Service Level Agreement for Gamification Solution

1   Confidentiality Statement

This document contains confidential and proprietary information of Datagamz Global Pty Ltd ("service provider" or "Datagamz") and its customers, which must be kept confidential. This document must be returned to the customer in the event such an agreement is not enacted.

2   Parties and Timeline

This service level agreement is a formal agreement between Datagamz and Probe Contact Solutions Australia Pty Ltd ("Customer"), and describes the services rendered for Software-As-A-Service ("SAAS") support. The timelines will be governed of the Service Level Agreement will be aligned to the timelines the customer is using the 'Datagamz analytics' product provided by Datagamz.

(a)   The customer and the service provider shall review at least quarterly to determine if any modifications or amendments are needed to reflect the customer's support requirements and service provider's services.

(b)   The purpose of this service level agreement is to document the service delivery of the service provider to the customer. The service provider shall deliver the services set forth in this document. The customer shall pay for the services covered by this Agreement in accordance with billing and payment terms that have been agreed upon by the customer and service provider.

3   Service Catalogue

The service provider will provide the following services to the customer:

Service	Description	Examples
User Support	Receive, document, and prioritize issue tickets and help customer staff in the use of existing applications or services.	- Provide help desk support - Answer queries about applications. - Receive and document bug reports. - Collect and document requests for changes. - Share status of requests.
Problem Correction	Bring an application back to its original functionality before the problem arose. This may include a permanent fix or a temporary work around until a permanent fix is found.	- Fix bugs. - Retrieve functionality after abnormal program terminations. - Complete root cause analysis.
Application Enhancement	Modify the functionality of an existing application.	- Apply new functionality. - Fulfil regulatory requirements. - Enhance run-time efficiency.

Service	Description	Examples
		• Modify applications based on new releases of hardware or software.
Process and Application Improvement	Assist customers in planning the better use of applications to meet business strategy and goals. This is a proactive attempt by the service provider to improve applications and processes, based on the service provider's increased application and business knowledge over time.	• Help customer staff to make strategic decisions that meet business goals. • Provide functional, architectural and process improvements as required for the support and maintenance of the system areas in scope.

3.1   Detailed SR Catalogue

Service	Description	Examples
New Gamification Tenant Setup inside Genesis	Any service request to add a new gamification process between client and the Datagamz system.	• Datagamz gamification app needs to be installed for any new process inside Probe Group, such as Coles and ABG Group.
Platform quality	Any service request to ensure the platform is working as per spec	• Level 2 or 3 SAAS (Software As A Service) system support • Product bug fixes

4   Reporting

4.1   Review Meeting

Metrics will be tracked by the service provider and discussed in an agreed review meeting. This activity may include the following:

(a)   Tracking unresolved issues from maintenance projects which impact the SLA

(b)   Monthly user billing report

(c)   Application usage report

(d)   Updating maintenance project progress and resolving critical issues

(e)   Capturing agreements and disagreements and items needing escalation

(f)   Reviewing SLAs for amendments

(g)   Reviewing document prepared by Datagamz that may include overall project status, issues list, metrics reporting, supporting reasons for metrics deviation, and items that need adjustment within SLA (e.g. scope, metrics, etc.)

5 User Support and Problem Correction

The following procedures will be used to respond to problems that are received by the help desk. A problem is defined as an unplanned system event which adversely affects application processing or application deliverables.

5.1 Prioritization Approach

Service requests for problems received by the Datagamz help desk will be given a Severity Code from 1 – 4 based on how important responding to the problem is to the primary business of the customer as a whole, as well as the availability of workarounds. The Severity Code will be the basis for scheduling work on the backlog and assigning resources to the request.

Severity code defects	Definitions
1 – Critical	A problem has made the application function unusable or unavailable and no workaround exists.
2 – High	A problem has made the application function unusable or unavailable, but a workaround exists. or A problem has made an important application function unusable or unavailable and no workaround exists.
3 – Medium	A problem has diminished critical or important application functionality or performance, but the functionality still performs as specified in the user documentation.
4 – Low	A problem has diminished supportive application functionality or performance.

Severity code (Service requests)	Definitions
1 – Complex	High complexity service requests such as data clean-up, tenant clean-up etc.
2 – Medium	Helping users through the complete setup process and integration processes.
3 – Simple	Simple complexity catalogue items such as adding users, tenants and other things.

5.2 Response and Resolution Times

Defect severity codes are used in order to determine appropriate response and resolution times. Response and resolution times are measured from when the incident is opened by the help desk. If the problem is not resolved within the defined timeframe, continuous effort will be applied until the problem is resolved. The below SLAs are subject to business hours between 8:30am to 5:30pm AEST/ADT.

