

## **Service Level agreement (SLA)**

### **1 General Terms :**

#### **1.1 Purpose of the SLA :**

The purpose of this agreement is to establish operational rules and responsibilities of each contractor in the furnishing of Telemedicine services through the VitalCare solution.

#### **1.2 Content of the SLA :**

This contract covers the next domains:

- € Support requirements.
- € Management of incidents
- € "Change Management"
- € Service level
- € Criticality of incidents, goals of reactivity and solutions.
- € Escalation procedure
- € Reporting
- € Penalties

#### **1.3 Validity of the SLA :**

This SLA will remain valid beginning with the launch of the Telemedicine service on the contracted date.

This SLA can be reviewed annually and jointly by the contracting parties.

### **2 Contacts :**

Contact	Vitalsys s.a.	<client>
Support	Vitalsys support, options: a) Support Module in "administration" menu b) email : support@vitalsys.be c) T: +32 2 211 34 26	<name> T: <contact number> E: <email address>
Service Manager	Sami Sbaysi IT Manager T: +32 2 218 04 27 GSM: +32 473 81 77 75 E: <a href="mailto:sami.sbaysi@vitalsys.be">sami.sbaysi@vitalsys.be</a>	
Escalation contact	Diederick Geerinckx General Manager T: +32 2 211 34 86 GSM : +32 477 183 373 E : <a href="mailto:diederick.geerinckx@vitalsys.be">diederick.geerinckx@vitalsys.be</a>	

### **3 Support requirements :**

Vitalsys offers to <client> and its clients a joinable support service, available 24h /24h, 7 days on 7 and during all the year through the contacts mentioned in the second paragraph.

### **3.1 Service Level of VitalCare :**

The service level of the VitalCare platform is applicable for all the components of the VitalCare platform, including the solutions provided by under contactors such as software providers (ex. Microsoft) and hosting providers (ex. Belgacom).

The components of the networks of Telecom operators (ex Proximus) such as Internet services, networks and SMS are not components of the VitalCare platform.

The parameters to measure the service level are the availability and the successful transactions on a monthly basis.

Vitalsys will permanently trace this level and report concerning these parameters while taking care of the performances of the network infrastructure, sever and traffic.

#### **3.1.1 Availability of VitalCare :**

The monthly service level will be minimally available for:

€ 99,5 % except of the planified stops.

€ 99,0 % planified stops included.

The Service level is established as follows:

$$\frac{\text{(Availability in Minutes of the Service during the month)}}{\text{(Month period in minutes)}} \times 100$$

#### **3.1.2 Successful transactions of VitalCare :**

The monthly level of successful transactions of VitalCare will not be inferior to 98%

The level of succeeded transaction is defined as follows:

$$\frac{\text{(Succeeded transactions during the month)}}{\text{(Transactions per month)}} \times 100$$

