AGILENT SPECIFICATIONS
INFORMATICS SOFTWARE SUPPORT AND SERVICES
GOLD-LEVEL

The following terms set forth the specifications under which Agilent will provide support and services to customers who are under a Gold-level Software Service Contract or Software Maintenance Agreement (SMA).

A. Definitions

The following terms are used throughout this specification.

1.1 "Agilent" means the Agilent company, employees or Agilent designated 3rd party partners.

1.2 "Exhibits" mean the exhibits that are attached to this specification for the software support of products.

1.3 "Software" means one or more computer programs in object code format capable of operating on a controller, computer, instrument, processor or other hardware devices.

1.4 "Products" mean software, documentation and services that are sold or licensed by Agilent to customers. **"Custom Products"** are products modified or designed to meet customer requirements. **"Supported Products"** are products covered by this specification, for which a customer has paid fees to Agilent.

1.5 "Intrinsic Support" means basic operational assistance delivered primarily through Agilent's website and is limited to information found in product manuals, safety/ application notes, tutorials and other publicly available Agilent product documentation. While Intrinsic Support is a web-based service, not all Agilent web-based services are considered to be Intrinsic Support. Intrinsic Support is available to all users of standard products regardless of warranty or service agreement status.

1.6 "Remote support" means support provided by Agilent to customer by phone, fax, email or other types of remote technology. Remote Support is provided to answer customer's questions and to assist the customer in use of the Agilent Product. Remote support may collect information regarding defects or enhancement requests for the product. Remote Support may also include remote access by Agilent to the customer's computer system to provide support.

1.7 "On-Site support" means support provided by Agilent on the customer's site to gain access to the customer system in order to diagnose, investigate or fix a problem.

1.8 **"Maintenance"** or "**Error Correction**" means Agilent's modification of software to correct defects in the operation of the software. Maintenance does not include the installation and revalidation of the software changes. The selection of the software changes, their timing, and how they would be released (patches, services releases, deferral to a future version) resides solely with Agilent.

1.9 **"Interoperability Certification"** means the verification and testing by Agilent of the software in new environments. New environments may include new or modified pieces of infrastructure (e.g. Microsoft Security updates or new OS) as well as application software from Agilent or third parties. Updates to the infrastructure compatibility documentation provided with the products are typically published on the web and accessible through Self-Support. Such testing addresses only how the Agilent software interacts with the modified infrastructure, not how the 3rd party software behaves within the completed environment.

1.10 **"Support"** means Remote Support, Intrinsic Support, On-Site support, Maintenance, or Interoperability Certification.

1.11 "**Support Request Classification**": means the way in which Agilent classifies and publishes defects as set forth below.

    1.11.1 **Priority 1 - Critical**: **Down system, system unusable, customer's business affected. Often related to connectivity problems or system performance issues.** Major system impact and/or serious regulatory compliance issue such as: data integrity or data loss, incorrect calculations (especially if the errors are not obvious), broad impact on the system functionality. No acceptable workarounds are available.

    1.11.2 **Priority 2 - Serious: Severe problem. System partially unusable, or costly to work around problem. Normal Operations Seriously Interrupted.** Significant system impact and/ or significant regulatory compliance issues such as: application crashes, security flaw, or software features described in the product documentation (manuals or online help) where No acceptable or cost-effective workarounds are available.

    1.11.3 **Priority 3 - Medium**: **Non-Critical Interruptions to Normal operation** Minor system impact and/ or regulatory compliance issues as well as serious usability issue. Reasonable workaround(s) are available.

    1.11.4 **Priority 4 - Low**: **Minor - None or Only Minor Interruption to Normal Operations.** No or only low impact on system use, no regulatory compliance issue, cosmetic defect.

    1.11.5 **Priority 5- Problem notification, no actions required.**

1.12 **"Committed Response Time"** means the maximum time elapsed from the time a support request is submitted and the request is acknowledged with a support ticket number. Active engagement from Agilent starts at the request engagement.

