

Service Level Agreement (SLA)

Organization of Deficiency Resolution and/or Software Services

The following definitions establish the organization of deficiency elimination as well as software service. The licensor/service provider has the right, in each case, to set up a helpdesk at the licensee's premises, which the licensee is required to operate at their own expense to facilitate the execution of services.

Priority Scale:

Priority 1: Production System Failure

The system fails in a production environment, resulting in a total production capacity outage. This type of issue has a lasting impact on the achievement of business goals and requires a quick response and resolution. Examples of a production system failure include an irreparable server crash or a complete failure of one of the system components.

Priority 2: Major Feature Failure

One of the major features of the system is not functioning. This type of issue also requires a prompt response and resolution. Examples of a major feature failure include software crashes during runtime or the return of incorrect results from a software function.

Priority 3: Feature Operates Differently Than Documented

A feature of the software does not function as described in the documentation. Productive operation is not endangered, but the software does not behave according to the specification, requiring a solution.

Priority 4: General Questions

These types of issues are of a general nature and involve inquiries about how the software behaves in both a productive and development environment. An example would be if a specific function of the software does not work as expected while other functions behave normally. Priority 4 questions can typically be answered immediately.

Definitions:

§ 1 Confirmation:

Confirmation refers to the acknowledgment made by a designated employee of the licensor or an appointed third party through the service and maintenance platform, email, or telephone.

§ 2 Initial Response:

The initial response involves reaching out by a responsible employee of the licensor or an authorized third party through the service and maintenance platform, email, or telephone to gather additional information about the reported error and establish further steps to facilitate problem reproducibility.

§ 3 Qualified Response:

A qualified response entails communicating the initial results of the analysis.

§ 4 Frequency of Status Updates:

This denotes how often the responsible employee of the licensor or an authorized third party informs the user about the status of their open error reports. Adjustments to this frequency can be made through mutual agreement between the user and the responsible employee.

§ 5 Temporary Solution:

A temporary solution is defined as a measure to suspend the current behavior. It may take the form of a workaround, patches, or an alternative design approach. Implementing a temporary solution may lower the priority of a problem by one level.

§ 6 Hot Fix (Immediate):

A hotfix involves the immediate release of a problem solution due to its urgency.

§ 7 Patch:

Patches are regularly issued software versions containing specific solutions to known problems.

§ 8 Updates:

Updates are routine software versions planned to address error cases, problems, and enhance existing functionalities.

§ 9 Generation:

Generations are regularly scheduled software versions that encompass independent, general, and permanent changes to the software, along with the introduction of new functionalities.

Priority/Response Matrix

All times run only within the normal business hours at the licensor's location.

Priority	Confirmation	Initial Response	Qualified Response	Status Frequency	Temporary Solution	Permanent Solution
1	immediately	2 hours	24 hours	daily	2 days	Hot Fix
2	2 hours	8 hours	7 days	Every 3 days	14 days	Patch
3	4 hours	12 hours	14 days	Every week	Not specified	Patch, nächstes Update
4	6 hours	12 hours	Duration depending on the scope of the request	Not specified	Not specified	Not specified

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