



Appendix D to DIR-TSO-2591 MAINTENANCE AGREEMENT

THIS MAINTENANCE AGREEMENT (“Agreement”) is between Go IT Services, Inc. (“Go IT Services”), with its principal place of business located at 10190 Katy Freeway, Suite 500, Houston, TX 77043 and (“CUSTOMER”), with its principal place of business located at _____ (“CUSTOMER Address”) and shall be effective as of the last signature date of this Agreement.

RECITALS

WHEREAS, Go IT Services is engaged in the business of Comprehensive Web Development, including website design/development, website hosting, web content management services, maintenance, training and support and technical services and support, and

WHEREAS, Go IT Services has created and implemented for CUSTOMER certain Comprehensive Web Development and Managed Services in accordance with requirements specified by the CUSTOMER,

NOW THEREFORE, Go IT Services and CUSTOMER agree as follows.

1. Scope of Services

Go IT Services agrees to perform, and CUSTOMER agrees to accept, the Comprehensive Web Development and Managed Services, to include maintenance and support services referred to in Exhibit A (Scope of Work).

2. Price and Payment Terms

CUSTOMER will pay Go IT Services according to the terms and conditions set forth in DIR Contract Number DIR-TSO-2591 and Exhibit A (Scope of Work), all in accordance with Appendix C, Pricing Index of DIR contract DIR-TSO-2591.

3. Confidential Information

Confidential information shall be handled in accordance with Appendix A, Section 9.H of DIR Contract number DIR-TSO-2591.

4. Obligations of Go IT Services

Go IT Services will perform services in accordance with DIR Contract Number DIR-TSO-2591 and Exhibit A (Scope of Work).



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5. Obligations of CUSTOMER

All Comprehensive Web Development and Managed Services will be performed on Customer applications and Customer operating systems residing on Customer servers or at Customer data centers that are in the complete control of the Customer. CUSTOMER will provide Go IT Services reliable access to the environment to the extent that Customer security policies and procedures allow:

1. If CUSTOMER security policy and procedures allow, Go IT Services can use either SSH or RDP to access remote machines.
2. If a VPN connection is required, CUSTOMER will work with Go IT Services to verify and test access in accordance with CUSTOMER security policy and procedures.

Within a reasonable amount of time, CUSTOMER will provide answers to inquiries made by Go IT Services Support to help understand and/or diagnose CUSTOMER reported issues.

Within a reasonable amount of time of a request from Go IT Services to test changes to Comprehensive Web Development Services, CUSTOMER will provide the resource(s) needed to test and report the results of testing.

6. Termination and Default of Agreement

Termination and Default shall be handled in accordance with Appendix A, Section 10 of DIR contract DIR-TSO-2591.

7. Governing Law

Go IT Services and CUSTOMER agree that this Agreement has been made in Texas and that it shall be governed by and construed pursuant to the laws of the State of Texas. Nothing herein shall be construed to waive the sovereign immunity of the State of Texas. The exclusive jurisdiction for any legal proceedings arising from this Agreement shall be the courts of Travis County, Texas.

8. Entire Agreement

DIR Contract Number DIR-TSO-2591 Section 1, Introduction defines the documents and order of precedence for the entire contract between Go IT Services and CUSTOMER.



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9. Notice

Notices shall be handled in accordance with Appendix A, Section 11 of DIR contract DIR-TSO-2591. When notice is for the CUSTOMER, mail shall be addressed to the CUSTOMER Address. When Notice is for the Go IT Services, mail will be addressed to:

Go IT Services
10190 Katy Freeway, Suite 500
Houston, TX 77043

10. Modification of Agreement

No amendments or alterations to this Agreement shall be effective unless made in writing and signed by both Go IT Services and the Texas Department of Information Resources (DIR). The parties further agree that the terms, conditions, and prices contained in DIR contract DIR-TSO-2591 shall prevail.

11. Execution of Agreement

CUSTOMER

Date Signed:

Print Name
Print Title

Go IT Services

Date Signed:

Jamal Khalil
President



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Exhibit A Scope of Work

Scope of Coverage

Maintenance and Support Coverage

This Scope of Work Agreement covers the following Comprehensive Web Development and Managed Services:

- Problem resolution according to Appendix D, Maintenance Agreement
- 60 technical support hours for advice, change requests, and problems not covered by the Service Level Agreement in Exhibit B, Service Level Agreement.