### **4 Incident Management :**

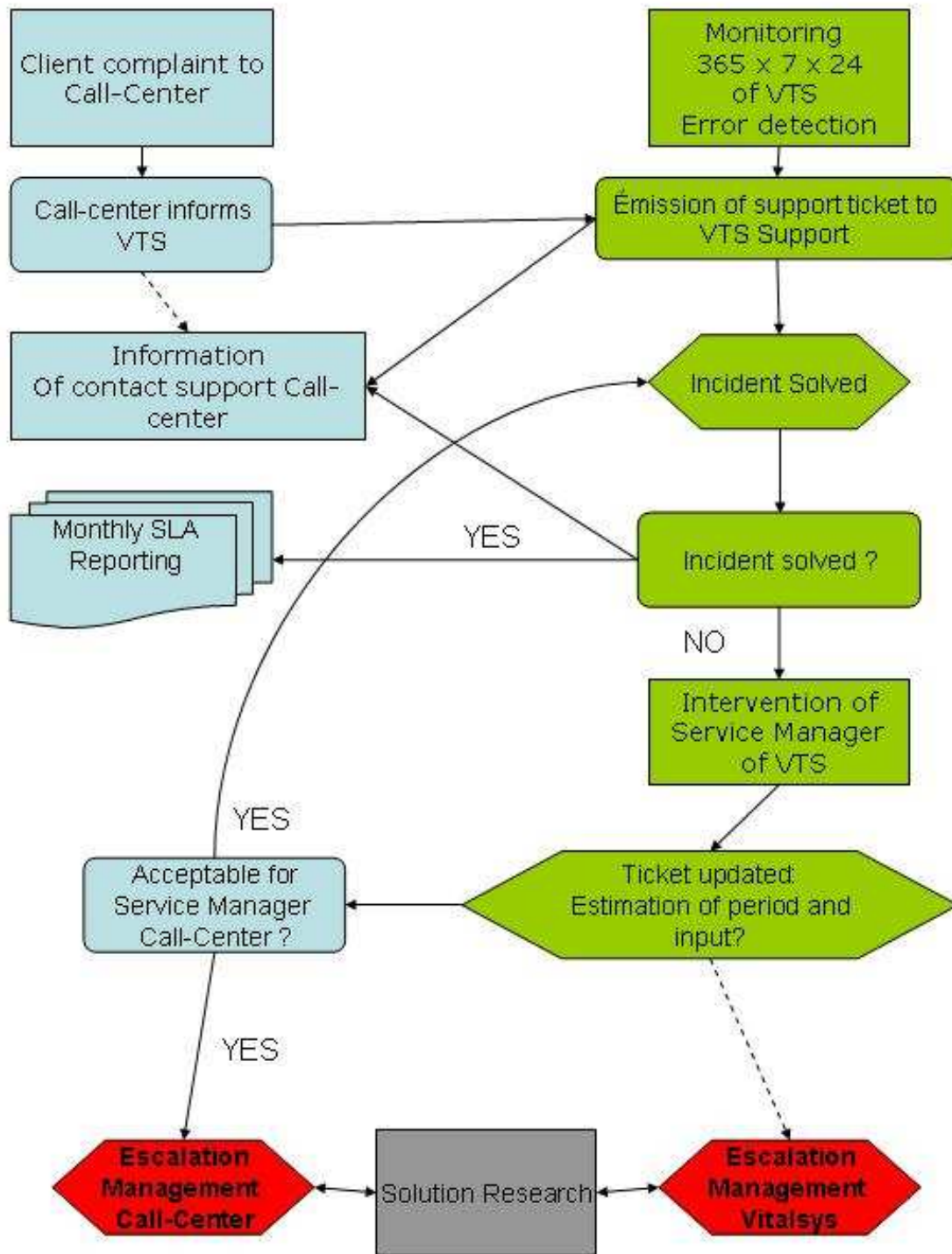
The VitalCare platform contains a reporting tool of non critical incidents for the platform. This reporting tool is provided to the users.

#### **4.1 Solving incidents:**

On demand of <CLIENT>, Vitalsys will inform about the progression of solving the incidents. Vitalsys will provide a technical explanation concerning the reason of the incident.

If a modification of the software is needed to solve the incident, this modification will first be duly tested.

#### **4.2 Process of Incident Management :**



## 5 Incident criticality, responding time and solving time :

### 5.1 Time measuring and evaluation :

The time measure begins when the incident is reported by <client>. Vitalysys will register on a continual basis the reception of the incident reports by <client>, its response time and solving time. Vitalysys will report monthly to <client> what percentage belongs to its objectives.

