

Service Level Agreement including Mitigation Planning

SimVenture – Venture Simulations Ltd – (VSL)

1. Overview

This document outlines the company's approach to all customer service in terms of license provision, technical provision, technical support, mitigation planning (in the case of a VSL server failure), communication 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 our 9 'Values & Purpose' statements which can be found here on our website: <https://simventure.com/values-and-purpose/>

This Service Level Agreement applies to the supply of the following named online products:

- SimVenture Evolution
- SimVenture Validate

All service level activities are provided to the client (and educator colleagues) responsible for purchasing and learning delivery using a named SimVenture product. Unless stated in table 1, the SimVenture team **does not** provide service level activities to product users.

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

2. SimVenture Service Level Activity Statements

No.	Service Issue	Service Definition	Level	Description
1	On-line Server Performance	Server performance to ensure consistent and continuous provision of service.	UK-based Clients	For clients and users to be confident of fast, 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 4.
			Non-UK Clients	Whilst VSL uses UK-based servers for most of the time, we may choose to provide the service through another reputable service provider, our preferred and predominately selected provider is AWS, but we will always inform the client in advance of any changes the service being made. This facility allows us to use servers close to specific countries should we anticipate a slower service from the UK. For further details about the company's mitigation planning in the event of a server crash, see 4.
2	Technical Support	Technical assistance to ensure a named SimVenture product works correctly and can be used by the licensed user.	UK Client support in standard UK working hours.	VSL technical staff are available to be contacted by email or phone throughout the standard working week (Monday to Friday 9am – 6pm). We always aim to respond to queries within two hours of being contacted but we normally can respond much more quickly. Technical Support contact details are published on the company website. https://simventure.com/contact/



Venture Simulations Ltd (Trading as 'SimVenture')

www.simventure.com

			UK Clients support outside standard working hours.	Support is available during evenings and weekends although response times will vary. We always aim to respond to queries within 8 hours of being contacted but we are normally able to respond much more quickly.
			Non-UK Client support in local working hours	Unless agreed otherwise, a named, local SimVenture Partner Agent who has been assigned to the client contract is available to be contacted by email or phone throughout the standard working week (Monday to Friday 9am – 5pm). Where an in-country Partner Agent is involved, they will always aim to respond to queries within two hours of being contacted.
			Non-UK Client support outside local working hours	Unless agreed otherwise, a named, local SimVenture Partner Agent who has been assigned to the client contract is available to be contacted by email. Support is available during evenings and weekends although response times will vary. We always aim to respond to queries within 8 hours of being contacted but we are normally able to respond much more quickly.
3	Technical Problem Resolution	How we resolve technical problems	UK and Worldwide	<p>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 address any identified issue as soon as we are made aware of it, and can typically fix individual issues within two hours, and often much less. The SLA below details target response and resolution times for such incidents. There are some issues however that</p>



				<p>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 our servers 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. We will notify clients as part of our incident management process according to the contact information that is provided.</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. We will notify clients as part of our incident management process according to the contact information that is provided. 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.</p> <p>Should we assess that a technical problem has clear material impact on the use of a SimVenture product, we will inform named clients via email immediately. Clients that provide a proactive notification email inbox address will also receive the same information.</p>
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4	Mitigation plan for a server crash	How we operate in the event of a server crash	At all times	<p>Providing an excellent on-line service is vital to VSL and we choose our server providers with great care. To minimise the chances of any server failure, the main servers are hosted in a secure UK data centre.</p> <p>Most hardware failures and network outages can normally be dealt with directly within the data centre where our servers are hosted. Data centre staff are available 24/7 to deal with issues of this nature and would normally start to, or actually resolve the problem, within an hour of notification. The SimVenture team is always notified of any issues.</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 four hours in the unlikely event of the main server malfunctioning.</p> <p>At night and at weekends the time to resolve a more significant server failure is likely to be longer.</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>
5	Software License Provision	How we provide product licenses to clients	Worldwide	<p>When VSL receives a purchase order or payment, a structured 6-point Customer Journey for the named client begins. The Customer Journey provides VSL with a framework for supplying, monitoring and reviewing the use of product licenses and all related support for the lifetime of the contract.</p>



				<p>Once VSL has gathered relevant details about intended product use, the ordered number of anonymous licenses (with passwords as appropriate) are supplied to the named client or in some cases the in-country Partner Agent (who then works with the client). The recipient of the licenses is able to manage those resources within the administration section of the product.</p> <p>Thereafter, the named client receives orientation training followed by enhanced training (should it have been ordered). All support allows the client to supply licenses to end users and then manage/monitor progress as the product is used.</p>
6	Customer Training and Educator Support	Standard Service Performance – Free Service	UK based Clients	<p>As standard, VSL provides one hour of free online product orientation training via Teams or Zoom to clients spending at least £500 on product licenses. The training is provided by a VSL UK-based Learning and Development Manager with appropriate product and teaching expertise.</p> <p>The product orientation session covers the products being used by the client and introduces key stakeholders to one another.</p> <p>The product orientation session identifies the names of up to two lead educators who then act as the main contacts for the provision of educator support throughout the lifetime of the contract (unless the main contacts are replaced). As part of the Service Level Agreement only educators who have attended the orientation session (or subsequent paid training) and are named and known to the SimVenture team can subsequently request Educator support.</p> <p>Key contact details for client and VSL representatives are shared at the orientation meeting. Named educators can subsequently access, share and use free teaching resources made available on the SimVenture website. Named educators can</p>



