



eAssessment Standard Service Overview

SERVICE SUPPORT OVERVIEW

Fry's eAssessment Platform Service Modules ("**FRY Services**") can be described as follows:

- eBooking - Exams, Events and Memberships
- Kaizen - ePortfolio/WPBA
- Kaizen - CPD/PCS/Revalidation
- Practique - Question Bank
- Practique - Written
- Practique – OSCE/PACES/SOE
- Practique - MMI/Recruitment

FRY Services are delivered with our standard support service included as part of the relevant Service Module Licence Fees. Our standard support includes Online Service Desk, Online Knowledge Base, Regular Service Management Reviews, Continuous Product/Service Development and Access to Service Module User Groups. Any deviation from the standard services defined in this document and subsequently, standard Service Level Agreements ("**SLAs**") will be subject to Fry's agreement and provision of alternative service agreement terms. FRY Services use automated monitoring to ensure that the system is performing within internally set performance thresholds 24/7. Team members are automatically notified if any issues are identified. Additionally, our Service Modules include monitoring API endpoints to which the Customer can connect to provide specific insights directly from our service modules.

As part of the Implementation phase - Onboarding packages are procured. These are generally fixed price packages which include training, system familiarisation and onsite or remote support, configuration, practice/pilot exams etc. Once a customer has active users, utilising the service(s) in a Live operation, they will then be transitioned into a Business as Usual (BAU) state. Our standard support model (summarised below) is then provided.

An overview of Fry's standard support services include:

SERVICE SUPPORT - STANDARD

- Standard Monitored Service Desk Support
- Standard Service Module Knowledge Base Support
- Service Module User Group Access
- Service Management Reviews
- Continuous Product/Service Development Releases



Alongside our standard support model, Fry offer a number of enhanced support options including but not limited to: Exam preparation support, Exam review and Quality Assurance, dedicated Exam day support (both onsite and remote), dedicated booking period support, dedicated onsite/remote support and additional training.

An overview of Fry's Enhanced support services include:

ENHANCED SUPPORT SERVICES – OPTIONAL *(ADDITIONAL CHARGES APPLY)*

- Dedicated Onsite Support
- Dedicated Remote Support
- Remote Telephone Support
- Out of Hours Support
- Training Packages
- Assessment Readiness Packages
- Consultancy Packages

STANDARD SERVICE ACCESS & AVAILABILITY

The tables below provide an overview of the Service Support Access & Availability:

Standard Service Desk Support	Notes / Description
9:00 A.M. to 5:00 P.M. Monday – Friday (GMT/BST) - Excluding UK Public Holidays	Online Access is available 24/7. Service Desk Tickets received out of office hours are assigned to the relevant support personnel to resolve and interact with the Customer representative within the defined SLA.

Standard Service Module Knowledge Base Support	Notes / Description
24x7x365	Online Access to Practique, Kaizen and eBooking Knowledge Base support where FAQ's, How-To's and Release Notes can be found.

ENHANCED SUPPORT SERVICE ACCESS & AVAILABILITY

The tables below provide an overview of the Enhanced Support Services Access & Availability:

Enhanced Dedicated Onsite Support*	Notes / Description
9:00 A.M. to 5:00 P.M. Monday – Friday (GMT/BST – unless otherwise specified at the point of booking)	<p>3 months' notice period required as standard (unless otherwise agreed with the customer)</p> <p>Dedicated onsite support personnel to respond and action immediately upon notification from the customer.</p> <p>Applicable for Exam Day support; Booking Period Support etc</p> <p>Can be procured in separate support days or as part of a discounted bundle of days.</p> <p>1 Day = 7.5hrs</p>

