



Service Level Agreement (SLA)

Arbor Application Support

By

Cantium Business Solutions Limited

1 Abbey Wood Road, Kings Hill Business Park, West Malling, Kent, ME19 4YT
t: 03301 650 000 e: info@cantium.solutions

We are Cantium Business Solutions Ltd, trading as Cantium, registered in England & Wales at Sessions House, County Road, Maidstone, Kent, ME14 1XQ. Company No. 11242115. VAT No. 294 5402 88.

Filename: Arbor Application Support

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Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between Cantium Business Solutions Limited and Customer for the provisioning of ICT Managed services required to support and sustain the product or service throughout the duration of the contract.

This Agreement will continue unless revised by Cantium Business Solutions to ensure compliance with legal and commercial developments throughout the duration of the contract.

This Agreement outlines the parameters of all services covered, as understood by all parties and are accepted in accordance with Cantium Business Solutions General Terms of Sale (which can be found at www.cantium.solutions).

Together with the Order and the General Terms of Sale this document provides a binding agreement between both parties.

If it is found that there is an inconsistency between this Agreement and the General Terms of Sale, then detail as defined within this document will take precedence.

Goals & Objectives

The purpose of this Agreement is to ensure that all elements and commitments are in place to provide a consistent service, support and delivery to the Customer by Cantium Business Solutions.

The objectives of this Agreement are to:

Define the service / product that the Customer is purchasing

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Provide clear reference to service ownership, accountability, roles and/or responsibilities.

Present a clear, concise and measurable description of service provision to the Customer.

Stakeholders

The following Service Provider and Customer will be used as the basis of the Agreement and represent the primary stakeholders associated with this Agreement:

Service Provider: Cantium Business Solutions

Customer: Customer (“Customer”)

Cantium Business Solutions reserve the right to support this contract through third party sources where appropriate. System operators employed by Cantium Business Solutions may be changed by from time to time at their discretion. This is to promote Cantium Business Solution’s goal to provide customers with value for money services.

Periodic Review

This Agreement is valid for the term of the contract as outlined in the Order Form and is valid until further notice. This Agreement may be reviewed at a minimum once per financial year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

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Contents of this Agreement may be amended by Cantium Business Solutions as required and communicated to all affected parties through publishing on our website.

Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

Service to Be Provided:

The following Services are covered by this Agreement;

- Identification and where possible, correction of software and user errors affecting the Arbor MIS application.
- Liaise with Arbor whenever a technical fix is required to rectify an issue.
- Advice on appropriate user training.
- All other changes will be chargeable.

Service Management

Service Desk	The provision of a Service Desk function providing an interface between ICT users of the Customer and the ICT department of Cantium. Contact channels will include telephone, web chat and Service Portal.
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	<p>The Service Desk will be available from 08:00 to 17:30, Monday to Friday excluding bank holidays.</p> <p>The Service Desk will manage incidents and requests (an incident is any unplanned interruption to service, such as an error preventing successful logon to a laptop. A request is classified as any call for information or advice, or for a standard change, or access to an IT service).</p> <p>Customers who log a call with the Service Desk will be informed of progress of requests for service throughout the lifecycle of the request. This will include:</p> <ul style="list-style-type: none">• Providing Customers with resolution advice as appropriate• Verifying successful completion of requests for service with customers• Monitoring customer satisfaction on the Services as provided by the Service Desk• The Customer will be provided with an escalation path for incidents and requests in line with agreed service targets
Incident Management	<p>An incident management function will be available. The purpose of incident management is to restore service operation as quickly and as efficiently as possible, minimising disruption to service. This includes:</p> <ul style="list-style-type: none">• Pro-active detection and recording of incidents• Classification and initial support• Investigation and diagnosis• Resolution and recovery• Incident ownership, monitoring, tracking, and communication.

