

risr/

support service overview

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info@risr.global



visit risr.global

risr/ service definitions

Upon commencement of the applicable Order Form effective date, **risr/** will provide the Customer with support services outlined in this document. In the event of a conflict between the terms of the Master Services Agreement, an Order Form and the terms of this document, the terms of this document shall prevail. Capitalised terms used herein but not defined herein shall have the meanings set forth in the Agreement.

Definitions

“Business Hours” means Monday : Friday 09:00 – 17:00 excluding public/bank holidays in the applicable **risr/** regional customer success hub location as defined in section 2. standard support service.

“Enhanced Support Services” means that specific subscription level of support purchased and identified under the applicable Order as **“Enhanced Support”** and subscribed to by Customer under such applicable Order.

“Incident” means a single unplanned event that causes a service disruption.

“Issue” means a single reproducible issue or problem materially or significantly affecting the functionality of the **risr/** Services for multiple Users related to the Customer.

“Monthly Downtime” means any period during which the Customer is unable to access the Services, as measured at the **risr/** network using industry tools, due to a **risr/** Services system wide Issue preventing access.

“Monthly Uptime Percentage” means the total number of minutes in a calendar month minus the number of minutes of Downtime experienced in such calendar month, divided by the total number of minutes in such calendar month.

“SLA Credit” means the credit that may be available to Customer pursuant to section 7 service availability

“Scheduled Downtime” means a scheduled period in which the **risr/** Services are unavailable for use, for example, an agreed upgrade.

“Standard Support Services” means the standard level of support provided by **risr/** for the **risr/** Services at no additional charge to Customer and as specified under section 2. standard support service.

1. **risr/ platform summary**

The multi-product **risr/ platform** is a cloud hosted service, made up of three (3) key component products all of which can be utilised as a full suite of integrated service products or as standalone service products. The 3 **risr/ platform** key component products can be summarised as:

risr/apply

risr/assess

risr/advance

risr/ Services are delivered with our Standard Support Services included as part of the relevant **risr/** Software Licence Fees. Our Standard Support Services include:

- Standard Service Level Agreement
- Standard Support Service Goals
- Online service desk
- Online product knowledge base
- Regular service management reviews
- Continuous product/service development
- Access to service module user groups
- Assigned customer success team.

Any deviation from the Standard Support Services defined in this document will be subject to **risr/**'s Master Service Agreement and Order Form and the provision of alternative special service agreement terms within.

As part of the provision of the **risr/** Services, training and onboarding packages are provisioned. These are generally fixed price, outcome-based packages which include the training, system familiarisation and onsite or remote support. Once a customer has active users, utilising the service(s) in a live operation, they will then be transitioned into an established customer state.

The **risr/** 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/incidents are identified. Additionally, our Service products include monitoring API endpoints to which the Customer can connect to provide specific insights directly from our service products.

Alongside our standard support services model, **risr/** offer several enhanced support services as options (additional charges apply). The **risr/ enhanced support** services includes the Standard Support Services, but can also include (not limited to):

- Enhanced support service goals
- Dedicated onsite support
- Dedicated remote support
- Out of hours support
- Training refresher packages
- Assessment readiness packages
- Consultancy packages

2. standard support services

risr/ will provide the standard support services as described herein to assist the Customer in resolving Issues/Incidents.

regional customer success hubs

risr/ Customers are generally assigned to a regional, primary customer success hub which is aligned to the region the customer organisation resides. This enables faster response times in the nearest available time zone.

The **risr/** regional primary customer success hubs are listed below.

customer region	risr/ regional entity	regional customer success hub
risr/ apac	FRY-IT PTY LTD (trading as risr/)	Victoria, Australia & New Zealand
risr/ north america	FRY-IT Canada Ltd (trading as risr/)	Ontario, Canada
risr/ emea	FRY-IT Assessment Solutions Ireland Ltd (trading as risr/)	United Kingdom
risr/ uk & row	FRY-IT LTD (trading as risr/)	United Kingdom

Standard support service level response goals

risr/ will use commercially reasonable endeavours to meet support service goals for applicable issues, summarised in the table below:

service type	support service goals (per customer success hub)
hours of operation	09:00 – 17:00 Monday to Friday (excluding public and bank holidays)
support access method	web-based service desk (24/7 access)
support response method	web-based service desk (24/7 access)
number of support requests	unlimited
priority 1 – Critical	response within 4 (business hours)
priority 2 – Important	response within 8 (business hours)
priority 3 – Normal	response within 16 (business hours)

support case prioritisation

risr/ will provide escalated technical, Standard Support Services to the Customer via our web-based service desk during regional, customer success hub aligned, business hours (09:00 through 17:00 : Mon-Fri), with the exclusion of public/bank holidays.