Enhanced Dedicated Remote Support*	Notes / Description
9:00 A.M. to 5:00 P.M. Monday – Friday (GMT/BST – unless otherwise specified at the point of booking)	<p>3 months' notice period required as standard (unless otherwise agreed with the customer)</p> <p>Dedicated remote support personnel to respond and action immediately upon notification from the customer. Usually provisioned via private chat/troubleshooting group functionality.</p> <p>Applicable for Exam Day support; Booking Period Support etc</p> <p>Can be procured in separate support days or as part of a discounted bundle of days.</p> <p>1 Day = 7.5hrs</p>



Enhanced Remote Telephone Support*	Notes / Description
9:00 A.M. to 5:00 P.M. Monitored Monday – Friday (GMT/BST – unless otherwise specified at the point of booking)	3 months' notice period required as standard (unless otherwise agreed with the customer) Call forwarded to dedicated support team mobile phone and best efforts will be made to answer / action the call within 30mins Maximum. Applicable for Exam Day Prep or Dry-Run, Exam Day Support, Booking Period Support etc Can be procured in separate support days or as part of a discounted bundle of days. 1 Day = 7.5hrs

***Optional Enhanced Support Packages available on request and subject to additional charge.**



SERVICE LEVELS & SERVICE DESK

Fry will provide escalated technical, Service Support to the Customer via service desk tickets as part of Business as Usual (“BAU”) on weekdays during the hours of 9:00 am through 5:00 pm GMT/BST, with the exclusion of UK public and bank holidays (“Support Hours”). Customers transitioning into BAU will be given Service Desk accounts and have access to a Service Desk orientation session with a Fry Service Desk Support representative. As part of BAU service support, Fry will respond to service related incidents and/or requests submitted by the Customer within the time frames described in the table below. When reporting faults on the Service Desk, the Customer can indicate the level of priority of their issue, and the context to that issue.

Example standard service SLAs for support of eAssessment Platform Modules (Practique, Kaizen & eBooking) are detailed below. Fry can also provide options for enhanced support for the Customer upon request and/or as per defined via the Readiness “Fit” process. The optional Enhanced Service Packages or Standard Professional Services can be procured, in advance, upon request (3 months’ notice). Priority and Categorisation of issues will be assessed by Fry to ensure it meets the relevant criteria. In some cases the Priority and Categorisation may be changed after assessment. This ensures the Service Desk can work optimally on all tickets. Any such change will be discussed and explained with the customer via the Service Desk ticketing system at a minimum.

Standard Service Levels

Priorities	Day-to-Day Support
Priority 1 (Critical)	4hr Response and Next Business Day Resolution by Service Desk (UK business hours) Examples: <ul style="list-style-type: none"> • System Access Failure • Complete loss of service • Exam day, Assessment event or Booking process prevention of service
Priority 2 (Important)	8 Business Hr Response by Service Desk (UK business hours) Examples: <ul style="list-style-type: none"> • Significant feature is unavailable with no workaround available • Reduced quality of service • Intermittent issues • Errors in the system experienced by multiple users and unable to be resolved internally
Priority 3 & 4 (Normal)	16 Business Hr Response by Service Desk OR Customer Internal Resolution, supported by Knowledge Base Examples: <ul style="list-style-type: none"> • Minor loss of function • Questions • Technical Support relating to an issue experienced by a Single User • Account logins and passwords

Enhanced Support Service Levels

Priorities	Enhanced Dedicated Support
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Priority 1 (Critical) 5 minute response (Proactive exam day monitoring in place); Immediately actioned for resolution.

Examples:

- Critical service failure;
 - Multiple users unable to connect due to service unavailable
 - Software issues relating to multiple user unsaved answers, marks, WPBA or Payments
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Priority 2 (Important) 8 minute response (Proactive exam day monitoring in place); Immediately actioned for resolution.

Examples:

- Non-critical service failure;
 - Device, browser, internet workaround required
 - Login credential support
 - User intermittent issues
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SERVICE AVAILABILITY & MAINTENANCE

The FRY Services are hosted on Amazon Web Services Infrastructure and shall have 99.9% availability and 99.99999999% durability, measured monthly, excluding UK public and bank holidays and scheduled maintenance. Service capacity testing including load and response testing is carried out on a regular basis and the service uses elastic load balancing to automatically scale application traffic where applicable. Fry will use all reasonable efforts to provide commensurate capacity and response times consistent with the Customers documented requirements.

