

HuRis Cloud Services Support policy

HuRis
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2 Preface

This document describes the HuRis Cloud Services Support policy for a customer of a HuRis Cloud Service.

This support is part of the HuRis Cloud Services offering.

Definitions types of calls

The Cloud Services support is a call based service based on a 'fair-use' policy

A customer can trigger the support by the following call-types:

1. Incident: incidents are a disruption or threatened disruption of IT services to end-users.
2. Request: request for information
3. Change: request for extension or modification of functionality or additional support for using the Add-on

3 Call processing

The following process is put in place for the customer call handling:

Step	Description	Responsible	Explanation
1	Notification of an incident, change or request	Customer Application Administrator*	All requests are submitted via the HuRis Jira Portal (except priority 1 tickets, these should also be reported by telephone). The customer's Application Administrator determines the priority of the ticket
2	Registration incident, change or request	HuRis Support Manager	When receiving a request, a ticket will be created in the HuRis support system by the Support Manager. (if the customer does not use own ticket numbers, the ticket will be assigned a number by HuRis)
3	Classifying ticket and determine priority	HuRis Support Manager/ Customer	The new ticket is classified by the Support Manager. A distinction is made in the incidents, changes and requests. In addition, the Support Manager determines the impact and priority (in consultation with the customer). Optionally, the priority will be changed by the Support Manager in consultation with the client.
4	Assigning the ticket	Support Manager	Depending on the type of ticket, the ticket is assigned to the right consultant

* Application Administrator: A customer's primary contact as defined in the order form.

4 Priorities and response times

The following priorities and response times are applicable:

4.1 Incidents

Prio	Escalation	Throughput times	Description
1*	Urgent Inform account manager HuRis and Manager customer	Reaction (time until ticket is responded to): within 1 working hour Action (time until HuRis start working on the ticket): within 2 working hours (remote)	Working with HuRis Cloud Service is impossible for users: one or more primary HR processes are not available or not working correctly
2	High	Reaction: within 2 working hours Action: within 16 working hours	Working with HuRis Cloud Service for users is very difficult: one or more primary processes can be executed poorly
3**	Normal	Reaction: within 8 working hours Action: within 40 working hours	Working with HuRis Cloud Service is difficult: one or more secondary processes can be executed poorly
4	Low	Reaction: within 16 working hours Action: in consultation with the customer	Annoying but not critical incident

* A message with priority 1 must also be reported by telephone to the Support Manager by the customer. Notification only through e-mail is not sufficient in this case

** Assumption that most of the tickets will have a priority 'normal or low'

The HuRis Cloud Service (annual fee) includes hosting, new releases and technical support (solving issues in the cloud service).

4.2 Changes and requests

Change/Request	Throughput times	Description
	Reaction: within 16 working hours Action: in consultation with the customer	Questions about desired changes in the Cloud service

Changes, requests and solving issues caused by customer actions will be invoiced based on time and material (hourly rate according to the Cloud Order Form)

5 Service Window

Within this agreement, the following service shall apply:

	Available
HuRis Support Manager	Monday till Friday between 8:00 a.m. and 6:00 p.m (CET) During regular working days (Dutch public holiday calendar): https://www.officeholidays.com/calendars/planners/netherlands/2021 Priority Urgent: +31 (0)630 405 030 Other priorities: support@huris.nl