Customers transitioning into an established customer state following the implementation phase, will be given service desk accounts and have access to a service desk orientation session with a **risr/** Customer Success Support Service representative. As part of the Standard Support Service, **risr/** will respond to service-related issues, incidents and/or requests submitted by the Customer within the support service response time goals described in the table above.

Any Issues/Incidents shall be reported by the Customer to **risr/** via the web-based service desk. When logging a support case ticket on the Service Desk, the Customer can indicate the level of priority of their issue/incident, along with the context. Support case tickets will be verified by the **risr/** customer success support team to ensure correct classification of priority has been assigned by the Customer.

This ensures the Customer Success support team can work optimally on all tickets. Any such change will be discussed and explained with the customer via the Service Desk ticketing system.

The following priority classifications and their meaning are used herein:

Priority 1 : Critical – An issue/incident that renders the **risr/** Services completely inoperative for all Users and/or severely impairs the Customers ability to maintain their service operation due to no work around being available.

Priority 2 : Important – An Issue/incident that materially impairs substantial features of the risr/ Services for many Users and reasonable workaround is available.

Priority 3 : Normal – An Issue/Incident that impairs a feature of the **risr/** Services for a few Users and reasonable workaround is available.

risr/ will provide an acknowledgement of a reported Issue/Incident to the Customer and respond within the Standard Support Service response goal time frames specified above (“Response”). The Response will include the verified priority classification assigned to the case by **risr/**, any actions taken, estimated resolution time if available, any further information required to troubleshoot and any escalation plans.

Standard support service level resolution

Resolution of an Issue/Incident is subject to verification and reproduction of the Issue/Incident by **risr/**, with the Customer’s reasonable assistance. **risr/** will use all reasonable endeavours to resolve any Issue/Incident as quickly as possible. This resolution may include a temporary workaround, patch, or alternative configuration recommendation and will be within the boundaries of the SLA stated within section 7 service availability.

knowledge base

risr/ will provide access to the relevant knowledge base articles as part of the support training and orientation – along with routing to the relevant articles through standard or enhanced support services where appropriate.

standard support services do not include:

- a) physical installation or removal of **risr/** Software and any custom Documentation.
- b) visits to Customer’s sites.

- c) any professional services associated with the **risr/** Services, including, but not limited to, training, custom development, data modelling, and knowledge transfer; or
- d) the set-up, configuration, and use of the **risr/** Services.

3. enhanced support services

In addition to the standard support services, enhanced support services are available to Customers. For Customers who have purchased one of **risr/**'s enhanced support services, as detailed in an applicable Order Form, **risr/** will provide the enhanced support services as described within the Order Form, in addition to the standard support service.

enhanced support service level response goals

risr/ will use commercially reasonable endeavours to meet the enhanced support service goals for applicable issues/incidents, summarised in the table below:

service type	enhanced support service goals (per customer success hub)
hours of operation	<p>enhanced support service hours: 09:00 – 17:00 Monday to Friday (GMT/BST) + 09:00 – 17:00 Saturday* (GMT/BST) for up to 15 days a year.</p> <p>*3 months' notice to be given</p>
support access method	chat support + web-based service desk
support response method	chat support + web-based service desk
number of support requests	unlimited
priority 1 – Critical	response within 5 minutes (chat support)
priority 2 – Important	response within 8 minutes (chat support)
priority 3 – Normal	

standard response (routed to a service ticket or knowledge base article)

4. service desk & chat support

standard support service access

risr/ will make available standard support service access in the form of the **risr/** service desk. This can be found at:

<https://risr-global.zendesk.com/>

risr/ will provide service desk access for up to five (5) named users. Once the initial named resources are setup, the Customer can then request access for new users via the service desk as appropriate.

service desk training and orientation

risr/ will provide the Customer with initial service desk training and orientation prior to go-live launch. **risr/** operate a train-the-trainer model and the existing Customer members of staff should orientate new members of staff post go-live.

enhanced support service level response goals

risr/ will make available enhanced support service access in the form of chat support via the **risr/** service desk and directly via **risr/assess**. Access for enhanced support service is limited to 5 Administrative Roles within **risr/assess**.

Chat support training and orientation

risr/ will provide the Customer with initial chat support training and orientation prior to go-live launch. **risr/** operate a train-the-trainer model and the existing Customer members of staff should orientate new members of staff post go-live.

5. support workflow

Support workflow includes responsibility from the Customer helpdesk/operations team to triage and troubleshoot prior to raising a ticket or initiating chat support.

risr/ will provide the assigned Customer Administrators with general training on troubleshooting examples and documentation prior to go-live launch. **risr/** recommend that any custom Customer configuration troubleshooting should be captured by the Customer staff.

6. api and integration support

risr/ provides APIs for our multi-product platform for use by customers (fair-usage-policy applies). Two different models are utilised for our **risr/** platform products.

risr/apply – publicly available

risr/assess – controlled whitelist release only

risr/advance – publicly available

risr/assess is our high-stakes exam management, delivery, and processing product and for that reason we only release whitelisted APIs on a controlled basis once we have approved their usage with any 3rd party solution or customer workflow.