Service Level Agreement

Issue Reporting and Tracking

Go IT Services utilizes “GO RESOLVE” to facilitate all support communications. GO RESOLVE is a web-based system that enables Go IT Services to efficiently manage CUSTOMER questions and issues within response time commitments. It also provides an excellent mechanism to review history of support.

Go IT Services will provide CUSTOMER required access to GO RESOLVE.

Knowledge Transfer / Q&A

Go IT Services will answer general questions from CUSTOMER about the Comprehensive Web Development and Managed Services and will provide CUSTOMER with any relevant prepared documentation.

Diagnosis & Debugging

Go IT Services will respond to issues entered by CUSTOMER in GO RESOLVE, within the response time defined below. In most cases, support will be provided by Go IT Services staff directly accessing the production environment to efficiently identify and resolve issues with CUSTOMER system.

Proactive Notification

Go IT Services will promptly notify CUSTOMER of any material defects or malfunctions related to the Comprehensive Web Development and Managed Services provided by Go IT Services or related documentation that it learns from any source.

Proactive Services

Go IT Services may utilize techniques for pro-actively detecting problems with the Comprehensive Web Development and Managed Services IF CUSTOMER agrees and IF CUSTOMER security policy and procedures allow. Any method of pro-actively detecting problems must be agreed in writing by both parties.

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Exhibit A Scope of Work

Issue Resolution

Go IT Services will correct inherent material errors in the Comprehensive Web Development and Managed Services provided by Go IT Services that are not caused by Customer's improper use, alteration or damage of the web programs. Go IT Services will provide an estimate of time to resolve support issues covered by this agreement. Other types of requests, such as requests to add functionality or modify the Comprehensive Web Development and Managed Services are not covered by this agreement and will be addressed by a separate Statement of Work.

Emergency Support by Phone & Skype

Go IT Services will provide real-time communications via Phone and Skype during system emergencies.

- 7am to 7pm Central Time, Monday through Friday, excluding Federal holidays.
- An "Emergency" is defined as a production server being unresponsive or a security breach.

Skype Support

Go IT Services will provide real-time communication via Skype, as requested, to resolve both emergency and non-emergency issues.

- CUSTOMER must ensure actionable discussions via Skype are entered & prioritized in GO RESOLVE.

Response Times

Go IT Services will acknowledge receiving a Service Request according to the Severity as defined in Exhibit B, Service Level Agreement to DIR Contract Number DIR-TSO-2591. If any delay is caused due to third-party hardware or software or caused by Customer that is beyond the control of Go IT Services, it will not be counted against Go IT Services for Remedy credits. In the case of a third-party delay, Go IT Services and Customer will agree on a timeframe for Go IT Services to update and report a status to the Customer and advise them of an updated schedule for the ticket closure.

Remedies for Not Meeting Response Times

In the event, Response Times metrics fall below target levels as specified in Exhibit B, Service Level Agreement to DIR Contract Number DIR-TSO-2591 for all service requests within any one month period, Go IT Services will credit customer's monthly account charge according to the following table:

Lower than Target Level	Credit
1%	5%
2%	10%
3% or more	25%



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Exhibit A Scope of Work

Service Period

Services shall commence on the Effective Date of the Agreement and shall continue for a period of one (1) year. After the service period, the Service Agreement shall not automatically be renewed. Annual renewal options may be exercised by Vendor's issuance of thirty (30) days advanced written notice and Customer's concurrence prior to the then-effective expiration date (each a "Renewal Term"). Renewal will require the written agreement of both Go IT Services and CUSTOMER for any additional annual renewal periods.

Costs of Services

CUSTOMER agrees to pay Go IT Services in accordance with Appendix C, Pricing Index of DIR contract DIR-TSO-2591.

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Exhibit B Service Level Agreement

Service Level Agreement (SLA) Scope and Services Overview

Purpose of SLA

The SLA defines the support services provided by Go IT Services Support. The goal is to define and get a clear, documented agreement with [CUSTOMER] with regards to:

- The support services to be provided by Go IT Services
- The service levels and expectations for those services
- The communication and escalation paths between both Parties
- The reporting arrangements to measure the level of services provided
- The responsibilities of Customer support staff

Validity Period and renewal

The Service Level Agreement begins on the last signature date of Appendix D, Maintenance Agreement of DIR Contract Number DIR-TSO-2591 and is for one (1) year. A review will be conducted on an annual basis. The purpose of the review is to communicate engagement status, discuss issues and assign action items as needed. However, there are exceptional reasons for an SLA review which could be triggered by:

- Application portfolio changes (obsolescence or new functionality or interfaces);
- Service portfolio changes;
- [CUSTOMER] Support needs changes; and/or
- Service Levels are not met.

