CIVICA

Service Level Agreement – Civica Expenses

Client name PM please amend and delete this message

Date PM please amend and delete this message

Version:	Author:	Product:	Date:	Status:
1.0	Erika Prada	Civica Expenses	27 January 2025	Draft
1.1	Erika Prada	Civica Expenses	30 January 2025	Final

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Introduction

At Civica we are committed to providing our clients with the highest standards of service. Our support team has been especially trained to help resolve any technical issues clients encounter when using the Civica Expenses platform. We believe that skilled service management is the key of a long and successful relationship.

This document describes our support model; it details the support services, support resources, contact information and best practices for contacting our support team.

Section 1 - Definition of support and priorities (SLA's)

After your system has gone "Live" we provide you with ongoing technical support, that is what we call Business as Usual (BAU). Our support team handles incidents such as system issues, queries, as well as some change requests. When you raise a ticket, our support team will classify that ticket using four priority levels (although this may change, depending on each client specific Service Level Agreement).

Impact	Description of impact
Critical (P1)	Functionality is inoperable, this applies to the production environment and indicates an inability to access services resulting in a critical impact on operations and requires an immediate solution as no workaround is available.
Significant (P2)	A serious error has been identified in the live system, where a workaround is available.
Medium (P3)	An issue has been identified that is not preventing processes from running but is causing an annoyance.
Low (P4)	A non-essential request that would improve the system in some way.

We then apply our priority matrix as follows:

	High urgency	**Medium** urgency	**Low** urgency	**Lowest** Urgency
Critical impact	Priority 1	Priority 1	Priority 2	Priority 3
Significant impact	Priority 1	Priority 2	Priority 3	Priority 4
Medium impact	Priority 2	Priority 3	Priority 3	Priority 4
Low impact	Priority 3	Priority 4	Priority 4	Priority 4

Overriding our priorities

We aim to be flexible and recognise that sometimes there are extenuating circumstances, and such the priority matrix needs to be overridden. Issues that affect large numbers of users, key users experiencing issues with a critical project or an impending deadline are all good examples. Our consultants can override our standard priority assessment when there is good reason, please make us aware.

SLA's

After your system has gone "Live" we provide you with ongoing technical support, that is what we call Business as Usual or BAU. When you raise a ticket, our support team will classify that ticket using four priority levels (although this may change in some cases, depending on each client specific Service Level Agreement).

Priority	Definition	SLA	Time coverage
1	**Priority 1**: **Critical**: Functionality is inoperable, this applies to the production environment and indicates an inability to access services resulting in a critical impact on operations and requires an immediate solution as no workaround is available.	Time to initial response: 1 hour Time to fix: 1 day	Mon-Fri (8 am to 6 pm GMT/BST)
2	**Priority 2**: **Significant**: A serious error has been identified in the live system, where a workaround is available.	Time to initial response: 4 hours Time to fix: Next available slot in development/release cycle	Mon-Fri (8 am to 6 pm GMT/BST)
3	**Priority 3**: **Medium**: An issue has been identified that is not preventing processes from running but is causing an annoyance.	Time to initial response: 8 hours Time to fix: Assigned into development/release cycle	Mon-Fri (8 am to 6 pm GMT/BST)
4	**Priority 3**: **Low**: A non-essential request that would improve the system in some way.	Time to initial response: 24 hours Time to fix: No time specified	Mon-Fri (8 am to 6 pm GMT/BST)

Targets and monitoring

We have an SLA target of 95% which has been achieved consistently over the last 12 months. As well as monitoring response times, our helpdesk system also asks for feedback from anyone who submits a ticket so that we can monitor the service you feel you are receiving. We also conduct a short survey with a cross section of clients each year to monitor both customer service and user experience. Where there are extreme performance issues, we will notify the administrative staff for each site via email and will put a notification message on the login screen of each site.

Escalations

If customers are unhappy with the way a support ticket has been dealt with, they can contact the Support Manager, so a more in-depth investigation can take place. If the Support Manager is not able to resolve the problem, the issue will be escalated to the Customer Support Director for final consideration. All information about the case will be available via the support portal and the team will add regular updates to the system to keep clients informed at every stage of the investigation.

Section 2 - Client responsibilities

System administrators are responsible for first line support within the business and should carry out an initial assessment before a call is made to Civica support team. This initial investigation will ensure that if the issue is a local issue (for example, a local networking issue) is resolved by the client's IT support team. It is only when a full investigation has been carried out that the issue should be raised with the Civica support team.

Clients must ensure that all personal information from any screenshots or other information provided to us has been redacted, blanked or removed to comply with Data Protection guidelines. If Civica deems necessary to look at data on the live system, will require the specific agreement from the client to do so.

We have found that the following practices can help our Support team better understand your problem and more effectively respond to your concerns, as well as help you make the best use of your time:

- Submitting problems electronically via our support system (https://support.civica.com/s/login)
- Keeping the questions/issues separate (one problem per case)
- Specifying a priority based on your judgment of the business impact (see section 1)
- Keeping Civica support informed of major upgrades/implementations in your organisation
- Providing timely feedback, so that the support team can close the support ticket when the problem has been resolved (if the problem reoccurs you may open a new ticket citing the previous reference).

Section 3 - How to contact our support team

We encourage you to log any issues via our **customer portal** as this is accessible 24 hours a day, seven days a week, 365 days of the year. If you need to talk to us, the support team can be reached by telephone in the UK from Monday to Friday 8 am to 6 pm (BST, excluding UK Bank Holidays).

Please note that issues must be reported to us in English and responses will also be given/sent to clients in English.

Contact us:

+44 (0) 1270 611800

https://support.civica.com/s/login

If you would like to know more about our new support system visit, Streamline Customer Support with Civica Support Cloud | Civica.

What can you expect from the Civica support team?

Our Support team is available to assist with all technical issues of varying degrees of priority. To resolve issues efficiently and effectively, the Civica support team needs to be able to replicate the issue users are experiencing. Please provide us with as much detail as possible, including screenshots so we can attempt to reproduce the error within our environment.

Reporting an incident

Before any issue is reported to the support team is imperative that the issue has been replicated by one of the system administrators, so we know the problem is not internal or localised to the user or service. **System administrators** will be required to provide the following information when raising an issue with our support team:

- Name, organisation, email address and telephone number
- The name/team/area of the service affected
- The type of request (problem, question, change request, etc.)
- A detailed description of the problem (include screenshots if possible)
- How many users are affected?
- What were the affected user(s) doing that led to the problem manifesting itself (if known)?
- Were there any recent changes in the local infrastructure
- What testing has been done to by a **System administrator** to replicate the issue

Clients will be required to ensure that at least one member of the team (although ideally more than one) has been trained to a **System administrator** level and this person is aware of the features and responsibilities of this role.

Knowledge management

Answers for most FAQs can be found in our extensive information pages. These can be found here:

MyExpenses (pointprogress.com)