Systems & Software, Inc.

Systems & Software Support Program
General Guidelines

Attachment A

Effective January 1, 2017

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Page 1

Standard Support Offering

S&S' objective is to ensure that customers are fully satisfied at all levels of interaction, each and every time customers engage with S&S. Client Support is responsible for answering inquiries for areas related to the operation of all licensed enQuesta modules and, more specifically, for the business processes/ features which are already in production, delivering fixes, error corrections, or corrective procedures for the supported versions (the current version and the most recent release just prior to the current version of the application) of enQuesta. S&S' Client Support Analysts will provide support via phone, email, or through use of WebEx or Lync.

Client Support Desk – Hours of Operation
(8:00 am – 5:00 pm Customer Local Time - Monday - Friday)
Methods of Contact for Client Support Desk

- My enQuesta
- Email – support@ssivt.com (please note that if an issue is sent to an individual team member or to an address such as Dedicated Support, S&S cannot/will not guarantee a response)
- Phone @ 800.655.8810
- Fax – 802.865.1171 (to send screen shots or additional information as required)

Submission of Issues:

When a customer reports an issue (we recommend each customer assign only 1-3 key individuals be responsible for submitting issues to Client Support to maintain consistency), the issue will be assigned a Test Track Pro Number (TTP#). Time and priority commitments for response to operational critical issues during regular business hours (8:00 am – 5:00 pm Customer Local Time) are as follows:

- Showstopper (Ex. Customer is down or can't run a critical Billing or C&C process)
  - S&S initial response within 15 minutes
- High (The issue is a business critical issue but it is not preventing all users from getting their work done – Ex. A particular update can't be run but needs to be run before start of next business day)
  - S&S initial response within 1 hour
- Medium (The issue has a work around that the customer can use until the issue has been resolved – Ex. A particular work order cannot be updated)
  - S&S initial response within 4 hours
- Low (This issue is usually either cosmetic or requested functionality that will be considered for a future version – Ex. Columns displayed on particular screen)
  - S&S initial response within 24 hours

*Please note, that S&S can only apply service level agreements for initial response times. Initial response time is defined as the time S&S is guaranteeing a response back (via phone or email) and the assignment of a TTP# (which indicates the issue is being reviewed).

If the customer is looking for the status of an *existing* issue, the customer should not call a Client Support team member directly. Customers must contact the Client Support Desk (contact information noted above) or the customer's Customer Advocate (contact information noted below).

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Page 2

S&S requires that customers log all new issues through the Client Support Desk, so that S&S will be able to efficiently serve the customer. The customer should not attempt to contact specific S&S personnel to log new issues, as personnel may be out of the office due to customer engagements, vacation or illness. If the proper procedure is not followed by the customer, S&S cannot guarantee that new issues will be handled efficiently. S&S also enforces this practice for auditing purposes (every issue must be logged).

When submitting an issue, S&S asks that the customer's end user provide the following information to facilitate a quicker diagnose/cause:
1. A complete description of the issue
2. Can the issue be re-created?
3. The exact steps of what the user was doing when he/she received an error or ran into a problem
4. Screen shots of the error received
5. User's login information
6. Has the overall utility experienced any network issues recently, power outages, etc.
7. Contact information (email and phone # for employee who understands the issue)

In terms of performance related issues, we will only research an issue once it has been proven by the customer that the issue is not at all related to the customer's internal network. (The customer's network administrator can use utilities such as *ping* or *traceroute* on *Unix*, and *tracert* on Windows to measure latency across the network. An alternative option would be to measure performance host to host which can be accomplished using FTP to transfer a 1 GB file and time the result. The actual time in transfer speed in MB/sec should be compared to the theoretical maximum throughput of the networking hardware/link. Measurements can be taken between the client computer and the application server as well as between the application server and the database server.) Assuming the performance encountered is not a customer network issue, when submitting the issue to the S&S Support Desk, please include the following information:

       Is enQuesta slow for everyone or just one person?
     a. If for everyone:
         i. Is a Cognos report or reports running and/or what time was the last Cognos report kicked-off?
     b. If for one person:
         i. User's login information
         ii. What he/she was doing exactly prior to and when the performance issues occurred (this includes if he/she was doing something on the internet or if he/she was running any other applications)
         iii. How many sessions does the user have open
     Is the issue just impacting the Call Center or all locations (if utility has multiple locations)?

