

**Texas Department of Information Resources
Appendix D to DIR Contract Number: DIR-TSO-3417**

**Applied Geographics
Service Level Agreement for Geospatial Technology Services**

This document reflects our commitment to assuring responsiveness and availability of applications and platform services to State of Texas government customers. This agreement serves as the baseline commitment to State Agencies to provide dedicated personnel and resources to support our services.

This Service Level Agreement (SLA) provides a direct, front-line response and issue management system to actively monitor, alert, communicate, and resolve issues and incidents related to our offerings as well as our service partners.

Service Support Team

AppGeo has a dedicated staff to monitor, respond, resolve and report issues or incidents related to our offerings. Our team is experienced with serving mission critical applications and responding to emergency management related events in Texas.

AppGeo Help/Support Desk

Primary, Direct Support is available through a dedicated response number that alerts all members our support team:

Email: **TexasSupport@appgeo.com**

Telephone: **512-467-1313**

Standard hours M-F 8:00am to 4:00 pm Central Time

Kara Manton, State of Texas Service Assurance Team Lead

kmanton@appgeo.com

- Coordination and Administration for AppGeo Services
- Communication for incident management and SLA reporting
- Data Quality Assurance

Tuan Pham, DevOps and Partner Platform Technology

Tpham@appgeo.com

- Monitoring and reporting of platform services
- Incident assessment, troubleshooting and technical coordination
- Security Protocols and Standards

Peter Girard, Software Applications

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- Software Design and Standards
- Software Interoperability and Integration Standards
- Software lifecycle updates

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Platform Service Availability

AppGeo product is built upon the platform of industry Service Providers such as Google Cloud Platform and Amazon Web Services. The AppGeo product enhances the standard availability of data provided by those Service Providers. Our commitment is summarized as follows:

- AppGeo does not control the platform resource availability of the product that we provide but we do provide assures that when the platform resource service is available for use, AppGeo Services will be delivered to our customers.
- Machines, Networks, Clouds fail; if these services are functioning under “Normal Operations” status operating we will provide our services.
- For AppGeo specific software and services, we provide live backup and failure response strategies that may involve secondary resources that will be deployed until primary service is restored.
- Our Service Response Team hotline is available 24/7. If something fails that we can control we address it as swiftly as possible. If we can’t control the cause or source of failure, we will serve as primary points of contact with the service provider until it is fixed.

The following response commitments are for all unplanned periods of downtime.

Standard Availability and Response	Availability: 99.5%	Response: 1-8 hours, same business day response to any SLA issue report
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Additional Service Levels may be provided on a case by case basis and will incur additional costs depending on response times and availability rating in accordance with Appendix C, Pricing Index of DIR Contract Number DIR-TSO-3417.

Downtime outside of Standard Availability

For Periods of Downtime in excess of the Platform Services Availability, State of Texas customers will receive a CREDIT of 5% on the monthly invoice for managed services, or two additional days of service whichever is preferred by the customer.

Monitoring for Success

AppGeo will produce and report monthly service level performance that includes availability, incident summary and remedy status.

Customer feedback will be monitored and continuously incorporated into process and system performance.