

CCDC Support Service Level Agreement

Customer Support Tier	Standard
Licence Period	2024

SLA terms and definitions

1. INTERPRETATION

The following definitions and rules of interpretation apply in this schedule.

1.1 Definitions:

Customer Cause: any of the following causes:

- (a) any improper use, misuse or unauthorised alteration of the Software by the Customer;
- (b) any use of the Software by the Customer in a manner inconsistent with the terms and conditions of use as set out in the Main Agreement; or
- (c) the use of an unsupported browser or interface.

Customer Support: any support provided by CCDC Customer Support team sufficiently qualified and experienced to identify and resolve most support issues relating to the use of the Software.

Customer Support Hours: 9.00am to 5.00pm Monday to Friday UK and Eastern US time. (GMT/BST and EST), not including UK/US public holidays.

Customer Support Request: request made by the Customer to the CCDC Customer Support team which may be classified as either an Incident or a Service Request.

Customer Support Tier: the tier at which the Customer is subscribed to receive Support Services as defined in paragraph 7

Development Request: an internal request made by CCDC for development work to be carried out as a result of an Incident or Service Request raised by the Customer.

Incident: a material defect or impairment in the Software, an unplanned interruption to service or a reduction in quality of service.

Main Agreement: the agreement to which this schedule relates.

Out-of-scope Services: any services provided by CCDC in connection with any apparent problem regarding the Software reasonably determined by CCDC not to have been caused by an Incident, but rather by a Customer Cause or a cause outside CCDC's control.

Response Time: time by which Incident classification will be confirmed and, depending on the nature of the Incident, either a resolution or an anticipated resolution process and timescale provided.

Service Levels: the service level response times referred to in the Service Level Table.

Service Level Table: the table set out in paragraph 5.1.

Service Request: a request from a user for information, or advice (including technical or scientific consultation), or for a standard change or for access to an IT service.

Software: means the CCDC software licensed to the customer.

Solution: any of the following outcomes:

- (a) completion of a Service Request;
- (b) resolution of an Incident; or
- (c) implementation of a workaround in relation to the Incident that is reasonably acceptable to the Customer.

Support Period: either until the licence issued for the specific Software version expires or until a new version of the Software is available, whichever is the longer. After this time support will only be provided for the latest version of the product or service.

Support Services: the services set out under paragraph 2 and the Support Tier Schedule

- 1.2 Save as set out above, all initial capitalised terms in this schedule shall have the meaning given to them in the Main Agreement.

2. SUPPORT SERVICES

- 2.1 During the Support Period CCDC shall perform the Support Services in accordance with the Service Levels.

- 2.2 As part of the Support Services, CCDC shall:

- (a) provide Customer Support by means of the e-mail address support@ccdc.cam.ac.uk;
- (b) use commercially reasonable efforts to correct any Incidents notified under paragraph 4.3(a); and
- (c) provide technical support for the Software in accordance with the Service Levels.

- 2.3 Support will only be provided for the platforms listed in the release and installation notes for the Software.

- 2.4 Where the Customer Support team does not meet the relevant Service Level response time, the Customer shall have the right to escalate the issue to the next level of management where, in Your opinion, acting reasonably, CCDC has not dealt with the issue adequately. Such escalation will not necessarily change the classification of the incident.

- 2.5 CCDC may reasonably determine that any services are Out-of-scope Services. If CCDC makes any such determination, it shall promptly notify the Customer of that determination.

- 2.6 The Customer acknowledges that CCDC is not obliged to provide Out-of-scope Services.

3. FEES

- 3.1 The provision of Support Services outside the assigned service level or at the Customer Site or the provision of Out-of-scope Services shall be charged for at the standard CCDC time and materials rates then in force. No additional fees shall be incurred by the Customer without prior notification by CCDC and acceptance of such fees by the Customer.

4. SUBMITTING CUSTOMER SUPPORT REQUESTS

- 4.1 You may request Support Services by way of a Customer Support Request sent to support@ccdc.cam.ac.uk. Customer Support Requests can only be accepted in English. Where possible, the following information should be included in all Customer Support Requests:

- A screenshot of the error and the time and date it occurred
- Details of the user(s) experiencing the issue and their affiliated organisation
- Steps taken before the issue occurred
- Details of the browser and version being used

- 4.2 Each request received by the CCDC Customer Support team will be allocated a case reference number. Should you log any Customer Support Request via email and not receive an acknowledgement from CCDC within 30 minutes, please contact Customer Support to ensure it has been received.

