



ISL Development & Support Service Level Agreement (SLA)

Infigo Software Limited (ISL)

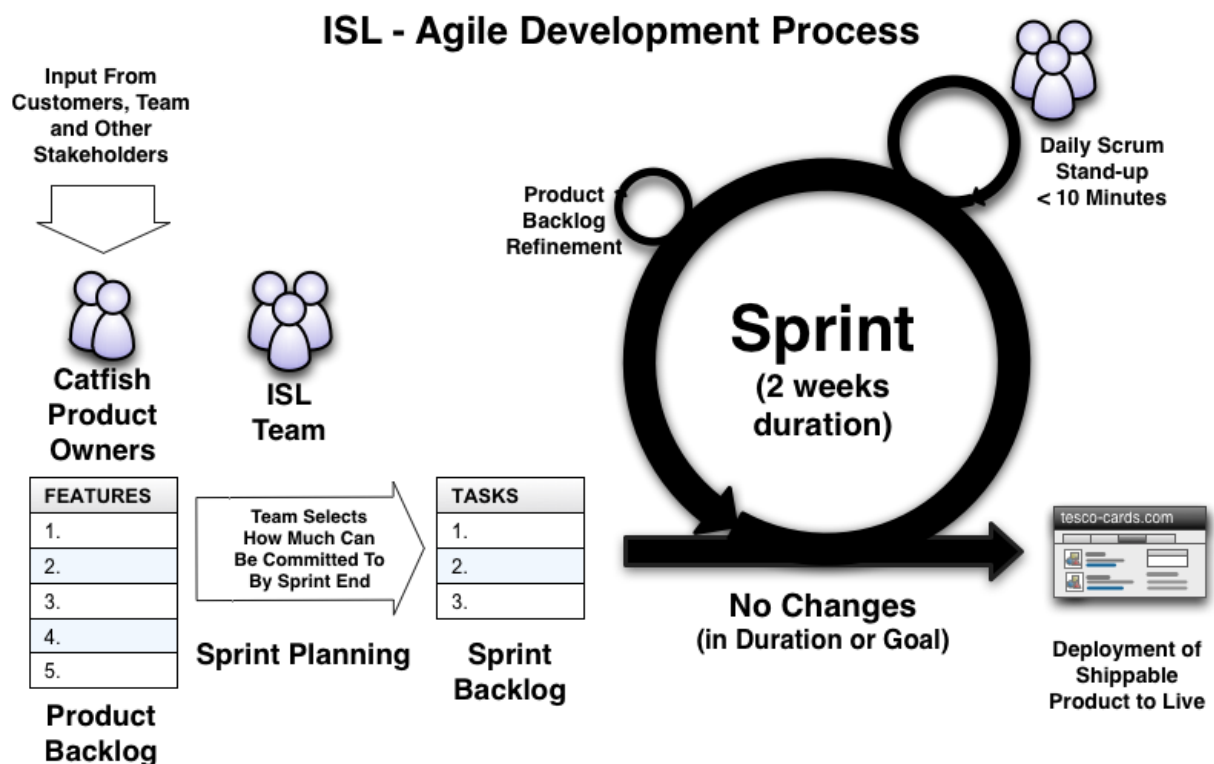


ISL Software Development Service Level Agreement

Overview

ISL uses a proven agile Scrum based development process for all software development. The process works like so and is also detailed within diagram 1.1 below.

- Outstanding work is continually captured as items within a Product Backlog, the Product Backlog is maintained and prioritised collaboratively by the ISL Catfish Product Owner(s), support and technical leads.
- Every two weeks a quantity of items are identified within the Product Backlog and enter a Sprint Backlog as part of a detailed Sprint Planning meeting. A Sprint is the basic unit of work in agile Scrum development, sprints last for 2 weeks.
- During each sprint the team creates finished portions of features of the Catfish platform and supporting products which are iteratively released and tested.
- Every day all team members contribute to a 10 minute Daily Scrum Stand-up meeting, providing visibility of progress and early identification of any potential blocking issues.



Version 1.0

Diagram 1.1 – ISL – Agile Development Process



Sprint Planning

As detailed above we run a Sprint every two weeks for a fixed duration of two weeks. It is imperative for successful delivery that the sprint goals do not change during the course of the Sprint else it is likely that ISL would be unable to deliver on the agreed sprint backlog tasks, for this reason Sprint Planning is a very important part of this process and occurs on the last day of the prior sprint/first day of the new sprint. Sprint planning involves the following steps.

