

SERVICES

Software components provided must be guaranteed, maintained and upgraded throughout the duration of the agreement.

Milkman will guarantee the services mentioned hereafter.

1. Maintenance and Support Services

1.1. Upgrade Maintenance

From the date of agreement's subscription, the supplier must guarantee the activities needed to **upgrade the Software** in order to satisfy Carrier needs, either free of charge or against payment.

Evolutionary maintenance will include:

- **Functional Evolutionary Maintenance:** group of activities related to the release of new features or changes and cancelation of existing functionality.
- **Non Functional Evolutionary Maintenance:** group of activities made in order to improve or preserve the Software ST such as: performance improvements, workload management, usability etc.

1.2. Corrective Maintenance

The **Corrective Maintenance** represents specific "reset" activities needed in case of issues or failures of any Software components. It includes all the actions related to bug fixing, functional reset, extraordinary maintenance in case of service disruption, code fixing etc.

1.2.1. Service Features

Service request includes disruption analysis for all issues highlighted, the reset of the service, the full fixing of all anomalies (including any components replacement and related documentation upgrade) and all required communications to the reporter of the issue.

Each Service Request will be followed by a report provided by Milkman.

The Service Request must include the following information:

- Date and time when the issue was encountered;
- Milkman Ticket number associated to the request
- Date and time of the issue resolution
- Name of reporter
- Type of issue and software component affected
- Issue description
- Possibility to replace the damaged component with another one with the same or better performance and characteristic.

1.2.2. First response time, anomalies resolution time and anomalies severity

Carrier will provide to Milkman a clear description of the issue encountered and it will also explain the level of severity following the guidelines mentioned below:

Severity	Description	Status of service
Critical (VH)	A Service is unavailable or functionality or performance is reduced or impaired such that primary business operations are impacted. No workaround exists.	Disrupted
High (HG)	The issue is causing a high impact on portions of the business process.	Disrupted
Medium(MD)	Despite the issue all the systems are still running.	Running
Minor (LW)	The issue is blocking part of the system functionality (non-core) and a Short-term workaround is available. Please note, that all the issues not included in the top three categories (VH, H and MD) are going to be considered as minor.	Running

A follow up must be provided within 4 hours from the submission of the anomalies.

Reset: is understood as the availability to provide a Quick-Fix which will allow the systems to run normally.

Resolution: is understood as the availability to provide a full complete resolution of the issue.

In case of slow response for the reset, considering the level of service, a penalty will be applied.

Milkman will provide only second level support, while the Carrier will perform the first level. However, in case of an high number of Invalid request (over the 15% of the total requests), it would be on the Carrier to take specific action in order to mitigate the issue and reduce the amount of invalide request under 15%. Please note that the following request must be considered as invalid:

- Requests are not presenting any real application disruption
- Running functionality described in the documentation is reported as disruption

Please note that the request must be sent only by 3 people previously identified by Carrier; moreover, in case of substitution of one or more people, the carrier should inform Milkman in advance and it should discuss the substitution with Milkman.

The commencement date starts from when the request is sent.

1.2.3. Reset and resolution timing of the software anomalies

The time needed in order to Reset / Resolve an issue are described in the tab mentioned below:

Issue Type	Action	Max Time reset / resolution
Anomalies / Disruption with severity "VH"	Reset	2 Business Hours
	Resolution	8 Business Hours
Anomalies / Disruption with severity "HG"	Reset	2 Business Hours
	Resolution	8 Business Hours
Anomalies / Disruption with severity "MD"	Resolution	72 Business Hours
Anomalies / Disruption with severity "LW"	Resolution	72 Business Hours

All the requests should be sent by email or by the ticketing system used at Milkman.

Concerning the anomalies categorized as "MD" and "LW" Milkman can suggest or plan directly the releases of the fixes within the time window preferred after a validation provided by the Carrier.

1.2.4. Standard Level of Service (SLA)

Milkman will respect the Service Level of Agreement (SLA) exposed in the following tables.

SLA could be changed during the duration of the agreement under carrier request and/or in front of environment changes or introduction of new tools/software.

If the carrier will ask for a change in SLA, Milkman will agree with the carrier how to implement it.

Carrier will produce monthly reports on the quality of services offered by Milkman. These reports will be used to measure the level of services and to calculate KPIs, according to what is exposed in the following tables.

Carrier will produce the report by the 15th of the month after the month under examination.

Milkman will have 10 days to approve the measurements in the report. If no communication will be sent the report has to be considered approved by Milkman.

Under the carrier's request and if facing special critical conditions, Milkman will produce a monthly report with the action undertaken or that will be undertaken to solve the problem reported. Reports will be provided to the carrier within 10 days from the date of the request.

To calculate SLA, percentage values are meant to be rounded to an integer value, by defect if the first decimal is between 0 and 4, and by excess if the decimal is between 5 and 9.

KPI	Description	Expected Value	Measurement Systems	Frequency
Reset Time	% of software resetted within expected time in respect to the total of issues. (\sum n. Issue within recovery time / n. Total issues) * 100	>= 99%	Data gathered manually	Monthly
Resolution Time	% of software fixed within expected time in respect to the total of issues. (\sum n. Issue fixed in time / n. Total issues) * 100	>= 99%	Data gathered manually	Monthly
Disruption	Number of disruption	Very high <= 1 High <= 1 Medium <= 2 Low <= 3	Data gathered manually	Monthly
Service Availability	Response time of the single feature offered (Reports/BI services excluded)	Less than 1 second for 98% of requests	Data gathered automatically	Monthly
Service Availability	Number of request with positive response in respect of all requests	>=99%	Data gathered automatically	Monthly

In addition Milkman will communicate to the carrier within 10 days from subscription date, the technical/functional responsible in charge of support services.

2. OPERATIONS SERVICES

Hereafter a list of Operations Services that will be guaranteed by Milkman.

- **Event Management** - Monitoring all business relevant events and status changes that are relevant for the service. This includes, but is not limited to:
 - Morning checks: a checklist of standard procedure to be executed every morning to ensure the correct service providing
- **Incident Management** - Ensure the system recovers as soon as possible with the lowest service interruption according to SLA. In addition a plan of action to avoid other issues will be set up.
- **Problem Management** - Ensure minimization of the impact of issues/incidents for the Business
- **Access Management** - Ensure authenticated and authorized access to users. Data will be accessible based on the profile of the user.
- **Request Fulfilment**
 - Provide a pre-authenticated portal for users to request standard services
 - Provide information to end users about services availability and procedures to get them
 - Provide general assistance for feedbacks and complaints

Milkman will grant a 24/7 service to manage critical situations.

3. TRAINING

Carrier people will always be able to autonomously operate for what concerns the management of software tools and they always can have access to the full documentation of all software tools provided. A proper training will be provided accordingly.

Milkman will put all documentation for “End Users” available to the carrier or third parties.