Agreement

This Agreement consists of DIR Contract number DIR-TSO-2591 and this document as an Appendix to the Contract describes the specific support offerings from Go IT Services to [CUSTOMER].

Covered Services

Go IT Services is responsible for providing the Support Services listed below as related to Comprehensive Web Development and Managed Services, using the processes and metrics described in later sections, and meeting targeted commitments for Response Time and Resolution Time.

All Comprehensive Web Development and Managed Services will be performed on Customer applications and Customer operating systems residing on Customer servers or at Customer data

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centers that are in the complete control of the Customer. CUSTOMER will provide Go IT Services reliable access to the environment to the extent that Customer security policies and procedures.

A) Reactive (event or call-based) Support Services- Incident Management

Reactive (event or call-based) Support services cover responses to requests for assistance in solving problems which are causing the Comprehensive Web Development and Managed Services provided by Go IT Services to malfunction, as well as requests for routine changes of configurations which may be needed to ensure the avoidance of problems, or improve the functioning of the Comprehensive Web Development and Managed Services provided by Go IT Services. Reactive Support Services include the following:

- Problem identification & verification.
- Determine if an issue is related to the Comprehensive Web Development and Managed Services provided by Go IT Services or other Customer Applications, Modules and Interfaces using available knowledge resources along with Customer Support resources.
- Manage problem prioritization and scheduling (includes defect queue and resources).
- Delivery of problem solution.
- Documentation of the issue and resolution.
- Complete problem resolution for deep technical problems requiring no code change.
- Add input to application knowledge base (trouble tree knowledge base) from support calls.
- Provide monthly problem management status reporting (root cause analysis).

B) Production Control and System Monitoring

- Perform daily monitoring of the application in the Production Environment as related to Comprehensive Web Development and Managed Services.
- Perform daily monitoring of the application in the Test Environment as related to Comprehensive Web Development and Managed Services.
- React accordingly to events generated by all monitored components.
- Detect events per monitoring requirements (Hardware, OS & DB) as related to Comprehensive Web Development and Managed Services.
- React to events according to event notification and escalation procedures.
- Maintain all batch job scheduling as related to Comprehensive Web Development and Managed Services.
- Adjust schedule to account for failures and delays.

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- Define parameters for production jobs.
- Setup job scheduler for batch jobs.
- Execute scheduled jobs and scripts.
- Adjust schedule to account for failures and delays.
- Monitor scheduled jobs and job logs and react to issues.
- Execute recovery/rollback from failed jobs using pre-defined procedures.
- Verify job expected results using established procedures.

C) Technical Support

- Validate, approve and execute the setup of OS parameters as related to Comprehensive Web Development and Managed Services.
- Manage OS parameters as related to Comprehensive Web Development and Managed Services.
- Track results of tuning actions.
- Define and implement security controls.
- Create new OS users as necessary as related to Comprehensive Web Development and Managed Services.
- Maintain passwords of shared users.
- Troubleshoot OS problems as related to Comprehensive Web Development and Managed Services.
- Work with hardware vendor to resolve issues.
- Apply patches and upgrades to the OS as related to Comprehensive Web Development and Managed Services.
- Perform day-to-day OS administration duties as related to Comprehensive Web Development and Managed Services.
- Define start-up/shutdown schedule of production environment as related to Comprehensive Web Development and Managed Services.
- Restart application after failure (production environments) as related to Comprehensive Web Development and Managed Services.

D) Backup and Restore

- Monitor backup jobs completion for all systems as related to Comprehensive Web Development and Managed Services.

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- Perform ad hoc backup procedures as related to Comprehensive Web Development and Managed Services.
- Define media rotation requirements as related to Comprehensive Web Development and Managed Services.
- Manage backup media (Tape Management) as related to Comprehensive Web Development and Managed Services.
- Maintain backup library as related to Comprehensive Web Development and Managed Services.
- Coordinate off-site storage functions as related to Comprehensive Web Development and Managed Services.
- Periodically verify backup media integrity using write verify as related to Comprehensive Web Development and Managed Services.
- Restore single or multiple objects from the backup media as related to Comprehensive Web Development and Managed Services.
- Restore complete or incremental backup as needed after system failures as related to Comprehensive Web Development and Managed Services.
- Validate integrity and consistency of restored information as related to Comprehensive Web Development and Managed Services.
- Test backup/restore procedures periodically.

