Service Level Agreement including Mitigation Planning Venture Simulations Ltd (VSL)

This document outlines the company's approach to customer service in terms of technical provision, technical support, mitigation planning (in the case of a VSL server failure) and all matters relating to customer support and training. All points refer to the provision of SimVenture Evolution and SimVenture Classic products and services. This Service Level Agreement is underpinned by the Company's performance as well as 'Purpose & Values' statement published on the website – www.simventure.com.

No.	Service Issue	Standard
1	Technical Support	VSL technical support staff are available to be contacted by email or phone throughout the standard working week (9am – 6pm). For urgent enquiries support is also available during evenings and weekends although response times may vary. All contact details are published on the company website.
2	VSL On-line Server Performance	In order for clients and users to be confident of high quality access levels to our online products, VSL uses UK-based servers on a high bandwidth internet backbone. The servers use redundant storage hardware to mitigate against individual failures. For further details about the company's mitigation planning in the event of a server crash, see point 6.
3	Problem Resolution	Software is by its nature imperfect, and while we make every effort to make our products as perfect as possible, we also accept that issues can and do arise from time to time. We will address any issue identified as soon as we are aware of it, and can normally fix individual issues within a matter of hours, or less. There are some issues however that can take longer to track down and fix, although we can often mitigate the effects for the end user while a longer-term remedy is worked on. It is also necessary at certain times to take the server offline for required maintenance and to back up the server's data. This will mean that the service is not available for use. If this is planned, we will always endeavour to carry out this work away from peak periods and to limit the downtime to the minimum. There are times however when we have to take the server offline at short notice, but these times are very rare.

There are also rare occasions when the internet or the data centre used by our host is affected by an outage, again resulting in the service being unavailable. Although this is largely out of our control, we do use a host with multiple redundant connections to the internet which should limit the potential for such outages to the bare minimum. Overall, we aim to |

		have a system uptime of over 99.9% when not performing planned maintenance and 99% including the maintenance.
4	Customer Training and Support	VSL provides on-site, off-site and on-line training at the request of the client. The time and date of any training event is always agreed in advance between both parties. Should it be necessary to start on-site training at client premises at or before 9am on any morning, VSL typically requires the trainer to stay in local hotel accommodation the previous evening. Every client using software supplied by VSL is provided with a named Learning Development Manager contact and regular on-line customer satisfaction surveys are used to monitor VSL performance.
5	Company Records & Performance	VSL is a registered private limited company based in Yorkshire. The company has a strong and consistent trading history (since 2006) and up-to-date accounts are available through Companies House. VSL has an extensive university and corporate client base throughout the UK and around the world. Client references are always available on request.
6	Mitigation plan for a server crash	Providing an excellent on-line service is vital to Venture Simulations and we choose our server provider with great care. To minimise the chances of any server failure, the main server is hosted in a secure UK data centre. Our current provider states the following information publicly: *"We utilize the highest level of performance, security, and connectivity in our Maidenhead based data centre. Our data centre features multi-level security with 24/7 monitoring, meeting full ISO 27001 compliancy and Tier 2 standard. Powered by UPS systems, the site is designed for the maximum redundancy with remote backups and disaster recovery."* The full database is backed up daily and can be re-applied to a new system in the event of complete system failure. Data is stored on RAID SSDs so that individual failures will not take the system down. VSL has also set up a new backup server running on Amazon Web Services (AWS). We plan for this completely independent service to be available for customers to use within a few hours (at most) in the unlikely event of the main server malfunctioning. Any delay experienced occurs because of time needed to upload the latest data to the server, which is several Gigabytes in size. This data is typically retrieved from the daily backup which is normally carried out around midnight in the UK (the server is offline for a couple of minutes at this time to allow the backup to complete). We also have a lower performance backup server available at the same datacentre. We continuously look for ways to provide more up to date backup data to allow us to get a backup server running more quickly. Except for a small handful of very brief update periods (normally minutes) and a few minutes each day for the backup, the server has worked almost continuously for over 2 years. To date we have never had to recover the server as it has never crashed or failed.

8	Data Protection	The company takes the use and protection of data very seriously. As part of General Data Protection Regulation (GDPR) requirements, we publish our Privacy Statement on the SimVenture website. Use the link below to access and download our Privacy Statement. https://simventure.com/privacy-statement-gdpr/
7	Other information	Further information including all contact details and VSL's 'Purpose & Values' statement and award details can be found on the website: www.simventure.com