Once the customer has requested an issue be moved to Production, S&S will close the issue. If problems surface within a 24-hour period post closing, the issue will be re-opened. If problems surface post this initial 24-hour period, a new TTP will be opened to address it.

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Page 3

enQuesta Modules (* indicates what has been purchased and no * indicates what has not been purchased)

- Account Management*
- enQuesta Document Designer*
    - To preserve/maintain performance when utilizing Document Designer, it is recommended that the Customer print bills in batches of 500-1000 pages (versus one large 10,000 page document).
    - It is recommend that when printing from Adobe Reader, the Customer use a printer with a PCL print driver instead of PostScript.
    - Currently, there is not an automated purge process for generated and archived PDFs, but S&S can manually purge as needed. Please contact the Client Support Desk if this is required.
- Utility Billing – Water, Sewer, Refuse, Drainage*
- Budget Billing
- Job Scheduler
- Rate Management*
- Financial Management*
- Skeletal GL*
- Miscellaneous A/R
- Credit & Collections*
- Auto-Void/ReConnect*
- Device Management (Meter Management, ERT Management, Meter Reading Management)*
- Backflow Management*
- Automated Workflow*
- Workflow Scheduling*
- New Service*
- Work Queue
- enQuesta WebConnect*
- enQuesta PayConnect*
- enQuesta Go (Smart Apps)
- enQuesta Link (Mobile Service Orders)
- enQuesta Mobile*
- Security & Auditing*
- Administrator's Portal*
- enQuesta Reporting (Standard)*
- enQuesta BI Reporting*
- enQuesta BI Dashboards
- enQuesta Cashiering
- iNovah Cashiering*
- My enQuesta – Customer Facing

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Page 4

- enQuesta Chat
- Conservation Management
- MeterSense
- enQuesta Landlord/Tenant (Revert)
- enQuesta FMS
- On-Line Utility Exchange
- Data Archiving
- Disaster Recovery

My enQuesta

The intent of My enQuesta is to be your one-stop shop for all of your Support and overall Customer Community needs. My enQuesta is where the customer is able to gain access to:

- Documentation by module
- Open issue status
- Train refresh requests
- S&S organization chart
- Customer contact Information
- Knowledge sharing between customers
- enQuesta knowledgebase
- Blogs
- Enhancement requests
- User group exchanges
- Announcements
- Maintenance Release (MR) Information including release notes

Customer-Facing TTP

Customers have the ability to view the status of current TTPs (real-time) and enter comments/ questions/ updates for each individual TTP. Customers also have the abiliy to log new TTPs.

Annual Customer Training Conference (formally known as the User Forum) Attendance

As part of the customer's maintenance agreement, the customer is allowed to send one employee to the Annual User Conference and the admission fee will be waived. If a customer elects to send more than one user, there is an admission fee of $850 - $1000 per person.

User Group Attendance

Each customer can have as many employees attend/participate as they would like. S&S currently has two regional User Groups. S&S encourages regular exchanges via My enQuesta, and User Groups typically meet in person 1-2 times annually.

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Page 5

- *Pacific User Group* – Shannon Litchfield – Azusa, Redlands, Santa Ana, South Coast, Valencia, Ventura, Anaheim, Riverside
- *East of the Mississippi User Group* – Shannon Litchfield – Arlington, Atlanta, Augusta, Clarksville, El Paso, EPB, Greensboro, Mobile, Metro, Montgomery, Shreveport, Akron, Central Arkansas Water, Detroit, Marquette, Milwaukee, Minneapolis, SEMCO, Freeport, Nassau, Mayville, Tupper Lake, Massena, Wolfeboro, Unitil, Lexington

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Page 6

Executive Steering Committee (ESC)

The intent of the Executive Steering Committee is to have Executive-level representation (one Executive per utility) from our customer base that will:

- Provide advice, insight and assistance to S&S' direction
- Help S&S ensure our products and services meet the changing demands of the utility industry
- Ensure S&S is properly leveraging expertise and experience
- Ensure S&S has the proper structure, processes and communication mechanisms to meet expectations
- Assist in our mutual successes and a win-win situation

* The intent is to have quaterly meetings (two via WebEx and two face-to-face).

