



## onCourse service level agreements

|                 |  |
|-----------------|--|
| 15 Sep 2009     | first edition  |
| 17 Sep 2009     | minor clarifications of Change Window  |
| 12 Oct 2012     | addition of cloud hosted services  |
| 8 Apr 2014      | updated to hosted website options  |
| 30 Sep 2016     | Font and formatting review   |
| 6 Mar 2018      | Merge web plans into base agreement. Remove overly complex business hours definitions. |
| 31 October 2018 | Minor changes to priority naming   |

All our onCourse support plans include such things as:

- Automatic upgrades for cloud hosted users
- Instruction on use of specific parts of the software
- Guidance when setting up onCourse to match processes particular to your business context
- Responding to defects, service requests and improvements

At an additional cost, quoted on request, ish can also provide:

- Import and validation of data from an external system into onCourse
- Creation of customised reports or exports
- Delivery of online or face to face user training
- An onsite cloud managed onCourse server, security and remote backup solution
- Requests for additional product features
- Initial product setup and data entry

## Support hours

Business hours – 9.00 am to 5.00 pm EST Monday – Friday, excluding NSW public holidays. Resolution and response times are only calculated across business hours.

Target availability is calculated annually across 24 hours a day, 7 days a week.

## Contacts

The number of support contacts is an indication of the number of people in your organisation we expect to contact us regularly. In case of illness or busy periods we understand others will need to request support, but ordinarily channelling support through the nominated people will result in better communication.

## Hourly Rates

We will always get approval before commencing billable work outside your standard fees, and typically we'll use the following rates as a guide. These fees do not include GST.

|                  |       |
|------------------|-------|
| onCourse trainer | \$140 |
| Junior developer | \$160 |
| Senior developer | \$280 |
| Partner          | \$420 |

## onCourse Basic

This is our basic onCourse support offering for smaller organisations.

| Features included   |   |
|---------------------|---|
| product support     | onCourse client & server                |
| additional services | credit card processing, SMS             |
| database            | cloud hosted or self hosted embedded db |
| nominated contacts  | 1                                       |
| support channels    | email only                              |

### Incident response time

| Priority | Response time | Resolution time  |
|----------|---------------|------------------|
| critical | 1 hour        | 3 business days  |
| high     | 1 day         | 5 business days  |
| normal   | 5 days        | 15 business days |

### Change request response time

| Complexity | Response time | Resolution time |
|------------|---------------|-----------------|
| project    | 5 days        | varies          |
| complex    | 5 days        | varies          |
| simple     | 5 days        | 10 days         |

### Service availability

| Service                | Target Availability |
|------------------------|---------------------|
| Credit card processing | 95%                 |
| SMS                    | 95%                 |
| Web site               | 98%                 |
| Online enrolments      | 98%                 |

## onCourse Standard

This is our onCourse support offering for medium sized organisations.

| Features included   |   |
|---------------------|---|
| product support     | onCourse client & server                |
| additional services | credit card processing, SMS             |
| database            | cloud hosted or self hosted embedded db |
| nominated contacts  | 2                                       |
| support channels    | email and phone                         |

### Incident response time

| Priority | Response time | Resolution time  |
|----------|---------------|------------------|
| critical | 1 hour        | 2 business days  |
| high     | 1 day         | 5 business days  |
| normal   | 2 days        | 15 business days |

### Change request response time

| Complexity | Response time | Resolution time |
|------------|---------------|-----------------|
| project    | 2 days        | varies          |
| complex    | 2 days        | varies          |
| simple     | 2 days        | 5 days          |

### Service availability

| Service                | Target Availability |
|------------------------|---------------------|
| Credit card processing | 98%                 |
| SMS                    | 98%                 |
| Web site               | 99%                 |
| Online enrolments      | 99%                 |

## onCourse Premium

This is our onCourse support offering for large organisations.

| Features included   |  |
|---------------------|--|
| product support     | onCourse client & server                               |
| additional services | credit card processing, SMS                            |
| database            | cloud hosted or self hosted embedded, mySQL, or MS-SQL |
| nominated contacts  | 3  |
| support channels    | web portal, email, phone                               |

### Incident response time

| Priority | Response time | Resolution time  |
|----------|---------------|------------------|
| critical | 1 hour        | 1 business days  |
| high     | 4 hours       | 3 business days  |
| normal   | 1 day         | 10 business days |

### Change request response time

| Complexity | Response time | Resolution time |
|------------|---------------|-----------------|
| project    | 1 day         | varies          |
| complex    | 1 day         | varies          |
| simple     | 1 day         | 3 days          |

### Service availability

| Service                | Target Availability |
|------------------------|---------------------|
| Credit card processing | 99%                 |
| SMS                    | 99%                 |
| Web site               | 99%                 |
| Online enrolments      | 99%                 |