E) Server Hardware Maintenance

- Identify potential server failures and recommend solutions as related to Comprehensive Web Development and Managed Services.

F) Database Maintenance

- Perform database physical administration (manage table space, extensions, reorganizations) for supported databases as related to Comprehensive Web Development and Managed Services.
- Plan and perform database imports/exports as related to Comprehensive Web Development and Managed Services.
- Perform database upgrades as a part of change requests as related to Comprehensive Web Development and Managed Services.
- Perform logical database changes for minor enhancements as related to Comprehensive Web Development and Managed Services.

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- Maintain all application master files and code tables as related to Comprehensive Web Development and Managed Services.
- Maintain all system tables and application parameters as related to Comprehensive Web Development and Managed Services.

G) User Profile Administration

- Develop and maintain user groups and user profiles as part of overall system security as related to Comprehensive Web Development and Managed Services.
- Define new user requests and new user approval procedures.
- Create new users in production environment.
- Create new users in development environments.
- Manage user permissions for production servers and production applications as related to Comprehensive Web Development and Managed Services.
- Support audit requirements around security profiles.
- Setup passwords for user administration in production environment as related to Comprehensive Web Development and Managed Services.
- Setup passwords for user administration in test environment as related to Comprehensive Web Development and Managed Services.

H) Change Management / Risk Management

- Participate in change request prioritization meetings (CPE prioritization).
- Document and maintain change control request and execution procedures.
- Manage version control of application source code.
- Prepare release notes on MTP (Move To Production) bundles.
- Audit impact statements and deployment plans written by development team as related to Comprehensive Web Development and Managed Services.
- Identify need for rollback process and coordinate rollback activities as related to Comprehensive Web Development and Managed Services.
- Approve change control requests for production environment as related to Comprehensive Web Development and Managed Services.
- Manage the change management planning process and lifecycle checkpoints (lead change control meetings for production environment with other teams as related to Comprehensive Web Development and Managed Services).

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- Perform the change management and MTP process (migrate software enhancements into production using established change control procedures based upon planned release schedules) as related to Comprehensive Web Development and Managed Services.
- Verify that the release management/MTP changes were completed successfully.
- Provide post MTP assistance to support teams to resolve issues quickly as related to Comprehensive Web Development and Managed Services.
- Maintain technical configuration documentation for production environment based on new deployments/releases/fixes as related to Comprehensive Web Development and Managed Services.
- Provide infrastructure/network assistance if needed for migration of release to production as related to Comprehensive Web Development and Managed Services.
- Conduct MTP post-mortem meeting to discuss issues and problems.

I) Configuration / Quality Management

- Manage application development environment setup, maintenance, and calendar as related to Comprehensive Web Development and Managed Services.
- Manage application integration test environment setup, maintenance and calendar as related to Comprehensive Web Development and Managed Services.
- Manage application system test environment setup, maintenance and calendar as related to Comprehensive Web Development and Managed Services.
- Manage application production environment setup, maintenance and monitoring post MTP as related to Comprehensive Web Development and Managed Services.
- Manage application field acceptance test environment setup, maintenance and calendar as related to Comprehensive Web Development and Managed Services.
- Manage application production support/readiness environment setup, maintenance and calendar as related to Comprehensive Web Development and Managed Services.
- Manage installation or upgrades of 3rd party software applications as part of a major release as related to Comprehensive Web Development and Managed Services.
- Install infrastructure level HW/SW as needed in environments as related to Comprehensive Web Development and Managed Services.
- Schedule production environment downtime as related to Comprehensive Web Development and Managed Services.
- Log and track unplanned downtime as related to Comprehensive Web Development and Managed Services.

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- Communicate production environment planned outages to business managers and development teams as related to Comprehensive Web Development and Managed Services.

