



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This Agreement remains valid until superseded by a revised agreement mutually endorsed by both Mapworks and the Customer.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	Next Business Day only	High Priority Within 1 hour	High Priority Within 1 hour
		Next Business Day only	Next Business Day only	Normal Priority Within 2 hours	Normal Priority Within 2 hours
		Next Business Day only	Next Business Day only	Low Priority 1 Day	Low Priority 1 Day
	Resolution time (2)	Within 1-7 Days	Within 1-7 Days	High Priority Within 2 Days	High Priority Within 2 Days
		Within 1-7 Days	Within 1-7 Days	Normal Priority Within 2-4 Days	Normal Priority Within 2-4 Days
Within 1-7 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			