



# 2018 Service Level Agreements

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## 1. OVERVIEW

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### 1.1. ABOUT ENFOLD SYSTEMS

Enfold Systems is the premier provider of solutions based on the open-source Plone content management system. The company was founded in 2004 by Alan Runyan, who is also a co-founder of the open source Plone content management system and the Plone Foundation.

Enfold has unmatched ability to deliver stable, scalable and cost-effective solutions. Our talented and experienced consultants deliver systems tailored to meet the needs of education, business, government and non-profit organizations based on Zope and Plone. These solutions range from departmental workgroups to high-performance websites, all of which enable you to communicate and collaborate more easily.

In addition to consulting services and software development for any operating system, we create software products for easier Windows installation and configuration – we not only know how to implement Plone, but we also create the products that extend and integrate the Plone CMS with your existing infrastructure.

Enfold Systems also offers high availability hosting solutions, and a book written especially for those who use Plone on a daily basis to write and approve content, A User's Guide to Plone – available in PDF and on Amazon.com. These offerings, coupled with our Service Level Agreements, enable you to have a "Worry-free" Plone CMS solution from a professional partner you can rely on a day to day basis.

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## 2. WHICH SUPPORT PLAN IS RIGHT FOR ME?

We understand that your communication and collaboration tools are critical to your operations and must be constantly available. At Enfold Systems, we offer flexible yet professional support options for your Plone based system. All offerings include experienced and dedicated support staff to maintain and enhance your system efficiently. Choose from the following:

### 2.1. SILVER

- **Primary Goal** Guarantee emergency response from dedicated support staff and provide "Hands-on" remote diagnosis, plus issue resolution for your Plone / Zope based system.
- **Included hours** Up to 48 hours per year, included in the cost.
- Access to Enfold's development infrastructure typically used during Client projects.

## 2.2. GOLD

- **Primary Goal** Use available hours for any purpose, obtain proactive systems administration and monitoring to ensure the ongoing security and dependability of your system.
- **Included hours:** Up to 100 hours per year, included in the cost.
- Includes all features of the Silver offerings plus Included hours may be used as needed throughout the year.

## 2.3. PLATINUM

- **Primary Goal** On-demand assistance for your in-house development staff to maintain a high level of software quality and system performance throughout the software life cycle.
- **Included hours** Up to 200 hours per year, included in the cost.
- This option includes all features of the Silver and Gold offerings plus real-time interaction with support staff, software code review, performance audits and quarterly reporting.

## 2.4. DEDICATED

- **Primary Goal** Provide your organization with a full-time, dedicated, Plone expert to support, maintain and enhance your system. The Enfold infrastructure and support team back this option.
- **Included hours** Up to 1500 hours per year (~32/week less time off), included in the cost.
- This option includes all features of the Silver, Gold and Platinum offerings plus a dedicated (full time) Plone developer working solely for you and your organization.

### 3. ENFOLD SYSTEMS SERVICE LEVEL AGREEMENTS

	Silver	Gold	Platinum	Dedicated
Monthly Support Balance Report	✓	✓	✓	✓
Knowledge Transfer / Q&A	✓	✓	✓	✓
Documentation: A User's Guide to Plone	✓	✓	✓	✓
Remote Systems Diagnosis & Debugging	✓	✓	✓	✓
Help Desk: Web-Based Issue Tracker	✓	✓	✓	✓
"Internal Projects" Tracking Tool	✓	✓	✓	✓
Notification : Application Security Updates	✓	✓	✓	✓
Slack Support	✓	✓	✓	✓
Response: 8 hours (4 in Emergency)	✓	✓	✓	✓
Emergency Phone & Slack Support		✓	✓	✓
Response: 1 hour in Emergency		✓	✓	✓
Systems Administration & Monitoring		✓	✓	✓
Notifications: Upgrade & Components		✓	✓	✓
Application Upgrades (Maintenance Version )		✓	✓	✓
Documentation: Software Release Process		✓	✓	✓
Private Distribution Server		✓	✓	✓
Buildout		✓	✓	✓
Buildout: Packaged		✓	✓	✓
Source Code Repository			✓	✓
Code Review Submission			✓	✓
Performance / Capacity			✓	✓
<b>Included Hours</b>	<b>48 / year</b>	<b>100 / year</b>	<b>200 / year</b>	<b>1500 / year</b>
	<b>\$8,160</b>	<b>\$16,500</b>	<b>\$32,000</b>	<b>Contact Enfold</b>

## 4. GLOSSARY AND ASSUMPTIONS

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### 4.1. MONTHLY REPORT

Enfold Systems work with our Clients to identify which standard reports most benefit their organizations business needs. These reports include, but are not limited to, SLA hour usage, site metrics, and performance reports.