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	See the incident management table for full details.
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Problem Management	<p>A 'problem' is classified as the cause of one or more incidents. A problem management service will be available which aims to prevent problems and resulting incidents from occurring, eliminate recurring incidents, and to minimise the impact of incidents that cannot be prevented.</p> <p>This will include:</p> <ul style="list-style-type: none">• Prevention and avoidance of problems• Trend identification and analysis• Facilitation, co-ordination and completion major problem reviews.
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Application Support

Arbor Support	<p>Full support for all modules listed below where in use:</p> <ul style="list-style-type: none">• Applicants• Attendance• Clubs• Communications• Customer report writer• Data Quality Dashboard• Enrolment• Guardian Consultations• Guardian Profiles• HR• Import / Export• Interventions• Logging in• Meals• New school year setup• Parent Portal
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	<ul style="list-style-type: none"> • Payment and Fees • Roles and Permissions • Staff Profiles • Student Profiles • Timetable Management • Trips <p>Please note that as modules are discontinued or replaced by Arbor, Cantium will review this list and amend it accordingly.</p>
<p>Support Notification</p>	<p>We will ensure you remain fully informed in the following format:</p> <ul style="list-style-type: none"> • Customer Portal alert and banner for service announcements • Customer Portal bulletin alert for changes and updates • Information Notices provided via the portal knowledgebase • Newsletters

Access by Cantium Business Solutions Staff:

It will be necessary on occasion for Cantium to access the Arbor site. This is to ensure that we offer quick and efficient diagnoses and support to your school. This will be achieved by remote access using EIS Connect.

Incident Management

For service incidents (service not available or service degradation) the following target response times will apply, based on business impact:

Priority	Response Target	Description
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P1	30 Business minutes	Complete loss of service
P2	1 Business Hour	An issue that results in a degradation/loss of service affecting over 50% of users.
P3	8 Business Hours	An issue that results in a degradation/loss of service affecting one user.
P4	5 Business Days	A non-service affecting issue

Service Requests

All requests will be processed by the Cantium Service Desk with a fulfilment target of 10 days.

Services Not Included (out of scope)

For the purposes of clarity, the following services are considered out of scope of this agreement and are available at additional cost:

- Application Support beyond Arbor modules listed above
- Running Statutory processes, such as Census, within Arbor. *
- Network or hosted platform support
- Desktop and Infrastructure support
- Hardware and component replacements
- Project Management
- ICT training and user education
- Technical integration

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- Installations, equipment moves, additions and changes
- Policy, process and standards
- IT Service Management consultancy
- External website hosting
- Security Investigations
- Windows server upgrades and patching
- Response to cyber-attack or security related incident

*Support to troubleshoot and resolve issues encountered while completing statutory processes is available via the Service Desk. Additional consultancy services are available upon request to hand hold schools through Statutory processes where required.

Customer Responsibilities

Customer responsibilities and/or requirements in support of this Agreement include:

- Maintain the legal entitlement to use Arbor MIS
- Ensure users are trained in the correct use of Arbor MIS
- Use the defined processes for raising incidents and service requests
- Respond to requests from Cantium staff, in relation to a current incident or service request
- Nominate a lead contact with suitable authority to provide liaison between Cantium and the Customer for matters relating to the service
- Data Management in accordance with the customer data retention policy and General Data Protection Regulations (GDPR).

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Service Provider Responsibilities

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Cantium will advise the Customer of any circumstances that may adversely affect the level of the service being provided
- When a service interruption happens, Cantium will respond in line with the documented incident management priority levels to restore the service, and will work as required with 3rd party suppliers to enable this to happen
- Cantium will, where appropriate, advise the customer of works attributable to a third-party supplier such as upgrades, notifiable defects and documentation.

Service Assumptions

Assumptions related to in-scope services and/or components include:

The service assumes that the organisation has the relevant licences needed to legally use the supported software.

General Data Protection Rules

Please refer to Annex A attached for data management rules applicable to this contractual agreement.

Service Feedback

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Cantium Business Solutions endeavours to make its service the best that it can always be.

We therefore encourage and appreciate all feedback you may wish to present us with, both positive and negative.

Where possible, would aim to rectify any problems you incur to a level that meets both our high expectations, although we do recognise that on occasion may not be possible. Please be assured that your feedback will be taken seriously. Often, we will be able to resolve problems face to face or by telephone. If you feel that this is not possible then you can put your feedback in writing.