J) Break Fix/Defect Management (Change Requests)

- Initiate problem resolution - prioritize, assign resources, research defect.
- Assess effort required to fix defect.
- Assign each ticket appropriate Defect level (critical, severe, medium and low) or Enhancement.
- Submit change control request if scope of request is for enhancement.
- Manage defect prioritization
- Manage defect scheduling
- Complete problem resolution - code change
- Migrate emergency software fixes into production using established change control procedures based upon planned release schedules as related to Comprehensive Web Development and Managed Services.
- Migrate non-emergency software fixes into production using established change control procedures based upon planned release schedules as related to Comprehensive Web Development and Managed Services.
- Coordinate with Solution development on system changes and version control.
- Test problem resolution.
- Sign off on problem resolution.
- Notify owners of resolution and confirm satisfactory resolution.
- Close problems/update support logs based on problem resolution.
- Provide monthly problem management status reporting (root cause analysis).

K) Security Management

- Monitor security plan & strategies as related to Comprehensive Web Development and Managed Services.
- Participate in security audits and reviews.
- Sign off and review all changes affecting system security as related to Comprehensive Web Development and Managed Services.
- Maintain application security policies as related to Comprehensive Web Development and Managed Services.

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L) Proactive Notifications

Proactive notification services are required to ensure coordination of efforts between the Support teams for planned and unplanned downtime, system maintenance, and application builds. Proactive notifications are also highly recommended as a courtesy for critical or serious Linkage issues which one team is working on, but they are not yet soliciting assistance from the other teams. Notification must take the form of an e-mail message sent using a pre-defined standard format, which must be agreed upon between both parties.

M) Escalation Services

Go IT Services Support has instituted rigorous escalation processes for its Mission-Critical applications to insure the highest level of Service. Escalation Services will be provided for this Solution by Go IT Services Support using our standard escalation process.

Call Severity	Description
1	<p><u>CRITICAL</u></p> <p>Multiple users are unable to use the product, resulting in a critical impact on operations OR the customer experiences a real, or perceived, data loss or data corruption. This problem requires an immediate solution, as there is no work-around.</p> <p>Go IT Services Support Desk must receive a phone call for any Severity 1 problem, to ensure a correct reactivity.</p>
2	<p><u>SERIOUS</u></p> <p>The customer is usually able to use the product, but is severely restricted. Causes application failure/restart; workaround may exist, but is time consuming. Causes economic impact/customer impact on the entity. Changes to the business processes or environment that require urgent attention.</p>
3	<p><u>MEDIUM</u></p> <p>Prevents the user from using the defined procedures; workaround is acceptable; not serious to operations; problem does not have a significant economic impact upon the entity.</p>

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4	<p><u>LOW</u></p> <p>The customer can circumvent the problem and use the product with only slight inconvenience. This problem has an acceptable work around that could be used as a permanent solution.</p> <p>This severity will be used as the default if no severity is specified on the call.</p>
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Customer may utilize the Escalation Process for those situations that match Support Escalation Criteria detailed in a later section of this SLA.

Severity

When submitting a call to Go IT Services Support, the submitter indicates how critical the issue is for the Customer. A classification of criticality is made based on a four levels **Severity** scale.

Severity Downgrade

The response will be made against the severity given by the customer. If Go IT Services Support feels this severity is inappropriate, the engineer will contact Customer to further understand the business impact. Following this verification, Go IT Services Support is entitled to lower this severity.

Closure Agreement

Go IT Services Support will only close a call with Customer agreement. Any call can be reopened if necessary. However, Go IT Services Support reserves the right to close calls if the Customer does not respond to three requests for information:

- **First message** is sent to Customer and the call is given a status 'Pending User Close' or 'Pending User Info'.
- **Second message** is sent **3** days after the first request if no reply has been received.
- **Third message** is sent **2** days after the second request if no reply has been received.
- If **no reply** is received the following working day, then the call is closed.

Support Process Metrics

Overview

Go IT Services Support processes are managed using consistent metric definitions, calculations and process targets. Default support process targets are defined below.

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Time To Respond (TTR)

Severity	Response Time	Target	Unacceptable
Sev. 1	30 minutes	> 99%	< 99%
Sev. 2	1 hour	>= 99%	< 99%
Sev. 3	4 hours	>= 99%	< 99%
Sev. 4	24 hours	>=99%	< 99%

Response time is defined as: number of business hours to open a ticket and begin troubleshooting. If Severity 1 or Severity 2 issue, Go IT Services will provide Customer with an estimate of the amount of time to make the repair/correction and Go IT Services will persevere to make the repair/correction to make the repair/correction in a timely manner that will minimize the impact of service interruption.