- Select what work is to be done from the prioritised Product Backlog
- Prepare the Sprint Backlog that details the time it will take to do that work, with the entire team
- Identify and communicate how much of the work is likely to be done during the current sprint
- Entire team: dialog for prioritizing the Product Backlog
- DevOps Team: hashing out a plan for the Sprint, resulting in the Sprint Backlog

Sprint Execution

For the fortnightly Sprint Planning to potentially include an ISL clients desired development tasks it is vital that the following timescales are adhered to, diagram 1.2 below shows the Sprint Execution Timescales.

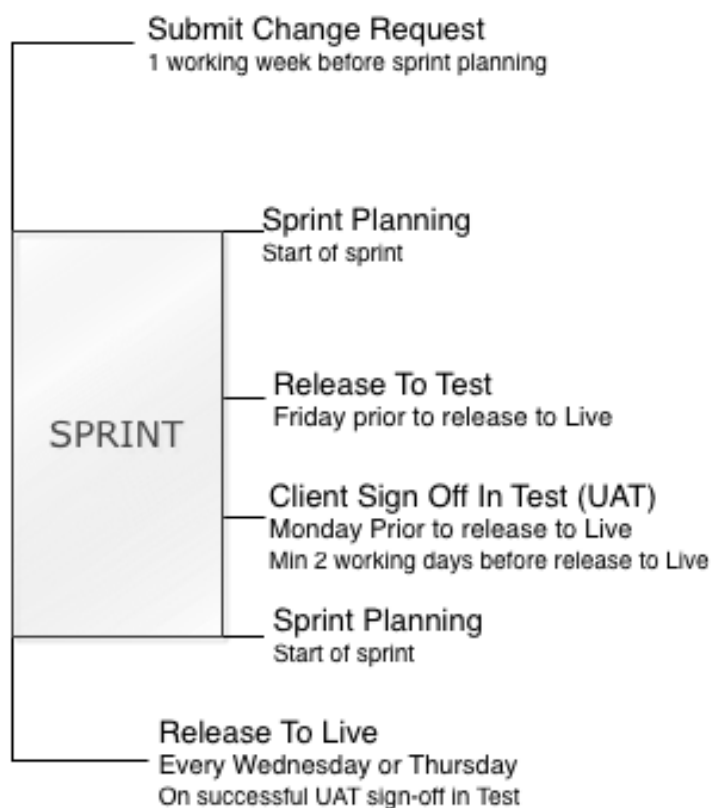


Diagram 1.2 – ISL – Sprint Execution Timescales



Submit Change Request (1 Working Week Before Sprint Planning)

- The client has submitted a formal Change Request detailing their requirements.
- The ISL Product Owner will work with the client to identify the scope of the work and help them to prioritise it within their own Project Plan*.
- The ISL Product Owner will clarify any technical questions (if necessary) with the ISL DevOps Team, this is not however a detailed planning of the work, merely a ball park estimate.

Sprint Planning (Start Of The Sprint)

See the 'Sprint Planning' section above.

Release To Test (Friday Prior To Release To Live)

To give ISL and the client time to sign-off the User Acceptance Testing (UAT) phase ISL will release the changes in to their publicly available Test environment the Friday before the planned release to Live.

Client Sign Off In Test (Monday Prior Release To Live)

To allow ISL to successfully plan a release in to the Live environment it is necessary for the client to complete UAT sign-off by 4pm on the Monday prior to the Release to Live. This involves sign-off of the original Change Request document.

Release To Live (On Successful Test Sign Off Only)

Typically the releases in to Live environments happen every Wednesday/Thursday, releases to Live will only be made on successful sign-off of UAT in the Test environment.

* The Project Plan will be available to any Project Contributor in a shared collaborative system and will be maintained by the ISL Product Owner in line with priorities discussed with the project stakeholders.



ISL Support Service Level Agreement

The support offered by ISL to its clients is available in three options with differing availability, response times and methods. Table 1.1 below shows the comparison of these support options.

Option	Mon-Fri	Sat-Sun	*Response Time	Methods
Bronze	9am – 5pm	N/A	4 Hours	Helpdesk/Email
Silver	9am – 9pm	10am – 2pm	2 Hours	Helpdesk/Email & Phone
Gold (Priority Support)	24 Hour	24 Hour	15 Mins (9am-5pm) 1 Hour (5pm – 9am & weekends)	Helpdesk/Email & Phone

Table 1.1 – Support Options

*Response time: This is the maximum time (within support hours) you should expect to wait before the Support Team are working on your issue.

Support Details

Support Number: 01293 312044

Cover: As detailed in Table 1.1

Mon-Fri 9am-5pm: Directed to standard ISL office support

Out of office hours: Directed to on-call technical support member

Use:

1. Please raise a support ticket at <http://infigosoftware.zendesk.com> in the first instance (before calling).
2. Out of hours support is for priority P1 issues that suggest the hosted platform is either down or unable to process orders.
3. Support is offered