Please find the link to our Compliments and Complaints Policy which details how to do this and what you can expect from us:

[Compliments and Complaints Policy](#)

Additional Services

Cantium Business Solutions offer a complete suite of business management tools. These solutions are based around improving your cost effectiveness and efficiencies within the ICT Sector.

In addition to the Arbor MIS Support Contract, we also offer Training and Consultancy in the form of OnDemand Webinars and Remote/Face-to-face Consultancies covering all areas of Arbor.

OnDemand Webinars can be purchased [here](#). Consultancy services are completely bespoke or you can choose from a list of options on the [Cantium portal](#). To purchase a consultancy or discuss further please contact your [Account Manager](#), log a call on the [ServiceNow Portal](#), use the Chat Facility, or log a [Arbor Query](#). Alternatively, call the Service Desk at 03301 650 000, and a team member will be happy to assist you.

For further details on the full suite of services we provide, please visit our website:

www.cantium.solutions

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Schedule of Processing, Personal Data and Data Subjects (Annex A)

The contact details of the Controller's Data Protection Officer (or representative) are on the Customer Order Form.

The contact details of the Processor's Data Protection Officer (or representative) are:

Email: DPO@csltd.org.uk

Post: Data Protection Officer, Cantium Business Solutions, 1 Abbey Wood Road, Kings Hill, West Malling, England, ME19 4YT

The Processor shall comply with any further written instructions with respect to processing by the Controller.

Any such further instructions shall be incorporated into this Schedule.

Data processing details

Processing of the Protected Data by the Processor under the Contract shall be for the subject-matter, duration, nature and purposes and involve the types of personal data and categories of Data Subjects set out in this Schedule.

Description	Details
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Identity of the Controller and Processor	The Parties acknowledge that for the purposes of the Data Protection Legislation, the Customer is the Controller and Cantium is the Processor as defined in the Contract
Subject matter of the processing	The processing is needed in order to ensure that the Processor can effectively provide the Services in accordance with the Contract
Duration of the processing	Processing will take place during the Term of the Agreement including any Extension Period.
Nature and purposes of the processing	<p>The nature of processing will include all operations required in the delivery of the service such as:</p> <ul style="list-style-type: none"> • Create/modify/delete user accounts. • User data for support purposes • Application data <p>The purpose of the processing is to fulfil the Processor’s obligations in delivering the Services in accordance with the Contract.</p>
Type of Personal Data being Processed	<p>As required to deliver the service. This may include:</p> <ul style="list-style-type: none"> • Name • Date of Birth • Ethnicity • Gender • Contact information (phone, email, address) • Employment Information • Online identifiers (IP address, cookie identifiers, location) • SEN Information • Behaviour • Assessment • Examination results • Medical conditions

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	<ul style="list-style-type: none">• Survey responses
Categories of Data Subject	<ul style="list-style-type: none">• Employees of the Controller• Pupils• Parents & Guardians• Governors
Specific processing instructions for Sub-processor	Sub-processors shall process the provided data under instruction from Cantium. Cantium do not authorise sub-processors to retain, share, store or use personally identifiable information for any secondary purpose.
Plan for return and destruction of the data once the processing is complete UNLESS requirement under union or member state law to preserve that type of data	In line with the contract, at the written direction of the Controller unless a copy is specifically required to be retained by the Processor for audit or compliance purposes in performance of its obligations for up to six (6) years, the Processor will delete / destroy or return Personal Data (and any copies of it) to the Controller on termination of the Contract unless the Processor is required by Law to retain the Personal Data.

Sub-processors authorised

Cantium Business Solutions Ltd. utilise the following Sub-Processor(s):

- N/A

Technical and organisational security measures

The Supplier shall implement and maintain the following technical and organisational security measures to protect the Protected Data:

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1.1 In accordance with the Data Protection Laws, taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of the processing of the Protected Data to be carried out under or in connection with the Contract, as well as the risks of varying likelihood and severity for the rights and freedoms of natural persons and the risks that are presented by the processing, especially from accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to the Protected Data transmitted, stored or otherwise processed, the Supplier shall implement appropriate technical and organisational security measures appropriate to the risk, including as appropriate those matters mentioned in Articles 32(1)(a) to 32(1)(d) (inclusive) of the GDPR.

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