

# SERVICE LEVEL AGREEMENT

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## 1. Products

TKSA provides the following hosted Software as a service (SaaS) offerings:

**EZReports** - Software for managing and reporting for after school programs. EZReports meets the monitoring & reporting requirements for the CLC program and other after school programs.

**EZSES** - Software for managing and tracking SES programs.

## 2. Hosting Services

### 2.1 Servers

Our SaaS offerings (EZReports, EZSES & EZChildcare) are hosted on servers managed by Rackspace Inc, one of the largest hosting companies in the country. TKSA has separate web and database servers. The number of servers used for the product is decided on the load of the server. The servers are located at the Rackspace data center in Dallas, TX. Rackspace has a Zero-Downtime Network.

### 2.2 Maintenance and Monitoring Service

Under managed service, Rackspace performs necessary system software and hardware maintenance on a regular basis. All maintenance jobs are performed late at night, to ensure minimum disruption.

Rackspace port monitoring service ensures that support personnel are notified in event the web server becomes unavailable.

### 2.3 Bandwidth Availability

Rackspace provides 100Mbps of throughput. The internal network has a speed of 1 Gbps. TKSA

doesn't have a bandwidth limit in their service contract with Rackspace.

### 2.4 Disaster Recovery Plan

In case of disaster:

- Any hardware failure will be replaced in 1 hour
- Data restore will start immediately after the hardware change. It requires approximately

5mins for each 200MB of data

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## 3. Data Services

### 3.1 Backup / Recovery Plan

The data backup/restore service is provided by Rackspace Inc under their 'Managed backup services' offering.

The backup services provided by Rackspace are listed below:

#### **Web-server:**

1. Complete backup on weekly basis
2. Incremental backups are performed everyday

#### **Database server:**

1. Complete backup on weekly basis
2. Incremental backups of operating system files, everyday
3. Full database backup everyday
4. Incremental transaction log backup on an hourly basis

#### **Restoring Data:**

Once a restore request is made, Rackspace starts restoring the data immediately. The complete duration of restore will vary. Typically a 200MB file needs 5mins to be restored.

### 3.2 Automated secure data exchange

TKSA provides FTPS interface for automated data exchanges. FTPS is a secure protocol (FTP over SSL). TKSA uses FTP over implicit TLS/SSL for its FTPS. TKSA can provide SFTP interface for automated exchanges if required.

## 4. Support Services

### 4.1 Telephone Support

TKSA will provide telephone support for priority one problems during school working days from 9am to 5pm CST.

### 4.2 Web based Support

TKSA will provide unlimited web-based support to all users of the system. All queries reported via the web based support system will be responded in 1 business day.