Mapworks.

If availability is impacted by factors other than those used in our Monthly Uptime Percentage calculation, then we may issue a Service Credit considering such factors at our discretion.

10 Service reporting and review

Service reporting allows the Service Provider and Service Customer to make informed decisions regarding various aspects of the service. Table 10.1 below represents the Responsibility Assignments to ensure clarity as to the obligations of Mapworks and the Customer.

| Management | Responsibility |
|--|----------------|
| Service Level Agreement | Primary |
| Change Management | Joint |
| Service Level Performance Measurement | Joint |
| Service Level Performance Compliance | Customer |
| Service Priority (Incident and Requests) Matrix Definition | Primary |
| Table 10.1 – Responsibility Assignments | |

Table 10.2 provides a list of reports and indicators provided to the Customer for the requested services.

| Report Name | Service Process | Item Description | Means |
|-----------------|-----------------|--|--|
| Service Report | Customer access | Refer to Schedule of Services | Functional capability available from https://mapworks.io |
| Contract Review | Relationship | Identification and resolution of any Contractual issues | Meeting with Account management representative |
| | | Number and description of any service level breaches | Meeting with Account management representative |
| | | Annual review of the Contract including Service complaints, Contract Terms, Service Level Targets, Service Level Tiers and unresolved issues | Meeting with Account management representative |

Table 10.2 – Reporting

11 Attachments

Variations to this SLA are to be provided through the Appended **SLA Chart** and **Schedule of Services**. Such variations will be agreed upon by both parties.

ⁱ Table 4 of http://www.cloudstandardscustomerCouncil.org/2012_Practical_Guide_to_Cloud_SLAs.pdf

ⁱⁱ http://en.wikipedia.org/wiki/Software_as_a_service

See also:

<http://www.gartner.com/it-glossary/software-as-a-service-saas/>

and

http://en.wikipedia.org/wiki/Cloud_computing

ⁱⁱⁱ <http://searchcloudcomputing.techtarget.com/definition/Infrastructure-as-a-Service-IaaS>

See also

<http://www.gartner.com/it-glossary/infrastructure-as-a-service-iaas>

^{iv} http://en.wikipedia.org/wiki/Platform_as_a_service

see also:

<http://www.gartner.com/it-glossary/platform-as-a-service-paas>



mapworks

Service Level Agreement table

| SLA heading | Metric | Standard | Enhanced | Premium | |
|--------------------------|--|------------------------|------------------------------|---------------------------------|---------------------------------|
| Availability | Platform uptime (1) | >99.95% | >99.95% | >99.95% | |
| | Application uptime (1) | >99.5% | >99.5% | >99.5% | |
| | Annual max. downtime | 43.8 hours | 43.8 hours | 43.8 hours | |
| | Recovery time objective (2) | 1 Day | 1 Day | 1 Day | |
| Level 3 support | Phone access (3) | ✗ | ✓ | ✓ | |
| | Support portal access (4) | ✓ | ✓ | ✓ | |
| | email access | ✓ | ✓ | ✓ | |
| | Response time (2) | Next Business Day only | | High Priority Within 1 hour | High Priority Within 1 hour |
| | | Next Business Day only | | Normal Priority Within 2 hours | Normal Priority Within 2 hours |
| | | Next Business Day only | | Low Priority 1 Day | Low Priority 1 Day |
| | Resolution time (2) | Within 1-7 Days | | High Priority Within 2 Days | High Priority Within 2 Days |
| | | Within 1-7 Days | | Normal Priority Within 2-4 Days | Normal Priority Within 2-4 Days |
| Within 1-7 Days | | | Low Priority Within 5-7 Days | Low Priority Within 5-7 Days | |
| Reporting | Availability (5) | ✗ | ✓ | ✓ | |
| | Support (4) | ✗ | ✓ | ✓ | |
| Restoration | Snapshot Regularity | daily | daily | daily | |
| Performance Targets | Page Load (6) | 5-10 sec | 5-10 sec | 5-10 sec | |
| | Base-map Load (6), (7) | 3-7 sec | 3-7 sec | 3-7 sec | |
| | Markup lag (6) | < 2 sec | < 2 sec | < 2 sec | |
| | Admin Portal response (6) | < 2 sec | < 2 sec | < 2 sec | |
| Change Management | Scheduled outage notice (2) | ✓ | 1 week | 1 week | |
| | Reschedule request (2), (4) | ✗ | ✓ | ✓ | |
| Data mobility | Data Sovereignty (8) | ✗ | ✓ | ✓ | |
| Applicable Service Level | | | ✓ | | |
| Notes | (1) 99.5% Excludes Scheduled downtime | | | | |
| | (2) Business days, Australian Western Standard Time | | | | |
| | (3) via Amristar’s support number during business hours (+61 8 6365 9680) | | | | |
| | (4) 24/7 via Mapworks support portal https://support.mapworks.io | | | | |
| | (5) See "Schedule of Services" | | | | |
| | (6) Measured with min. spec. system with uncongested broadband | | | | |
| | (7) Maps exclude user and high volume data such as contours | | | | |
| | (8) Current Amazon Availability Zone: Asia Pacific (Sydney) | | | | |

Table 1 – Service Level Agreement Table



| | High Impact | Medium Impact | Low Impact |
|----------------|-----------------|-----------------|-----------------|
| High Urgency | High Priority | High Priority | Medium Priority |
| Medium Urgency | High Priority | Medium Priority | Low Priority |
| Low Urgency | Medium Priority | Low Priority | Low Priority |

Table 2 – Incident Priority Matrix

| | Windows requirements | Mac requirements | Linux requirements | Mobile devices |
|------------------|--|------------------------|---|---|
| Operating system | Windows 7 or later | Mac OS X 10.6 or later | Linux version that supports the recommended minimum browser | iOS and Android version that supports the recommended minimum browser |
| | <ul style="list-style-type: none"> IE 9 native (with Flash fallback for IE8) Firefox v31 Safari 8 Chrome v 36.0.1985.143 m | | | |
| Processor | i3 equivalent or later | | | Map and data dependent, Requires testing |
| Screen | 1024 x 768 | | | Map and data dependent, Requires testing |
| RAM | 2048 MB | | | Map and data dependent, Requires testing |
| Network | ADSL2+ or 3G minimum | | | |

Table 3 – Minimum System Requirements



| Component | Method | | Standard | | Enhanced | | Premium | |
|----------------|------------------|---------------------------|----------|--------|----------|--------|---------|--------|
| | Measure | Report | Measure | Report | Measure | Report | Measure | Report |
| API Service | connect response | https://mapworks.io/stats | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| API Service | API key connect | Usage report | ✓ | ✗ | ✓ | ✗ | ✓ | ✓ |
| Freshdesk | connect response | None | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ |
| Freshdesk | Ticket response | Statistical summary | ✗ | ✓ | ✗ | ✓ | ✗ | ✓ |
| Infrastructure | ping response | https://mapworks.io/stats | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| MapsEngine | connect response | https://mapworks.io/stats | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| MapsStudio UI | connect response | https://mapworks.io/stats | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Mapworks UI | connect response | https://mapworks.io/stats | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Platform | ping response | https://mapworks.io/stats | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

| | Signature | Name | Date |
|----------------------------------|-----------|------|------|
| Service Customer Representative | | | |
| Witness | | | |
| Amristar/Mapworks Representative | | | |
| Witness | | | |