



Service Level Agreement (SLA) for Drinking Water Inspectorate to cover:

WordPress Maintenance, Security Patching, Support; and
Management of AWS Hosting Environment.

Prepared For:

[REDACTED] [REDACTED]

Created By:

[REDACTED] [REDACTED]
[REDACTED] [REDACTED]
[REDACTED] [REDACTED]

Contact Details:

Phone | [REDACTED]
E-mail | support@juicymedia.co.uk

Dates:

Date Created | 28/01/2021
Date last modified | 29/01/2021
Due | ASAP

Contents

| | |
|---|----|
| Contents | 2 |
| Revision History | 4 |
| Distribution | 4 |
| Definitions | 4 |
| General Overview | 6 |
| Service Desk - General | 6 |
| Daily | 6 |
| General | 7 |
| Service Desk Guarantees | 7 |
| Summary | 7 |
| Fault Reporting | 7 |
| High Priority: | 7 |
| Medium / Low Priority: | 7 |
| Out-of-Hours Office Support (Support Desk) | 8 |
| When to initiate a hosting fault report | 8 |
| Service Credits | 8 |
| Response Times & Classifications for Support Desks | 9 |
| Schedule 1 – Security Patching and upgrading of WordPress | 10 |
| Operations | 10 |
| Provision of security patching | 10 |
| Provision of ADHOC development | 10 |
| Provision of a monitored email | 10 |
| Provision of 1 st line support | 10 |
| Management & Escalation | 10 |
| Schedule 2 - Managing the hosting platform | 11 |
| Operations | 11 |
| Website Delivery | 11 |
| Web Application Support | 11 |
| Database Management | 11 |
| Backup Management | 11 |
| Monitoring | 11 |
| Management Tasks | 11 |
| Response Times & Classifications for Hosting Support | 12 |
| Schedule 3 | 13 |
| Pricing and Invoicing | 13 |

| | |
|--|----|
| Additional Service Charges | 13 |
| Terms of Service..... | 14 |
| You agree not to use the service to: | 14 |
| Limitation of liability | 15 |

Revision History

This document was first created on 28/01/2021.

| Date | Version | Editor |
|------------|---------|--|
| 28/01/2021 | 1 | Created by Jonathan Webb, Peter Davies, Ian Strachan |

Distribution

The master document is held electronically by Juicy Media Ltd. Any printed paper copy is not under document control. This document will be amended to take account of comments received. Changes will be made to the master document only. Change control will be the responsibility of Juicy Media Ltd any changes should be requested and sent to either; support@juicymedia.co.uk or and ian.strachan@juicymedia.co.uk.

Definitions

The following definitions shall apply for the purposes of this Service Level Agreement:

- "Juicy Media, Juicy (we or us) or JM" means Juicy Media Ltd (company number 5514688), of The Landing, Blue, MediaCityUK, M50 2ST (registered office).
- "Drinking Water Inspectorate, Customer (your or you) or DWI".
- "Working Hours" are defined as being 0900 to 1700, Monday – Friday GMT excluding bank holidays.
- "Service" or "Services" means any services supplied or to be supplied by Juicy Media, including but not limited to the provision of Internet hosting and management services. "Service Desk" means the online software used by Juicy Media Ltd to manage and respond to incoming support requests.
- "Service Desk" means the online software used by Juicy Media Ltd to manage and respond to incoming support requests.
- "Response Time SLA" the time it takes to respond to a support ticket that has been submitted.
- "Resolution Time Target" the time it takes to resolve a support ticket that has been submitted.
- "Regular Intervals" the times at which you want back-ups to occur, daily, weekly, monthly.
- "Reporter" means Bertram Nursery Group employee.
- "Regular Intervals" the times at which you want back-ups to occur, daily, weekly, monthly.
- "PID" Project Initiation Document, with agreed specification timeframes and delivery date(s), this can also be in the form of an email.
- "AWS" Amazon Web Services, a 3rd party hosting company.
- "WordPress" a 3rd party Content Management System that runs websites.

- “ADHOC” as and when requirements are required.
- “Service Credits” if JM fail to meet performance standards, we will provide service level credits against ongoing services.
- “404 Error” a system generated message to notify a user that a webpage can’t be found or is missing.
- “503” a system generated message to notify a user a Service Unavailable Error

General Overview

[REDACTED]

- [REDACTED]
[REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

- [REDACTED]
[REDACTED]
- [REDACTED]
 - [REDACTED]
 - [REDACTED]
[REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
[REDACTED]
- [REDACTED]
[REDACTED]
- [REDACTED]
[REDACTED]
- [REDACTED]
[REDACTED]
- [REDACTED]
 - [REDACTED]
- [REDACTED]
- [REDACTED]
[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]

General

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

| | | |
|------------|------------|------------|
| [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] |

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- Office hours (09.00 - 17.00 UK GMT, Monday - Friday)

That will be answered on a round robin basis.

- Number TBC

Out-of-Hours Office Support (Support Desk)

The support ticketing system is monitored 24/7/365 which alerts several members of the technical team on an automated basis.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

■ [REDACTED]

■ [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED].

[REDACTED]

Response Times & Classifications for Support Desks

| INCIDENT SEVERITY CLASSIFICATIONS SUPPORT DESK | RESPONSE TIME SLA | RESOLUTION TIME TARGET |
|--|--|--|
| HIGH PRIORITY For Example, but not limited to: Can't access a crucial part of the web site due to a update or security patch. Issues with WAF and or other network constraints. Availability Issues | <div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 50px; height: 15px;"></div> | <div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 50px; height: 15px;"></div> |
| MEDIUM PRIORITY For Example, but not limited to: Require security patching and or WordPress updates. | 24 Working Hours | 48 Working Hours |
| LOW PRIORITY Small technical issues that are a consequence of an update or patch. 3 rd party extension updates that may or may not have licence costs may have additional development costs associated to them. JM would confirm with DWI before completing these tasks. | 24 Working Hours | 72 Working Hours |

Schedule 1 – Security Patching and upgrading of WordPress

Operations

To provide a single point of contact that can diagnose, monitor, apply security patches and upgrade WordPress.