Scheduled maintenance affecting system availability will not exceed 8 hours per month and must be done outside customer UK business hours Mon-Fri (0800 to 1700) unless otherwise agreed with the Customer. The Company will provide a minimum of four (4) weeks' notice to the Customer prior to scheduled maintenance affecting system availability. Exceptions to this maintenance provision may be agreed upon with the Customer's written consent (e.g. Annual large-scale updates / system maintenance; emergency security patches to address imminent vulnerabilities). From time to time, emergency maintenance may be required to prevent critical security breaches or maintain service performance for example. In such cases the Customer will be informed but the notice period may be shorter than a scheduled maintenance period.

If the Customer requests maintenance during business hours that results in any downtime, the service availability will be calculated with the exclusion of periods affected by such maintenance. Further, any downtime resulting from outages of third party connections or utilities or other reasons beyond the Company's control will also be excluded from any such calculation. The Customer's sole and exclusive remedy, and the Company's entire liability, in connection with Service availability shall be that for each period of downtime lasting longer than [one hour], the Company will credit the Customer 2% of Service fees (on a monthly basis: i.e. annual Service fee divided by 12) for each period of 60 or more consecutive minutes of downtime; provided that no more than one such credit will accrue per day. All other warranties as provided in the Master Services Agreement (**MSA**) remain. Service Credits will only be cashable in the final year of the subscription period.

Downtime shall begin to accrue from the point at which the down time event is logged via the automated monitoring process and continues until the availability of the Services is restored. In order to receive downtime credit, the Customer must notify the Company in writing within 72 hours from the time of downtime, and failure to provide such notice will forfeit the right to receive downtime credit. Such credits may not be redeemed for cash and shall not be cumulative beyond a total of credits for one (1) week of Service Fees in any one (1) calendar month in any event. The Company will only apply a credit to the month in which the incident occurred. The Company's blocking of data communications or other Service in accordance with its policies shall not be deemed to be a failure of the Company to provide adequate service levels under this Agreement.



BACKUPS & RECOVERY

The following table highlights the Fry standard Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) for the eAssessment platform service modules:

Recovery Type	Example Description	Recovery Objective
RTO	Critical service failure (e.g Exam Day, Payment Processing)	2 hours
RTO	Non-Critical service failure (e.g. Non-Exam Day, Non-Exam Booking Periods)	24 hours
RPO	Single server / machine or single availability zone failure in region.	1 hour
RPO	Complete availability zone failure in region	24 hours

**NB - Service reliance, RTO and RPO may be dependent on 3rd Party providers such as AWS and Stripe therefore any RTO and RPO stated is indicative based on the example situations described.*



API / INTEGRATION SUPPORT

Fry provides public-facing APIs to our eAssessment platform for use by customers (fair-usage-policy applies).

An optional, API support package is available annually to provide the following:

- Introductory overview of existing APIs & relevant API start-up documentation
 - Introduction for Customer's chosen developer to eAssessment API calls
- Service Desk support and resolution for specific technical API queries in relation to customer specific integrations
- Service Desk support on best practice in how to utilise the API to achieve desired integration objectives
- Maintenance and continuous enhancement of APIs
 - Including release of new versions: changes, updates or maintenance required
- Priority request for further API extensions

Any service making use of the Fry APIs that exceeds fair use guidelines may be immediately blocked/suspended without notice to preserve the end user experience. We will notify the service owner at the earliest of any such suspension. **A Sandbox server is highly recommended during the customer development using the API's to ensure quality of service for the users on the live system and validate correct behaviour when using the APIs.**

Any further support, changes (additions/deletions/amendments) or updates required to a customer maintained integration layer or the Fry eAssessment APIs once delivered, that are as a result of a customer request or a 3rd Party change (e.g. 3rd party change their API) would result in the need for Fry Professional Services to be engaged at the agreed day rate. From time-to-time, Fry may deprecate the APIs, meaning we no longer recommended to use.. This is generally due to improvements/changes in the API and it is the customers responsibility to take the necessary steps to ensure their integration layer can optimally utilise Fry APIs.



