



eObserve Service Level Agreement

1. Agreement Overview

This agreement represents a Service Level Agreement (“SLA” or “Agreement”) between EASTCONN (“Provider”) and the subscriber (“Customer”) for the provisioning of IT services required to support and sustain services delivered by eObserve, including but not limited to CT DOTS ONLINE.

This Agreement outlines the parameters of all IT services covered as they are mutually understood by EASTCONN and the Customer.

2. Goals & Objectives

The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the Customer(s) by the Service Provider(s). The goal of this Agreement is to obtain mutual agreement for IT service provision between the Service Provider(s) and Customer(s).

The objectives of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measureable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support and delivery.

3. Term

This Agreement is valid for the contracted period. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

4. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

4.1 Service Scope

The following Services are covered by this Agreement:

- Manned telephone support
- Monitored email support
- Planned or Emergency Onsite assistance (extra costs apply)

4.2 Customer Requirements

Customer responsibilities and/or requirements in support of this Agreement include:

- Payment for all support costs at the agreed interval.
- Designation of customer institutional primary and secondary contacts.

- Reasonable availability of the primary or secondary contact when resolving a service related incident or request.

4.3 Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service related incidents.
- Appropriate notification to Customer for all scheduled maintenance.
- Notification of data breaches or related security problems as required by law.

4.4 Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.

5. Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

5.1 Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- The portal will be available continuously except during scheduled maintenance windows, announced within the portal.
- The provider reserves the right to temporarily restrict the availability of the portal to prevent or mitigate security threats.
- Telephone support available to primary or secondary contacts Monday-Friday, 8:30 a.m. – 4:30 p.m.
- Email support monitored Monday-Friday, 8:30 a.m. – 4:30 p.m.
- Emails received outside office hours will be collected, however no action can be guaranteed until the next business day.
- Support is not available on designated holidays, to include, but not limited to: Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, day following Thanksgiving Day, Christmas Day, New Year's Day, Martin Luther King Day, President's Day, Good Friday, and Memorial Day.
- Support is not assured on days on which EASTCONN Central Administration closes.
- Onsite assistance at an additional charge.

5.1.1 Service Limitations

Loss of Service Availability caused by (a) issues beyond EASTCONN's reasonable control, including, without limitation, denial of service or similar attacks, mail bombs, DNS resolution, domain name expiration, hardware failure, Internet availability, SYN attacks, or any other Force Majeure Event, or (b) other issues addressed in this SLA, will be excluded from Service Timeframes set forth in Section 5.2.

5.2 Service Requests

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following timeframes:

- 0-8 hours (during business hours) for issues classified as High priority.
- Within 2 business days for issues classified as Medium priority.
- Within 5 business days for issues classified as Low priority.
- Remote assistance will be provided in line with the above timescales dependent on the priority of the support request.