Support Team Assignment

- Client Support – The entire Client Support team works collectively to resolve your TTPs.
- Client Advocate – **Cindy Patnode** – Your Client Advocate is the person whom is aware of your overall issues, is responsible for holding open issue review calls, is responsible for scheduling maintenance releases (MR)/train refreshes on your behalf, and may attend Business Process Analysis trips (one trip per year is convered under maintenance).
- Account Management – **Mike Lamontagne** – Your Account Manager is the person whom is aware of your overall issues, is responsible for holding open issue review calls as required, can serve as an escalation point, is responsible for gathering requirements and putting together small and large project quotes and upgrades,is responsible for scheduling maintenanace releases (MR)/train refreshes on your behalf, and may attend go-live project events.
- Account/Executive Sponsor – **Kate Labor -** Your Account Sponsor is the individual who has an understanding of your current state, future projects, can serve as an escalation point, and will hold on-site meetings as required (typically one visit per year).

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Page 7

Escalation Path 8:00 AM – 5:00 PM Customer Local Time – Monday - Friday

Escalation Level – 1	S&S Support Desk	800.655.8810 or support@ssivt.com	Expected Response Time – 2 Hours *Showstopper Issue Response Time – 15 minutes	*If you do not receive a response or the response you receive is unsatisfactory, please escalate to the next level.
Escalation Level – 2	Client Support Manager, Brian Sullivan	brian.sullivan@ssivt.com	Expected Response Time – 1 Hour *Showstopper Issue Response Time – 15 minutes	*If you do not receive a response or the response you receive is unsatisfactory, please escalate to the next level.
Escalation Level – 3	VP Operations, Kate Labor	802.233.2959 or kate.labor@ssivt.com	Expected Response Time – 1 Hour *Showstopper Issue Response Time – 15 minutes	*If you do not receive a response or the response you receive is unsatisfactory, please escalate to the next level.
Escalation Level – 4	General Manager, Raja Mukherjee	802.233.9012 or raja.mukherjee@ssivt.com	Expected Response Time – 1 Hour *Showstopper Issue Response Time – 15 minutes	

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Page 8

Third-Party Software/Hardware Support

Customer Responsibilities:

VPN Connection	Customers are required to have a broadband internet connection (cable, T1 or higher). S&S must be given inbound internet access (from S&S to customer) via a Cisco ASA5505 VPN or similar device that S&S will configure, in order to access servers on the customer premises that relate to access to or support of enQuesta. Minimal firewall entries will be needed to allow a connection to S&S' Cisco VPN. S&S can also connect to a qualified Firewall device that is on the customer's existing LAN. Currently S&S uses and supports IPSEC 3DES with 168-bit encryption with NAT supported.

Back-Ups	In the event of an operating system failure, you will need to reinstall the operating system, either from original OS media or — preferably — from an operating-system backup created using an Enterprise Backup Solution. We recommend the Enterprise Solution alternative because it preserves OS level file changes that may have occurred *since* the original OS installation as well as system-level user, group, password, device, and configuration information. If an Enterprise Backup Solution is implemented, we recommend executing cumulative operating-system backups on weekdays and a full operating-system backup every weekend. If you create an operating system backup, use a rotating pool of media, keeping at least two weeks of prior system backups for recoverability. Create system backup tapes at the following times:
	
	    o *Weekly* or more often
	    o Before and after operating system and hardware upgrades
	
	We recommend checking backup tapes immediately to ensure that the backup was successful. The Customer will need to make sure there are no error messages, and that all features and programs are listed. If the backup is successful, write-protect the tape with the toggle provided. If the backup is unsuccessful, the Customer will need to re-complete it.
	
	The customer should always contact S&S first if there is a need to restore data from a backup. S&S will assist the customer with the restoration process.

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Page 9

*For all other tasks, please review the *enQuesta System Administration Guide* located within the documentation portal on My enQuesta.

Printers	Verify defined printers are current and remove any that are obsolete. Supported enQuesta Printers: • Laser Printer (not dot matrix other impact type, or pin-feed) • TCP/IP Network Interface • PostScript queue Hewlett-Packard LaserJet Printers and selected Network printers. For specific model information, contact S&S Technical Support. High-Volume Printers - Billing • Laser Printer (not dot matrix, other impact type, or pin-feed) • TCP/IP Network Interface • PostScript queue For CASS Certification or Barcode printing: • POSTNET fonts • PCL queue For Automated Lockbox or Scanline Processing: • OCR Scanline fonts Cash Receipt Printers Point-of-Transaction Printing • TCP/IP network connection: Because the Ithaca 93cx is not TCP/IP compatible, HP JetDirect Boxes are used to interface them to the IP network. • PCL queue Ithaca Series 90 Model 93CX *Please note that S&S can no longer be responsible for setting up printers and/or establishing print queues as part of standard support.
Misc. Responsibilities	• enQuesta user maintenance (creation/removal/access changes) • Storage maintenance (disk status/maintenance, allocation/assignment to hosts, presentation to hosts) • File/report export to non-enQuesta servers unless contracted • Network and fiber infrastructure connecting enQuesta servers to each other, network storage, CSR workstations, IVR's, etc.