FACILITATED 3RD PARTY SERVICE SUPPORT

From time to time, Fry may source and engage 3rd party services (“**Non-FRY Applications**”) to supplement Fry’s core eAssessment platform service modules (“**FRY Services**”) on the customers behalf. For any 3rd party services provisioned, the customer will be subject to the relevant 3rd party service level agreement (SLA), service availability, warranties, maintenance, service credits and service response/quality. Fry operates only as a facilitator for the provision of 3rd party services.

The facilitator support model includes:

- Support for incident/problem escalation, response and resolution.
- Coordination of services (e.g. configuration setup, booking & scheduling of candidates within a proctoring solution)
- Familiarisation of customer staff to utilise and manage 3rd party services
- Facilitation of 3rd party direct communications (e.g. customer escalations/3rd party meetings)
- Direct contracting arrangements

For the avoidance of doubt, Fry will not provide any service management reporting, performance analysis or warranties in relation to facilitated 3rd party services and/or be subject to any liability in relation to services provided by 3rd party services.

3rd party services in this context constitutes the following:

- Test Centre Provision
- Proctoring Services
- Payment Provider Services
- Integration Consultancies
- Invigilator or Role Player Supply Services
- Secure Exam Browser (OpenSource)

3rd party SLAs are available upon request and linked to the service requested.

STANDARD SERVICE MANAGEMENT REVIEWS

Fry carries out service management reviews with the Customers using our eAssessment service modules, twice yearly, to continually improve the service, identify areas of innovation or risk, plan support or training requirements and monitor service quality and performance.

Typically service management reviews will be held with key Customer stakeholders (defined as business or end-users) and a member of the Fry Customer Excellence team.

Our Standard Service Delivery review meeting content includes, but is not limited to:

- Updates regarding existing Service Module / Platform enhancements
- Review of SLA performance;
 - Summary review of the last 6 months support tickets and any critical issues that occurred in that period.
 - Includes number of tickets raised, resolved, outstanding
 - Includes SLA performance of above tickets
- Identify training requirements
- Opportunity to provide feedback on the user experience and identify any ongoing support needs (signpost opportunities e.g. user groups and resources available on the knowledge base)
- Provide awareness of critical periods (for example, forthcoming exams days for the year, Booking periods, assessment events, additional support required etc)
- For both parties to share future developments and insight as relevant.
- Opportunity to discuss configuration usage requirements.

Any deviation from the service defined above (and frequency) is at the discretion of the Fry Customer Excellence team.

Where SLA's are not met and impact has a high severity, remedies are determined via Root Cause Analysis (RCA) and Service Improvement processes. If applicable, Service Credits will be applied alongside any RCA and Service Improvement identification.



SERVICE & FEATURE ENHANCEMENT SUGGESTIONS

Fry regularly updates our products and services with new functionality or capability. More information on our release process can be found on our support pages <https://support.fry-it.com/>

We are actively engaged in our customer community and all feedback is analysed by our engineering and development team for consideration. We do not publish detailed product roadmaps as we always need to remain open to the possibility of adapting our resources and roadmap to account for market directions and wider customer and business priorities. This means we cannot provide any certainty over whether a particular suggestion will make its way into the product, or of any specific timeframes as to when it would be available. However, whilst we cannot provide any certainty over whether a particular suggestion will make its way to the product we do encourage and welcome customer suggestions to help inform the direction and continuous improvement of our Products & Services.

If you feel it is absolutely business critical to your organisation for the product to include some additional functionality we can offer the option of applying for committed, funded development - available upon request.