

BOOK A COURT Memorandum of Understanding

Appendix 2

Service Levels Overview

Outline

Below is an overview of the Service Levels, Support Methods, Priority Matrix, Escalation Contacts and an outline of Responsibility expected with the use of the Book A Court solution.

Book A Court utilises the ClubSpark software with an integration with a hardware solution. This involves groups to provide one fluid solution, as such there may be differing responsibilities and support processes depending on the support required.

Software

(ClubSpark, national aggregated websites, communication method between hardware and software)

Overview

ClubSpark is cloud hosted in the Windows Azure environment. Windows Azure runs in geographically dispersed datacenters that comply with key industry standards, such as ISO/IEC 27001:2005, for security and reliability.

In addition to datacentre, network, and personnel security practices, Windows Azure incorporates security practices at the application and platform layers to enhance security for application developers and service administrators.

Service Redundancy

Each layer of the Windows Azure platform infrastructure is designed to continue operations in the event of failure, including redundant network devices at each layer and dual Internet service providers at each datacenter. Failover is in most cases automatic (requiring no human intervention), and the network is monitored by the Network Operations Center 24x7 to detect any anomalies or potential network issues.

Platform Availability

The 'end to end' platform will have a minimum uptime of 98% per month. Downtime is measured from the time you give notice to the Tennis New Zealand Application Manager via the designated communication method that the service is not online and operational, until the time service is once again available during normal business operating times (e.g. times that the club, facility or venue is expected to normally be operating). On receipt of the notification, Tennis New Zealand will facilitate the interaction between the associated parties for all issues deemed P1 (as outlined in the Priority Chart) and assist in all other issues to help resolve the problem accordingly.

Helpdesk and Support Lines

First Line Support

First line support will be provided via the following table based on the issues experienced.

ISSUE	OWNER	ESCALATION
Public and members experiencing issues locating their access PIN or experiencing access issues	Club Contact	Tennis New Zealand or Insight EDS
Hardware/gate malfunctioning, unable to open gate and/or lights not working correctly	Insight EDS	Tennis New Zealand
Member unable to make a court booking or missing membership options (e.g. Payment requested when not required)	Club Contact	Tennis New Zealand
ClubSpark non Book a Court issue (e.g. emailing contacts, web page management etc)	Tennis New Zealand	ClubSpark

Order of Support

Clubs, venues and coaches should follow the steps below, in order, to problem solve. The contact details mentioned are listed in a table at the end of this document.

SOFTWARE problem?

→ Go straight to tnzsupport@clubspark.com

HARDWARE problem?

→ Go straight to Insight EDS, and notify Tennis New Zealand

Tried tnzsupport@clubspark.com but still need a solution?

→ email clubspark@tennis.kiwi

→ if required, then escalation to Technology Products Manager

→ If required, Tennis NZ will escalate to appropriate party

Second line support

Second line support will be provided by ClubSpark Australia during ClubSpark's core hours (9-5pm Melbourne time) via Tennis New Zealand to facilitate the relationship. The Australian helpdesk facility will be available for the purposes of, assisting Tennis New Zealand, venues and coaches with the proper use of the system; and/or determining the causes of errors and fixing errors in the system.

Priority Levels

There are four different priority levels for incidents or issues with the system and associated services.

The priority level for each incident or issue with the system shall be agreed between Tennis New Zealand and ClubSpark (each acting reasonably) on a case by case basis.

Priority Level	
Severe (P1)	Complete loss of production or disaster recovery functionality which impacts all users of the system and which may include non-recoverable loss of data. Essential service delivery cannot continue.
High (P2)	Partial loss of important system. Essential service delivery can continue but with severe restrictions. If loss of data is involved, it is recoverable but not immediately.
Medium (P3)	Incident affecting system functionality but a work around is achievable. Some application features may be affected but loss of data not involved.
Low (P4)	Non-critical system functionality error with limited usability impact. No data loss involved. A situation where there is no immediate impact on users, e.g. a request for information or guidance/advice.

Response and Resolution Times

Tennis New Zealand will (via the support desk) provide the following support services during core Tennis New Zealand business hours.

Priority Level	Initial contact from the support desk within	Action / workaround plan response time
P1	2 Hours	2 hours
P2	1 day	3 days
P3	3 days	5 days
P4	4 days	To be agreed on a case by case basis

If development work (i.e. adjustments to the code that runs either the API, ClubSpark and/or server that manages the relationship between hardware and software) is required Tennis New Zealand will facilitate this in accordance with all parties and the SLA agreement between Tennis New Zealand and/or the club.

Tennis New Zealand will:

- (a) use all reasonable endeavours to respond to requests for maintenance services made through the support desk or Zendesk in accordance with the priority levels set out in the table above; and
- (b) use all reasonable endeavours to resolve issues raised by the clubs, venues, coaches and members.

Tennis New Zealand will use all reasonable endeavours to ensure that a member of its support staff can be reached in the case of a Severe (P1) incident or issue within what is reasonably expected.

Contacts, Support and Escalations

Organisation	Title	Name	Email	Phone
Zendesk	Zendesk	Zendesk	https://tenniskiwi.zendesk.com	N/A
ClubSpark	Support Desk	Support Desk	tnzsupport@clubspark.kiwi	
Tennis New Zealand	IT Systems Support – Clubs & Coaches	Josh Hill	josh@tennis.kiwi	
Tennis New Zealand	Technology Products Manager	James Blakewell	james@tennis.kiwi	
Insight EDS	Founder	Russell Bourhill	info@insighteds.co.nz	09 309 9711