- 4.3 You shall provide CCDC with:

- (a) prompt notice of any Incidents; and
- (b) such output and other data, documents, information and assistance as are reasonably necessary to assist CCDC to reproduce operating conditions similar to those present when the Customer detected the relevant Incident and to respond to the relevant Customer Support Request.

- 4.4 New product enquiries and information requests regarding Software functionality should also be submitted to the CCDC Customer Support team as a Service Request via the email address provided in section 4.1.

5. SERVICE LEVELS

- 5.1 CCDC shall:

- (a) prioritise all Customer Support Requests based on its reasonable assessment of the severity level of the Incident reported; and
- (b) respond to all Customer Support Requests relating to the Software in accordance with the response times specified in the table set out below (during Customer Support Hours):

Classification	Definition	Response Time	Time for escalation within CCDC	Allowed time spent per query
P1	Non-functional CCDC software or service. This could be due to, for example, licensing problems, installation problems or inability for the software to start correctly.	1 working day (S) 4 working hours (E/P)	1 working day	Unlimited
P2	Non-functional component of otherwise working CCDC software or service. Examples include functionality in a program being inaccessible or failing to operate correctly, but otherwise most of the program functions correctly.	1 working day (All Tiers)	2 working days	Unlimited
P3	Issues that have minimal impact of the performance of CCDC software or services. Examples could include cosmetic errors with how an interface is displayed, or where one method to carry out a task may not work correctly but another alternative path can be used to achieve the desired result	2 working days (All Tiers)	4 working days	Limited to 15 minutes per query, thereafter requires consultation time
P4	Any issues that do not involve problems with software not working correctly. Examples include requests for advice on how to use the software or details of how it operates, or improvement requests to enhance or modify existing CCDC software or services	2 working days (All Tiers)	4 working days	Limited to 15 minutes per query, thereafter requires consultation time

- 5.2 CCDC shall give the Customer regular updates of the nature and status of its efforts to correct any Incident.
- 5.3 Where the Response Time is not met the Incident will be escalated within CCDC according to the timescales set out in the Service Levels Table via the route shown in paragraph 8.
- 5.4 CCDC may based on its reasonable judgement aggregate similar or closely related requests to the allowed time per query.
- 5.5 There is no obligation on CCDC to implement a Development Request in order to resolve an Incident.

6. ISSUE TYPES

- 6.1 CCDC shall allocate Customer Support Requests to the types based on the definitions below:

Issue Type	Definition
Technical	Issues that relate to the ability to download/install/licence/start CCDC software, or otherwise issues where software is not operating correctly.
Product Use	Issues that relate to how to use CCDC software or services, or requests for information on how they operate (e.g. the scientific principles behind how searches work, or the algorithm involved in docking ligands etc)
Technical/Scientific Consultation	Assistance with tasks that could otherwise be carried out by the end user using our provided software or services, or else queries that are complex and take time to properly supply an answer. Examples include creating Python scripts to perform a task with the CSD Python API, assisting the user with a research project or advising on a bespoke deployment strategy for the software installers. The time spent by CCDC staff performing these tasks will be deducted from the time included with the user's support tier or purchased add-on support package.

7. CUSTOMER SUPPORT TIER

- 7.1 CCDC provides Customer Support in accordance with the following tiers:

Customer Support Tier	Features
Standard	<ul style="list-style-type: none">• Access to Website support resources• Access to product documentation, user guides and tutorials• Access to technical and product use support (see section 6)

	<ul style="list-style-type: none"> • Online issue reporting and tracking • Response times as detailed section 5
Enhanced	<ul style="list-style-type: none"> • Access to Website support resources • Access to product documentation, user guides and tutorials • Access to technical and product use support (section 6) • Online issue reporting and tracking • Video call and remote access (e.g. Teams) support • Response times as detailed in section 5 • Up to 3 hours technical/scientific consultation from CCDC experts and ability to purchase more
Premium	<ul style="list-style-type: none"> • Access to Website support resources • Access to product documentation, user guides and tutorials • Access to technical and product use support (section 6) • Online issue reporting and tracking • Video call and remote access (e.g. Teams) support • Response times as detailed in section 5 • Ability to purchase on-site support • Up to 10 hours technical/scientific consultation from CCDC experts and ability to purchase more • Access to pre-release versions of software releases (including software builds containing hotfixes for category 1 and 2 issues raised that would otherwise be included in the next update release)

8. ESCALATION INFORMATION

(a) First point of contact

- **Customer Support**
- support@ccdc.cam.ac.uk

(b) First Level Escalation

- **Director of Customer Support**
- bardwell@ccdc.cam.ac.uk