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Page 10

Work Station Requirements	Work Station	Recommended System
	Operating System	Windows 7/8
	Processor	4th Generation Intel® Core™ i5
	RAM	4+ GB
	Screen Resolution	1366 x 768
	Disk	100 MB (free)
	LAN Speed	100 Mbps
	Browser	IE11
	PDF Viewer	Acrobat Reader (latest ver. at the time of installation)

*Please note S&S does not offer support related to Windows and other PC desktop systems support, communications or infrastructure support.

S&S Responsibilities:

1st Line of Support for IBM/Dell Hardware purchased by S&S	S&S will initiate trouble tickets with the customer's respective hardware vendor if S&S is unable to resolve the error. This applies only to hardware purchased by S&S for the customer. Typically, hardware vendors require that the person or organization that purchased the original hardware or the organization holding the current maintenance agreement initiate the trouble tickets. *If the customer owns IBM equipment, per IBM, the customer must have a maintenance contract if they want to be able to use the "intellectual property" associated with the hardware. If there is not a valid contract in place, and an issue arises, the customer will be charged time and materials by IBM. S&S cannot re-instate maintenance contracts with IBM at the time an issue arises – maintenance can only be reinstated post issue resolution and penalty fees will also be assessed by IBM, which are quite substantial.

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Page 11

Hardware Specs	S&S can complete hardware specs as required and provide quotes for new hardware/on-going maintenance.
Third-Party Support – Microfocus, RLDT, JBOSS, Winfast, Ghostscript, RedHat, IBM Cognos, Kubra, SII, Invoice Cloud	First-line diagnostic support for third-party vendors with whom S&S is associated or whose products are integrated within enQuesta. This only applies to third-party software that is under one of S&S' contracts and with which the customer does not have a separate support agreement. ***Please note that S&S cannot offer support for situations which reflect the customer's use of third-party vendors over which S&S has no direct responsibility, such as bill-print houses, banks, AMI vendors, or other such third-parties.**
Support of all enQuesta Environments	Production, Train, and Test environments as required.
File System Usage	File System monitoring to ensure adequate space is available for enQuesta processing. *This will now require an agent to be installed on your server(s).
Operating System (OS) Maintenance	▪ OS Patching within the current version installed ▪ Troubleshooting and Resolution of OS-related issues ▪ Third-party upgrades/patches
System Monitoring – Nagios	Nagios is a system monitoring tool which will allow for the following: • Alerting of error conditions • Remote operation execution • Detection of changed files The Nagios server is hosted on the S&S network. S&S will utilize this tool to monitor the following core services: • Disk Storage Capacity • JBOSS – Up/Down, Memory and Thread use • Back-Up Completed/Failed

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Page 12

	• Oracle Up/Down • eRC Up/Down • IVR WebService • WebConnect Availability • Server Paging Excessively • # of Sessions per/User Exceeds X • Server Re-Boot Required
Disaster Recovery Annual Test	If the customer has a disaster recovery solution in place, S&S will conduct one annual test with the customer. This will need to occur over a weekend and will need to be scheduled 3 months in advance of the desired date.

S&S Responsibilities (Imbedded Oracle Support):

Database Security Patching/Upgrades (when required)	• Monitoring Oracle published alerts • Installing and testing patches in Test/Train/Production environments
Performance Monitoring and Tuning	• Monitoring and adjusting Oracle database parameters to enhance application performance as needed • SQL Tuning
Instance Administration	• Creation and monitoring standard processes for Train refreshes • SQL tuning • Monitoring RMAN process / Perform object recovery (when needed) • Instance deletion or recreation (if needed)
Database Monitoring	• Manage archive logs and audit trails • Tablespace monitoring to include space and fragmentation issues • Primary support for all Production and Train and Test instance issues • Identification and resolution of record locks
New Object Creation	• Creation of new objects to support application enhancements as well as enterprise-wide reporting

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Page 13

Maintenance Releases

We will be rolling out a new strategy not yet finalized for 2017.