Severity code	Initial response	Estimation response	Subsequent response
1	2 hours	4 hours	every 1 hour

2	4 hours	8 hours	every 2 hours
3	16 hours	24 hours	every 4 hours
4	24 hours	36 hours	every 8 hours

(a) **Initial Response** is when a ticket is opened and acknowledged by help desk staff.

(b) **Estimation Response** is when the user that logged the ticket is informed of an estimated resolution time.

(c) **Subsequent Response** is the frequency with which the user that logged the ticket is updated on the resolution status.

(d) **Resolution time** is the time taken to close any defect/ticket based on the severity of the issue

Service request severity codes are used in order to determine appropriate response and resolution times. Response and resolution times are measured from when the incident is opened by the help desk. If the problem is not resolved within the defined timeframe, continuous effort will be applied until the problem is resolved.

5.3   Application Availability

Availability is defined as the ability of an end user to access and execute any of the included application functions from a functioning workstation and live network connection.

Here is the application availability provisioned by Datagamz:

Application level	Business Hour Availability	Off-Hour Availability	Scheduled Down-Time
Definition	Monday - Friday 8:30am-5:30pm AEST/ADT	Monday – Friday 5:31pm-8:29am AND Saturday – Sunday 8am – 8am AEST/ADT	Time the system will be down for users
Datagamz platform (application)	99%/month	99%/month	Saturday – Sunday AEST/ADT – to be advised by Datagamz
Hardware uptime	99%/month - as outlined by Microsoft Azure, our hardware provider.	99%/month	Saturday – Sunday AEST/ADT – to be advised by Datagamz

● Outages must be scheduled and communicated to all business customers one week in advance.

5.4   Application Availability Service Levels

Application	Measurement
Datagamz platform	Availability must not fall below 99% for more than 1 day of the month during regular business hours.

6   Application Enhancement

Application enhancement projects involve functional enhancements made to a properly working application to accommodate new or changed user requirements. Examples include increasing an application's performance, enhancing a user interface, or optimizing code.

Application enhancements can be requested by the customer or proposed by Datagamz to improve their product. The customer will be informed if application enhancements made will impact them.

Service	Description	Examples
Product Customisation	Any service requests to enhance the core product to meet customer requirements	● Product development or customisation to meet agreed customer requirements or product roadmap requirements ● Roll out of new product versions

6.1   Project Management

The service provider is expected to manage application enhancement projects in a structured, organized, and cost-effective manner.

Measurement period for Project Management SLAs is either the entire project span or the milestone completion span.

6.2   Project Management Service Levels

Type	Measurement
Project Delivery	Total elapsed days until delivery does not exceed 10% variance to plan.
Project Budget for Time and Material Based Projects	Total billed hours for the project does not exceed 10% of planned hours.
Sprint Outcomes (for Agile Projects)	Total elapsed days from the start to the end of sprint are not greater than planned with an agreed scope with customers.
Documentation Updates	Service provider provides documentation later than 1 week after user acceptance testing is completed.

6.3   Software Quality

The service provider will apply appropriate processes and practices in order to deliver high quality software to the customer containing as few defects as is practical. Defects can include the following:

(a)   Software bugs (e.g. errors or faults in source code or design that cause an application to produce an unexpected result).

(b)   Software that is made up of working code but does not meet the initial requirements laid out by the customer and described in the functional specifications.

6.4 Software Quality service Levels

Type	Measurement
Success Rate at User Acceptance Test	More than 90% of user acceptance test cases in this month pass on the first execution.
Number of Severity 1 problems post-production	There is no more than a 15% increase in the number of Severity 1 problems for 30 days after release to production
Number of Severity 2 problems post-production	There is no more than a 15% increase in the number of Severity 2 problems for 30 days after release to production
Number of Severity 3 problems post-production	There is no more than a 20% increase in the number of Severity 3 problems for 30 days after release to production.
End user satisfaction	There is no more than 15% degradation in end User satisfaction post go-live*

* When compared to the most recent month in which there were no new application enhancements released into production.

7 Process and Application Improvement

Datagamz will help their clients improve its applications and application maintenance processes over time, in line with the business goals and strategy. As the client gains increased application and business knowledge, it is expected that customers will become more independent and use of applications to meet business goals.

There are no SLAs associated with Process and Application Improvement.

8 Execution

Datagamz and the customer agree to the service levels and terms outlined in this agreement.

Agreed to:
(insert customer legal name and ID)

Accepted by:
Datagamz Global Pty Ltd
ABN 54 630 213 580

By_____
(Authorised Signature)

By_____
(Authorised Signature)

_____
(Print name)

_____
(Print name)

Date_____

Date_____