Provision of security patching

- Ensure patches are implemented within the response times;
- Ensure WordPress updates are applied within the response times;
- Ensure timely replies to DWI as defined by the response times.

Provision of ADHOC development

- Provision of ADHOC development to any websites as required by DWI;
- Provision of ADHOC development based on a PID to be quoted on an ADHOC basis as and when required by you.

Provision of a monitored email

- Email to be monitored by JM support and technical staff;
- Emails to be responded to by JM within the agreed response times.

Provision of 1st line support

- Maintain 1st line support for any hosting queries.

Management & Escalation

- Highlight incoming issues, completion times and escalation if required.

Schedule 2 - Managing the hosting platform

Operations

To provide a single point of contact that can diagnose, monitor and support the AWS hosting infrastructure on a continual basis. To provide a monitored service desk for any AWS Platform issues.

Website Delivery

- Maintain the AWS production environment for website delivery;
- Maintain a 7-day rolling website backup of all websites;
- Maintain the AWS CDN for static file delivery of images, CSS and JavaScript.

Web Application Support

- Manage Cloudflare;
- Manage SSL configuration and renewals;
- Manage the AWS Web Application Firewall (WAF), providing application level protection to the web site;
- Manage production environment.

Database Management

- Maintain the MySQL database that forms part of the core website application.

Backup Management

- Ensuring that file backups run and complete at the regular intervals (rolling 7 day backup);
- Ensuring that VM (Virtual Machine) Backups run and complete at the regular intervals;
- Ensuring database backups run and complete at the regular intervals.

Monitoring

- Operating System and application level monitoring and alerting;
- Remote Connectivity, external global access and real-user monitoring;
- Log Analytics, centralised log collection and visualisation;
- Web Application Insights to monitor any code generated issues and fix, where possible;

Management Tasks

- Application code management, testing and deployment;
- SSL for static files based CDN.

Response Times & Classifications for Hosting Support

| INCIDENT SEVERITY CLASSIFICATIONS | RESPONSE TIME SLA | RESOLUTION TIME TARGET |
|---|-------------------|------------------------|
| URGENT PRIORITY Production site is down and no workaround is immediately available. All or a substantial portion of your website portfolio is off-line. You have had a substantial loss of service. Your business operations have been severely disrupted. 404 Errors or 503 errors. | 7 Working Hours | 12 Working Hours |
| HIGH PRIORITY Major functionality of WordPress is severely impaired: Operations can continue in a restricted fashion, although long-term productivity might be adversely affected. A temporary workaround is available. | 8 Working Hours | 24 Working Hours |
| MEDIUM PRIORITY There is a partial, non-critical loss of use of the service with a medium-to-low impact on your business, but your business continues to function. Short-term workaround is available, but not scalable. | 24 Working Hours | 48 Working Hours |
| LOW PRIORITY Enquiry regarding a routine technical issue; information requested on AWS infrastructure or request for change. | 24 Working Hours | 72 Working Hours |

Schedule 3

Pricing and Invoicing

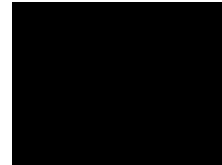
The price is fixed and agreed at:-

Management, Support of AWS and WordPress security patching and updating:

A total of £480 (plus VAT) per month for a fixed term of 12 months.

Comprises of:

First line support of AWS infrastructure
WordPress Maintenance and Security – 1 Hour per month
WordPress Support to DWI Staff – 3 Hours



After which services can be reviewed to determine the cost for the following 12 months. If it is apparent that a change is required either party can negotiate the changes.

Any invoice enquiries should be returned to us within 14 days of receipt, to:

[Redacted]

Or via our postal address:

Juicy Media Ltd.
5th Floor
The Landing
Blue Tower
MediaCityUK
M50 2ST

Invoices to be paid directly to:

| | |
|---------------|------------|
| Account Name: | [Redacted] |
| [Redacted] | [Redacted] |
| [Redacted] | [Redacted] |
| [Redacted] | [Redacted] |
| [Redacted] | [Redacted] |
| [Redacted] | [Redacted] |
| [Redacted] | [Redacted] |

Additional Service Charges

Additional cost will be incurred if extra services or development is required to complete your specific requirements at a standard day rate of [Redacted]

[REDACTED]

- [REDACTED]
[REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
[REDACTED]
[REDACTED].

[REDACTED]

- [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- [REDACTED]
- [REDACTED]
[REDACTED]
- [REDACTED]
[REDACTED]
- [REDACTED]
[REDACTED] or [REDACTED]
- [REDACTED]
[REDACTED]
- [REDACTED]
[REDACTED]

8. Upload, post or otherwise transmit any Third-Party Content that contains software viruses or any other computer code, files or programs designed to interrupt, destroy or limit the functionality of any computer software or hardware or telecommunications equipment.
9. Promote or provide instructional information about illegal activities, promote physical harm or injury against any group or individual, or promote any act of cruelty to animals.

Juicy Media will take reasonable steps to safeguard the security of any information you input to the site or send to us on the internet.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]
[REDACTED] [REDACTED]
[REDACTED]
[REDACTED] [REDACTED]
[REDACTED]
[REDACTED]

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed as of the Effective Date of 1st of February 2021.

DRINKING WATER INSPECTORATE

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Signed: [REDACTED]

[REDACTED]

JUICY MEDIA LIMITED

By: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

DOCUMENT END