				<p>subsequently contact their Learning Development Manager with queries about educator support during the lifetime of the contract.</p> <p>We always aim to respond to appropriate training and support requests within 24 hours of receiving the message unless the request is made on a weekend. Responses to appropriate weekend training and support requests take up to 48 hours.</p>
			Non-UK based Clients	<p>As standard, VSL provides one hour of free online product orientation training to all clients spending at least £500 on product licenses. The training is provided by an in-country SimVenture Partner Agent with appropriate expertise or a VSL UK-based Learning and Development Manager with appropriate product and teaching expertise.</p> <p>The product orientation session covers the products being used by the client and introduces key stakeholders to one another. The orientation session is not a full product training session (see Enhanced Service Performance).</p> <p>The product orientation session identifies the names of up to two lead educators who then act as the main contacts for the provision of educator support throughout the lifetime of the contract (unless the main contacts are replaced). As part of the Service Level Agreement only educators who have attended the orientation session (or subsequent paid training) and are named and known to the SimVenture team can subsequently request Educator support.</p> <p>Key contact details for client and VSL representative are shared at the orientation meeting. Named educators can subsequently access, share and use free teaching resources made available via the SimVenture website. Named educators can subsequently contact the Partner Agent (or UK-based Learning Development Manager) with queries about educator support during the lifetime of the contract.</p>



				<p>Partner Agents always aim to respond to appropriate training and support requests within 24 hours of receiving the message unless the request is made on a weekend. Responses to appropriate weekend training and support requests take up to 48 hours.</p>
		Enhanced Service Performance – Paid Service	UK based Clients	<p>When providing written quotes to supply SimVenture learning solutions, VSL sales staff will have first identified any requirements for product training so that educators are able to make best use of the digital learning resources when working with product users. Clients can always choose not to receive training.</p> <p>When an order is received, and ahead of licenses being provided to learners, formal training is planned in collaboration and then provided online or onsite by one or more accredited SimVenture product trainers to named individuals who will be delivering courses/modules using SimVenture products. Product training is delivered in line with the written quote unless the client requests an amended service.</p> <p>The maximum number of people one VSL trainer can train on-site at any one time is 15. To limit learning dilution no more than 6 people should be trained on-line simultaneously.</p> <p>Should it be necessary to start onsite training at client premises at or before 9.30am on any morning, VSL requires at the client's expense for 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>When a large quantity of licenses is purchased by a client, VSL may 'bundle' discounted or free training with the provision of that software. The detail about any discounted or free training being provided with software licenses is always clearly shown on the written quote. Bundled training always forms part of a single quote.</p>



				<p>Once training is complete, up to two lead educators who attended the training (typically the same two people as the product orientation session) then act as the main contacts for the provision of educator support throughout the lifetime of the contract. As part of the Service Level Agreement only educators who have attended the paid training or orientation session and are named and known to the SimVenture team can subsequently request Educator support.</p>
			Non-UK based Clients	<p>When providing written quotes to supply SimVenture learning solutions, the in-country Partner Agent or VSL sales staff will have first identified any requirements for product training so that educators are able to make best use of the digital learning resources when working with product users. Clients can always choose not to receive training.</p> <p>For all training delivered by members of the UK SimVenture team 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. Should it be necessary to start onsite training at client premises at or before 9.30am on any morning, VSL requests at the client's expense for 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>When an order is received, and ahead of licenses being provided to learners, formal training is planned in collaboration and then provided online or onsite by the Partner Agent or one or more accredited SimVenture product trainers to named individuals who will be delivering courses/modules using SimVenture products. Product training is delivered in line with the written quote unless the client requests an amended service.</p>



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7	Company Records & Performance			<p>VSL is a registered private limited company based in Yorkshire, UK. 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 as well as on our YouTube channel.</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 Privacy Statements on the SimVenture website.
9	Other information			Further information including all contact details and VSL's 'Values & Purpose' statement and award details can be found on the company's website – www.simventure.com
10	Target Response and Resolution Times			<ul style="list-style-type: none"> • Priority 1: A complete failure of the system, preventing all users from accessing or using the system. • Priority 2: A failure of the system preventing a group of users from accessing or using the system. • Priority 3: A failure of the system causing a significant degradation of functionality, although still allowing use of the system potentially using a temporary workaround. • Priority 4: A less important degradation of functionality that does not require a workaround and still allows use of the system. • Priority 5: A cosmetic or low priority issue that does not affect the functionality in any significant way.



					<table><tr><td rowspan="2">Priority</td><td colspan="2">Working Day (9am thru 6pm GMT)</td><td colspan="2">Evenings and Weekends</td></tr><tr><td>Target Response</td><td>Target Resolution</td><td>Target Response</td><td>Target Resolution</td></tr><tr><td>P1</td><td>2 hrs</td><td>4 hrs</td><td>2 hrs</td><td>8 hrs</td></tr><tr><td>P2</td><td>2 hrs</td><td>24 hrs</td><td>2 hrs</td><td>24 hrs</td></tr><tr><td>P3</td><td>2 hrs</td><td>3 Days</td><td>2 hrs</td><td>3 Days</td></tr><tr><td>P4</td><td>2 hrs</td><td>10 Working Days</td><td>2 hrs</td><td>10 working Days</td></tr></table>	Priority	Working Day (9am thru 6pm GMT)		Evenings and Weekends		Target Response	Target Resolution	Target Response	Target Resolution	P1	2 hrs	4 hrs	2 hrs	8 hrs	P2	2 hrs	24 hrs	2 hrs	24 hrs	P3	2 hrs	3 Days	2 hrs	3 Days	P4	2 hrs	10 Working Days	2 hrs	10 working Days
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