Time To Fix (TTF)

Severity	Response Time	Target	Unacceptable
Sev. 1	12 hours	> 99%	< 99%
Sev. 2	24 hours	>= 99%	< 99%
Sev. 3	5 days	>= 99%	< 99%
Sev. 4	7 days	>=99%	< 99%

Definitions

- Time To Respond (**TTR**): From case creation until log of first Email or phone call with case contact.
- Time To Fix (**TTF**): From case creation until “Pending User Close”, or if there is no “Pending User Close” event, until Time to Close.
- Time To Close (**TTC**): From case creation until engineer closes case. If case is re-opened one or more times, final closure is used.

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Metrics Calculations

- Metrics calculated only during normal business hours, i.e. 7 A.M. – 7 P.M. CT, Monday through Friday, excluding Federal holidays.
- Month-end Cutoff: Midnight of last working day of support organization.
- Filtered Out (items that will not be counted in metrics calculations)
 - “Proactive” cases;
 - Job aborts;
 - Duplicate calls (filtered out of TTF, TTC; Included in TTR & Call Volume); and
 - Cases with lab Change Requests (filtered out of TTF and TTC, included in TTR & Call Volume).

Remedies for Not Meeting TTR or TTF

In the event, TTR or TTF metrics fall below Target levels for any one month period, Go IT Services will credit customer’s monthly account charges according to the following table:

Lower than Target Level	Credit
1%	5%
2%	10%
3% or more	25%

Target Service Level Objectives by Priority

Excluded from Monthly Calculation of Service Availability

- Any utilized Scheduled Service Downtime.
- Downtime that incurred due to software or component installation on servers, which were not approved by Go IT Services.
- Any interruptions, delays or failures caused by Customer or employees, agents, or subcontractors, such as, but not limited to, the following:
 - Inaccurate configuration.
 - Non-compliant use of any software installed on the server.
 - Client initiated server over-utilization.

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- Any problems related to the attacks on the machine such as hacking, attacks, and exploits.

Production Post Incident Report (PIR)

Production PIR is a procedure to review all the activities related to bringing an escalation to a closure. It can be considered a learning tool and acts as a feedback mechanism into the different Team members, with the objective to improve supportability of the application and its availability.

PIR is initiated automatically by Go IT Services Support Team after the closure of an escalation.

Key Objectives:

- Increase overall customer satisfaction and loyalty.
- Improve Go IT Services processes both in standard and escalated cases.
- Improve Go IT Services products and offerings.
- Proactively prevent escalations by sharing knowledge and experience gained.
- Decrease number of escalations.
- Decrease the amount of resources and cost needed to deliver a solution.

Customer Support Responsibilities

Customer Responsibilities

Customer detail responsibilities with respect to this support agreement with Go IT Services Support include:

1. Provide a first point of contact for Go IT Services Support agents.
2. Go IT Services Support is not expected to provide support directly to Customer end-users. Users should instead continue to use the existing Customer Support Model.
3. Determines if an issue is related to Customer owned software and environments, or if the issue is related to other areas in the data center or applications using available knowledge resources.
4. Logs support calls as necessary to Go IT Services Support for resolution of problems not reasonably resolvable solely within the Customer Online environment. This is regardless of the suspected root cause of the issue.
5. Provide communication of planned and unplanned downtime to Go IT Services Support as specified in this SLA.

Termination/Default

Termination and Default shall be handled in accordance with Appendix A, Section 10 of DIR Contract Number DIR-TSO-2591.

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Customer Support Coverage Hours

Entity	Impact	Hours of Coverage
Critical (Priority 1)	Top	24x7x365
Serious (Priority 2)	High	24x7x365
Other (Priority 3 & 4)	Medium, Low, None	7 AM – 7 PM CST

Submit a Ticket to Go IT online support ticketing system

[URL Provided at time of contract]

Customer Support Connections

[Include information on how to contact support resource for Customer]

Customer Downtime Notification Distribution List

Team	Distribution List or Email Node
Customer Support Team	[Customer will provide notification information here]
[Additional Teams]	

Customer Support Contact Info

Entity	Electronic Contact	Voice Contact
Customer Support Team	[Enter Contact, if applicable]	[Enter contact number if applicable]
[Additional Teams]		

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Customer Escalation Contacts

Responsible Party	Procedure	Phone#
On-call Escalation Manager	[Enter procedure/name to contact]	[Number if applicable]
[Additional Teams]		

Customer Escalation Process

[Provide detailed information on Customer Escalation Process and contact information]