## 5.2 Incident criticity :

During the demand of resolution, <client> will describe the incident and precise its criticity as follows:

Priority	Description
<b>P1</b>	It's a problem or an error that makes the platform or a part of the platform not operational or useless from a functional point of view and that immediately and seriously disturbs the Telemedecine Service provided by <client>, such as: <ul style="list-style-type: none"> <li>▪ Unavailability of identification page.</li> <li>▪ Impossibility to access the patient list or devices.</li> <li>▪ Impossibility to visualize the data of the patient or the monitoring.</li> <li>▪ Impossibility for the clients of &lt;client&gt; to fulfill the basic operations</li> </ul>
<b>P2</b>	It's a problem or error that causes a serious congestion or degradation of the service without affecting directly the Telemedecine service furnished by <client>, such as: <ul style="list-style-type: none"> <li>• A loss of redundancy of the VitalCare platform</li> <li>• Impossibility to send/receive messages and data.</li> <li>• Impossibility to execute the administrative functions of the interface of &lt;client&gt; and not to its clients.</li> <li>• Frequent and repetitive transaction errors on a short time period.</li> </ul>
<b>P3</b>	It's a problem or error that doesn't have the desired performance or functionality, but that isn't critical for the Telemedecine Service furnished by <client>.
<b>P4</b>	It's an information demand and it's not critical.

The category of criticity established by <client> can be adapted by Vitalsys if this seems not motivated. Vitalsys will have to justify this adaptation.

## 5.3 Reactivity :

Vitalsys will consider to have the next reactivity in function of the criticity :

Priority	P1	P2	P3	P4
Response time	60 minits	120 minits	120 minits	In between 2 workdays
Service restauration	8 hours	24 hours	2 workdays	2 workdays
Complete correction	2 days	4 days	7 workdays	10 workdays
Permanence	7x24x365	7x24x365	Opening hours	Opening hours

The opening hours are from 8H30 to 17h.

The workdays are weekdays from Monday to Friday, except all official Belgian holidays.

## 5.4 Critical Support :

In case of a P1 and P2 incident level, it is obligatory:

- 1) To inform the support service of Vitalsys.
- 2) To contact by telephone and to speak loud with at least the Service Manager, or otherwise to the Escalation contact.

This support is by telephone or if necessary physical. It is immediate. <client> and Vitalsys will put everything possible together to solve this type of problem with absolute priority on other activities.

### **5.5 Non critical support :**

In the case of P3 and P4 incident level, Vitalsys will offer a support service during the opening hours of the office. This service will be by telephone or by email depending on the choice of <client>. It is advised to illustrate a telephonic call by email that contains a descriptive or a screenshot of the problem.

## **6 Incident Management, reporting and escalation :**

### **6.1 Analysis of incidents :**

Vitalsys will use a digital register of the incidents. This will contain:

- € The reported incidents by <client> by all possible means.
- € The incidents Vitalsys reported during its control activities and VitalCare platform maintenance.

These incidents will be analyzed and documented. They will be stocked in a database.

### **6.2 Reporting :**

The reporting of incidents contains :

- € The reference number of the incident
- € The status of the incident (open / closed)
- € Incident criticality
- € The description of the incident
- € The localization of the incident
- € The from <client> or from Vitalsys that signaled the incident
- € The reception date of the signalization
- € The person from Vitalsys that treated the incident
- € The reaction date of Vitalsys
- € The resolution date
- € The reason of the incident and its solution.

The reporting of incidents will be monthly. The incidents will make part of an evaluation in function of the time and the disponibility and transaction parameters.

### **6.3 Escalation :**

The escalation is a procedure that informs the Management of <client> and Vitalsys of the non-realization of the objectives of the SLA. It has as first objective to obtain their implication so that the problems are resolved concerning the non-realization of the SLA.

The escalation contacts need to be immediately warned if the probability is high that:

- € The objectives of disponibility or transactions will not be realized.
- € The response time or problem solving time mentioned in table 5.3. is not realized.

The responsible managers for the escalation are mentioned in point 2.

## **7 « Change Management » :**

The VitalCare solution is continuously developed and updated. These changes are managed following documented procedures. The implementation of these changes on the tool provided to Astra-Zeneca will be done following next rules:

Establishment of a new application version (Release) :

The establishment of a new version equals in fact to the complete installation of the application. It constitutes a major modification of the application and in some cases a modification of the structure of the database.