Upgrades

Customers will upgrade to a new release of enQuesta at their discretion. Customers never incur additional enQuesta software license fees with each upgrade, meaning the software is only purchased once. However, there may be fees related to the various services necessary to perform an upgrade such as travel, training, the configuration of additional modules, or hardware upgrades based on your current operating environment and future requirements.

enQuesta is upgraded in its entirety, rather than by module, and any enhancements provided to the customer are maintained through each new version of software. Major releases of enQuesta are deployed every 24-36 months. S&S encourages customers to upgrade periodically in order to gain new enQuesta functionality and maintain current technology. S&S offers customers upgrade options within S&S' Support Program to provide flexibility, and encourages customers to maintain current versions of enQuesta.

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Page 14

Extended Support Offerings

Description of Offering
After Hours Support (5:00 pm – 8:00 am Customer Local Time – Monday – Friday/Weekends/Holidays) - *Please review Methods of Contact below*
IBM Cognos Licenses (Professional Author, Administrator, Consumer)
IBM Cognos Licenses (Multiple Data Sources)
IBM Cognos Report Creation
Additional enQuesta Users
Additional enQuesta Environments
Data Warehousing
Dedicated Support Model (Dedicated Support Staff on a per customer basis)
Additional Training Conference Attendees (beyond allotted 1 registration)
Testing in Customer's Test or Train Environment
New User Training
Set-Up of Print Queues
Nagios – Notification sent to personnel within Utility
Nagios – Additional Service Monitoring Set-Up
Website Re-Design
Disaster Recovery Implementation
Disaster Recovery Tests (additional tests post annual)
Data Archiving
Back-Up/Recovery Testing
Modification/Quote Requests S&S requests that in cases of specific custom requests (*modification, customization, new features, new interfaces, and enhancements*) from a customer, the entire scope of such a request should accompany the inquiry. A TTP will then be created and S&S will then validate the written scope document. A Business Requirements Document (BRD) will accompany the Quote document as required. S&S requires sign-off on both the BRD and quote document to officially begin work. A maintenance release is typically required for all new functionality. S&S will notify the customer as to which maintenance release the new functionality will be part of. As with all maintenance releases, the deployment will first be delivered to the customer's Test/Train environment. Once successfully tested, the maintenance release will then be deployed to the customer's Production environment. If the modification requested does not require an MR, it is expected that the customer will test the modification in their train environment within 30 days of receipt. The modification will be moved to production on day 31. When a modification remains in a customer's train environment beyond 30 days, there is a risk of the work being over-written by the deployment of MRs, train refreshes, other code deployments, etc. After the new functionality has been delivered via a maintenance release to the customer's Test/Train environment, the remaining invoice amount will be billed. *Please note that if a maintenance release is required for this new functionality, the customer must be up-to-date on their maintenance release deployments.
Hourly Rate (for items out-of-scope of this document) - $175/hr

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Page 15

After Hours Support Contact Info (purchased):
Methods of Contact for Client Support Desk

- Phone @ 800.655.8810
- Email – support@ssivt.com (please note that if an issue is sent to an individual team member or to any other e-mail address, S&S cannot guarantee a response)
- Please do not email if you have a showstopper issue

Escalation Path 5:00 PM – 8:00 AM Customer Local Time – Monday – Friday and Weekends/Holidays

Escalation Level – 1	S&S Support Desk	800.655.8810 or support@ssivt.com	Expected Response Time – 2 Hours *Showstopper Issue Response Time – 15 minutes	*If you do not receive a response or the response you receive is unsatisfactory, please escalate to the next level.
Escalation Level – 2	VP Client Support, Kate Labor	802.858.9038 or 802.233.2959 kate.labor@ssivt.com	Expected Response Time – 1 Hour *Showstopper Issue Response Time – 15 minutes	*If you do not receive a response or the response you receive is unsatisfactory, please escalate to the next level.
Escalation Level – 3	General Manager, Raja Mukherjee	802.233.9012 or raja.mukherjee@ssivt.com	Expected Response Time – 1 Hour *Showstopper Issue Response Time – 15 minutes	

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Page 16

Systems & Software 2017 Holidays:

Date	Holiday
1/1/2017	New Year's – (Sunday)
2/20/2017 Monday	President's Day
5/29/2017 Monday	Memorial Day
7/4/2017 Tuesday	Independence Day
9/4/2017 Monday	Labor Day
11/10/2017 Friday	Veterans' Day
11/23-11/24/2017 Thursday & Friday	Thanksgiving
12/25-12/26/2016 Monday & Tuesday	Christmas

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Page 17