Customers utilising our APIs are encouraged to procure an enhanced support service package for API's, available annually. This provides the following:

- Introductory overview of existing APIs & relevant API start-up documentation
- Introduction for Customer's chosen developer to the relevant **risr/** platform product 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
- Priority request for further API extensions

Any service making use of the **risr/** 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 any customer development using the APIs to ensure quality of service for the users on the live system, test acceptable usage/performance and validate correct behaviour when using the APIs.

3rd party integration and changes

Any further support, changes (additions/deletions/amendments) or updates required to a customer-maintained integration layer or the **risr/** APIs once delivered, that are because of a customer request or a 3rd Party change (e.g. 3rd party change their API) may result in the need for **risr/** Professional Services to be engaged at the agreed day rate.

From time-to-time, **risr/** may deprecate the APIs, meaning we no longer recommended their use. This is generally due to improvements/changes in the API or a new version. It is the customers responsibility to take the necessary steps to ensure their integration layer can optimally utilise **risr/** APIs.

7. service availability

service level commitment

risr/ will use commercially reasonable endeavours to meet an annual Uptime Percentage of at least 99.9% availability and 99.999999999% durability, excluding public and bank holidays and scheduled downtime.

scheduled downtime

From time to time, scheduled downtime may be applicable. **risr/** shall not exceed 8 hours per month of scheduled downtime between 08:59 and 17:01, unless otherwise agreed with the Customer.

risr/ will use commercially reasonable endeavours to provide a minimum of **four (4) weeks' notice to the Customer prior to any scheduled downtime**. From time to time, emergency downtime may be required to prevent critical security breaches or maintain service performance. In such cases, **risr/** will use its reasonable endeavours to provide as much notice as possible to Customer.

SLA credits

In the event that **risr/** does not meet the service level availability Uptime Percentage commitment, the Customer's sole and exclusive remedy, and the **risr/'s** entire liability, will be to provide the Customer with the SLA Credit's (as identified in the SLA Credit table below) during the applicable Subscription Period if:

- a) the Customer has reported an Issue/Incident by filling a support case ticket within **risr/** web-based service desk within two [2] business days of experiencing a possible downtime event and
- b) the Customer has provided **risr/** a written claim request for SLA Credits within seventy-two (72) hours following the period of possible downtime. Failure to comply with this requirement will forfeit the Customer's right to receive SLA Credits.

The SLA Credit shall be for each period of downtime lasting longer than [one hour]. **risr/** will credit the Customer the percentage (%) 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. Customer is not eligible to receive any SLA Credits during any period of time when payments owed are past due.

Downtime shall begin to accrue from the point at which the downtime event is logged via the automated monitoring process and continues until the availability of the **risr/** Services is restored. Such credits may not be redeemed for cash except upon termination or final year subscription/expiration of the Agreement and shall not be cumulative beyond a total of SLA Credits for one (1) week of Service Fees in any, one (1) calendar month in any event. **risr/** will only apply an SLA Credit to the month in which the incident occurred.

monthly uptime percentage	Service level agreement (SLA) credit
Less than 99.9% but equal or more than 99.0%	2%
Less than 99.0% but equal or more than 95.0%	5%
Less than 95.0%	10%

risr/'s obligations under this SLA do not extend to any ongoing test, development, sandbox, or training instances of the **risr/** Services provided to Customers or downtime, issues or errors that are caused by:

- a) Third party hardware or software;
- b) Use of the **risr/** Services in violation of the terms of the Agreement;
- c) Use of the **risr/** Services other than in accordance with any Documentation or the reasonable instruction of **risr/** Services; or events beyond the reasonable control of **risr/**, including, but not limited to, any Force Majeure events, the performance and/or availability of ISP's employed by a Customer, or any network beyond the demarcation or control of **risr/**; or
- d) **risr/'s** blocking of data communications or other service in accordance with **risr/'s** policies.

8. backups and recovery

The **risr/** Services are provided with both Primary and Secondary availability zones in separate regions as standard (in-region secondary sites are available on request where AWS can facilitate). Snapshot backups are carried out hourly, daily, weekly, and monthly, with secondary site receiving copies for disaster recovery purposes.

The following table highlights the **risr/** standard Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) for the **risr/** platform service modules. The stated RTO/RPOs are commensurate with a **risr/** objective of no less than 99.9% annual availability:

recovery type	example scenario	recovery objective
RTO	Critical service failure (e.g cohort wide exam day delivery failure, service outage etc)	2 hours
RTO	Non-Critical service failure (e.g. non-exam day configuration issue)	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 provider services such as hosting partners, AWS and payment providers, Stripe. Therefore any RTO and RPO stated is indicative based on the example situations described.