The establishment of new versions will be planned after a common agreement between both parties and will take place after working hours (8h30 – 17h).

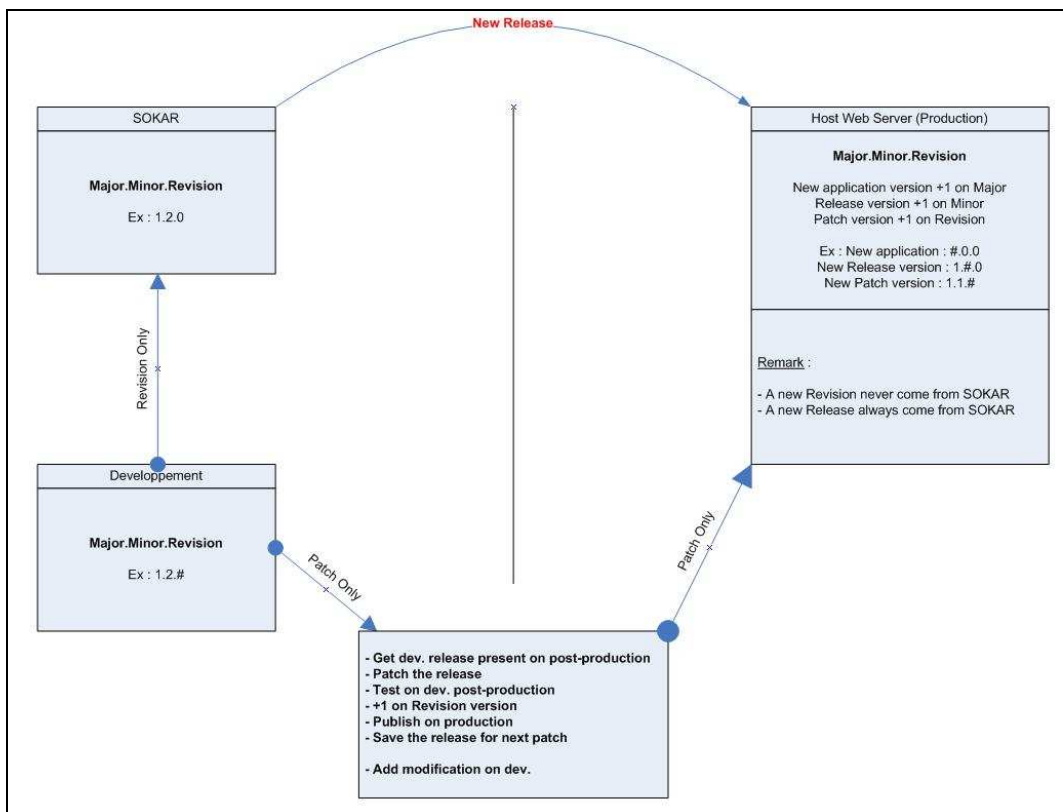
Establishment of an update :

The updates constitute a minor modification of the application done on a periodic basis, the last Friday of the month. This allows the client to notify all the items that need to be adapted by Vitalsys. These modifications must be approved by Vitalsys before been established. This study allows to keep an application conform, performant and to group the modifications.

Establishment of a correction (Patch) :

The correction (patch) of the application is only done if a functionality of the application blocks its use. The correction will be produced when the error ends and tested in a post-production environment. Patches are established following detected incident criticality rules.

Management of production :



**Host Web Server (Production) :** This server hosts the production application used by the client.

**SOKAR** : Postproduction and development server of Vitalsys. It allows to establish a test phase before the migration to the production server.

**Development** : Development production of Vitalsys.

The numbers of the versions are very important, it is to consider that :

- The establishment of a new version puts to 0 the numbers 'Minor' and 'Revision' and raises by 1 the number 'Major'
- The establishment of an update puts to 0 only the number 'Revision' and raises by 1 the number 'Minor'
- The establishment of a correction raises by 1 the number 'Revision'