### 4.2. KNOWLEDGE TRANSFER / Q&A

Enfold Systems will answer general questions about Plone and your system. Also, you will be provided access to previously prepared documentation. Typically this encompasses usage of Plone and Plone administration.

- This general documentation is updated and modified on an as-needed basis. It may not include the very latest best practices.

### 4.3. DOCUMENTATION: A USER'S GUIDE TO PLONE

Enfold Systems will provide up to 3 digital copies of the PDF version of the book, newly updated for Plone 4.3. This volume focuses on how to use "out of the box" features preinstalled with any default Plone installation and is written especially for those who use Plone on a daily basis to write and approve content.

- May not be redistributed without permission.

### 4.4. REMOTE SYSTEMS DIAGNOSIS & DEBUGGING

Enfold Systems will respond to issues entered by the Client in Help Desk, within the response time guarantee. In most cases, support will be provided by Enfold System staff directly accessing the production environment to identify and resolve issues efficiently with your system

- Client must provide Enfold Systems reliable access to the environment
  - Enfold Systems will use either SSH or RDP to access remote machines
  - If a VPN connection is required, the Client will work Enfold to verify and test access
  - Systems must provide English language support
- If Client is unable to provide Enfold Systems direct access to environments, delays in response time may occur. To provide support;
  - Client point of contact must have systems level access to environments
  - Enfold Systems and customer will communicate and share desktop environments to perform troubleshooting

#### **4.5. HELP DESK: WEB-BASED ISSUE TRACKER**

This web-based system enables Enfold to manage Client questions, issues, and tasks efficiently; plus meet our service level agreement. It also provides an excellent mechanism to review the history of our partnership.

#### **4.6. "INTERNAL PROJECTS" TRACKING TOOL**

At the Client's request, Enfold Systems will provide a separate web-based project management issue tracker exclusively for your internal communication purposes: breeze.pm

- Enfold will not monitor Client's internal issue tracker - it is only to provide a tool for facilitating efficient communication amongst your team.
- When requested, Enfold can move an identified issue to the standard Support issue tracker

#### **4.7. NOTIFICATION: APPLICATION SECURITY UPDATES**

Enfold Systems will proactively alert the Client via email as application security risks/alerts are identified, as part of maintaining records of Client's system versions.

- Includes security patches for Python, Zope, and Plone

#### **4.8. SLACK SUPPORT**

Enfold Systems will provide real-time communication via Slack, as requested, to resolve both emergency and non-emergency issues.

- The client must ensure actionable discussions via Slack are entered & prioritized in Help Desk.

#### **4.9. RESPONSE TIMES**

Enfold Systems will acknowledge receiving a request within 8 business hours. We will then provide an estimate of time to complete, and any additional cost if the available hours in the support contract are not adequate to resolve the issue.

In the case of an emergency, Enfold will be available for off-site troubleshooting within four business hours of notification of such emergency.

- All requests and responses will incur time in 15-minute increments.
- 1-hour emergency response (Gold and Platinum)
  - Enfold Systems must have remote access to Clients machine
  - Client point of contact is the technical point of contact
  - Monitoring tools must be integrated into machine

#### **4.10. EMERGENCY PHONE & SLACK SUPPORT**

Enfold Systems will provide real-time communications via Phone and Slack during system emergencies.

- 8 am to 6 pm Central Time, Monday through Friday, excluding US holidays.
- An "Emergency" is defined as a production server being unresponsive or a security breach.

#### **4.11. SYSTEMS ADMINISTRATION & MONITORING**

Enfold Systems will provide **operating system & web server application** diagnostics, debugging, maintenance and monitoring. These services are provided to ensure that installed security patches and updates are current, and to maintain the overall health of the system.

