

Service Level Agreement including Mitigation Planning

Venture Simulations Ltd (VSL)



Last updated: April 2022

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 products and services. This Service Level Agreement is underpinned by the Company's performance as well as 'Purpose & Values' statement published on 'this website' – www.simventure.com.

All references to times within the document are based on UK (GMT or BST) times.

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. For further details about the company's mitigation planning in the event of a server crash, see point 6.
3	Problem Resolution	<p>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.</p> <p>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, and often much less. There are some issues however that can take longer to track down and fix, although we can mitigate the effects for the end user while a longer-term remedy is worked on.</p> <p>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.</p> <p>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</p>

		<p>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.</p>
4	Customer Training and Support	<p>VSL provides on-site, off-site and on-line training at the request of the client. Any paid-for training always follows the provision of a written quote and subsequent agreement for training services. The time and date of any training event is always agreed in advance between both parties. The maximum number of people that one VSL trainer can train on-site or off-site at any one time is typically no more than 15.</p> <p>To avoid confusion and learning dilution we recommend that no more than 4 people be trained on-line simultaneously. The maximum number of people that one trainer can train on-line at any one time is 6.</p> <p>For all UK training, should it be necessary to start on-site training at client premises at or before 9am on any morning, VSL requires at the client's expense the trainer to stay in suitable hotel accommodation the previous evening (unless agreed otherwise with the client or the trainer lives within 1 hour door-to-door journey time of the training venue).</p> <p>For all training outside the UK, detailed travel and timing arrangements will always be agreed in writing as part of the wider training proposal and before any training starts.</p> <p>Every client using software supplied by VSL is provided with a named Learning Development Manager contact and regular on-line customer feedback is sought in order to monitor VSL performance.</p>
5	Company Records & Performance	<p>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.</p> <p>VSL has an extensive university and corporate client base throughout the UK and around the world. Client references are always available on request and written and video testimonials are available on the website.</p>
6	Mitigation plan for a server crash	<p>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.</p> <p>The full database is backed up daily on Amazon Web Services (AWS) and can be re-applied to a new system in the event of complete system failure. We plan for the service to be available for customers to use within a few hours (at most) in the unlikely event of the main server malfunctioning.</p> <p>We continuously look for ways to provide more up to date backup data to allow us to get a backup server running more quickly.</p>

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.
7	Other information	Further information including all contact details and VSL's 'Purpose & Values' statement and award details can be found on the company's website – www.simventure.com