- This task includes backup / restore oversight and restoration procedure review.
- Enfold will provide performance information of the machine during peak load, as requested.
- Includes both shallow monitoring (i.e., web application is responsive) and in-depth monitoring using SNMP level event monitoring.
- Root / Administrator access is required and limited to Enfold Administrators.
- SNMP must be enabled on all machines and accessible by our monitoring platform.
- Supported OSs:
  - Linux: Actively supported versions of Ubuntu LTS, RedHat RHEL, and CentOS
  - Windows Server 2012 R2 and newer

#### **4.12. NOTIFICATIONS: UPGRADES & COMPONENTS**

- Enfold Systems will provide application upgrade and component availability alerts via email, as part of maintaining records of Client's system versions and operating systems.
- If Enfold Systems is not performing upgrades; Clients receive release notes outlining the changes between current and target versions of the components eligible for the upgrade

#### **4.13. APPLICATION UPGRADES (MAINTENANCE VERSION)**

Enfold Systems will provide maintenance releases to Clients that have packaged buildout releases and tests. Enfold will also provide Client a list of changes between the current versions and the target versions of components planned for an upgrade.

- Maintenance version upgrades only. (e.g. 3.1.4 to 3.1.5 not 3.3 to 4.0)
- Pre-requisites:
  - Packaged buildout
  - Client project in Enfold Systems Source Code Repository
  - Remote Access to Development or Production machines

#### **4.14. DOCUMENTATION: SOFTWARE RELEASE PROCESS**

Enfold Systems will provide documentation and access to technical information describing the release process, release process best practices and access to the Enfold knowledge base.



#### 4.15. PRIVATE DISTRIBUTION SERVER

Clients have access to their software components on a private distribution server which enables you to release and version your components.

- Must use the "Packaged Buildout" process, as described in 4.16, to work correctly.

#### 4.16. BUILDOUT

A buildout is a self-contained environment that allows the management of dependencies (including Zope, Plone, and all third-party products/libraries) needed and custom code for your project. Enfold Systems will provide user documentation (and consulting services for an additional charge) to bring your application into a managed buildout.

- A buildout is required for Silver, Gold, Platinum and Unlimited SLA levels
- If buildout cannot be implemented, then a Plone unified installer is required.
- Dependencies must be declared in software components, not inside a buildout configuration.

#### 4.17. PACKAGED BUILDOUT

Enfold Systems will provide documentation (and consulting services for an additional charge) to bring your buildout into a managed packaged release for the target platform. Enfold will also ensure that packages and dependencies are distributed as required by your custom product needs and source code.

#### 4.18. SOURCE CODE REPOSITORY

Enfold Systems, as part of a consulting project, Silver, Gold, Platinum or Dedicated support contract, provides hosting of your software code in Subversion on the Enfold infrastructure. This approach allows for efficient software development and maintenance, plus lower overall system costs.

- If Client's repository is utilized, it must follow Enfold Systems guidelines

#### 4.19. CODE REVIEW SUBMISSION

Enfold Systems will provide a review of software code initially developed by our Clients. Enfold will also provide this service with substantial code changes that can benefit from such a review.

- Clients software code must be housed in Enfold Systems Subversion repository
  - If impossible, reviews can be performed in external repositories for additional cost

#### 4.20. PERFORMANCE OPTIMIZATION / CAPACITY PLANNING

Enfold Systems will develop and run a series of benchmark tests to measure the performance of the system during times scheduled with the Client. This testing includes the generation of metrics and reporting on insights gained from the performance testing.

Enfold will also work with you to plan and prepare your system for growth and spikes in traffic. The recommendations may include additional hardware and software upgrades/optimization.

- Monitoring and Remote Access must be available for the machines
- Improvements/expansions can be implemented as hours are available, or as authorized by Client for an additional charge.

#### 4.21. 24 X 7 SUPPORT

Enfold Systems offers "24 x 7" support for a fixed fee in addition to the cost of the Gold or Platinum Service Level Agreement you choose. This 24 x 7 coverage extends our standard support hours (8 am - 6 pm CST) to provide you the guaranteed response times, as outlined in your chosen SLA, 24 hours per day and 7 days per week; including weekends and holidays.

### 5. NOTES

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- Enfold Systems Service Level Agreements are only available for systems based on Plone 4.2.6 or greater. If your system is not at Plone 4.2.6 or greater, Enfold can provide an estimate to migrate to a newer version of Plone.
- During an active Client project, unused Available Hours for a month may be used towards an active project.
- The Enfold Systems software release methodology/process requires a minimum of 2 hours effort for every production code push.
- Each support request / issue incurs charges in 15 minute increments.
- Client is responsible for conducting any required security audits