1.13 "**Point Patches**" means defect fixes created under tight impact control allowing limited testing for fast turnaround. Since very limited regression testing, especially in different environments is performed, Point Patches are *Limited Availability* or should only be installed at customers sites directly affected by the documented issue. Installation of a Point Patch may affect system Software IQ. Point Patches are delivered with documentation on

    a. Defect description
    b. Supported configurations
    c. Installation instructions
    d. Impact on Software IQ (if any)
    e. Recommended testing

1.14 "**Version"** means the software revision indicator. For Agilent software, it is composed of a letter, a two digit major revision and a two digit minor revision. It can also be defined as a one or two digit major revision followed by one or two digit minor revisions.

1.15"Patches" means defect fixes comprising of a subset of the Software components to correct defects. Patches are an incremental installation requiring the complete base software package already installed. Since patches have a limited scope and Agilent testing is focused on the impacted areas, patches are categorized as *General Availability* as set forth below:

      1.15.1   **Critical**: Application of this patch is mandatory to maintain a fully supported configuration. Needs to be installed on running production systems; applied by Agilent for all new installations.

      1.15.2   **Serious**: Application of this patch is optional for running systems and should be based on the applicability of the defect(s) fixed by the patch based on the system use. Applied by Agilent for all new installations.

Patches are delivered with documentation detailing:
a. Patch categorization
b. Supported configurations
c. Installation instructions
d. Impact on IQ if any:
e. Recommended testing

1.16 "**Service Releases**" are an incremental installation requiring the complete base software package to be already present. A Service Release also may be delivered as a complete software package with incremental change controls for ease of installation. Service Releases have a broad scope and Agilent therefore has performed broad testing of the service release. Service Releases also include Patches and Point Patches previously released and therefore are associated with the same categories as the Patches (Serious and Critical).   Service Releases may be labeled SR1, SR2, or with an extra digit or two after the release number (e.g. 3.1.7). Service Releases are delivered with documentation detailing:
a. Service Release categorization
b. Supported configurations
c. Installation instructions
d. Impact analysis documentation indicating the impacted areas, their severity, as well as recommendation for system revalidation.

1.17 "**Upgrades**" or "**Major Versions**" means changes or additions to the Software that add major new functions or features that substantially affect the use of the Software in its intended purpose. Upgrades are identified by a change in the version number after the first decimal point, such as A.04.00 to A.05.00 or 3.3.0 to 4.0.0

1.18 "**Updates**" or "**Minor Versions**" means modifications or revisions to the software which corrects errors, but which do not alter the major functionality of the Software or add new major functionality. Updates are identified by a change in the version number after the second decimal point, such as A.05.00 to A.05.01 or 3.2.0 to 3.3.0

1.19 "**Availability**" for Patches, Point Patches, and Service Releases will have different availability based on the amount of testing performed to mitigate the changes risk and also on the general (or not) applicability of the issue corrected. Availability can be:

      1.19.1   **General**: this patch is available to the full install base and should be installed or not based on its categorization (Serious or Critical) and intended system use. The release of a General Availability patch is announced/ published. Service Releases are General Availability; Patches are usually General Availability and Point Patches typically are not.

      1.19.2   **Limited**: this patch is available to the full install base but Agilent does not recommend its broad installation. Only customers directly affected by the issue addressed should consider installing a Limited Availability fix. The release of a Limited Availability fix is generally published through the Software Status Bulletin (SSB) for that particular defect and to the customer(s) who reported the issue.

1.20 "**Support Entitlement Level**" means the SMA Contract Level purchased by the customer and the services that it includes. The entitlement levels are specified, in Section D of this document, cover:
  a. Intrinsic Support
  b. Gold Support

1.21 "**Proactive Support**" is a support service offering, for Gold Support customers, to enhance the customers experience and return on investment. Pro-Active Support includes following activities:
  a. **Quarterly Tel-Well Meetings** – Tel-Well Meetings are quarterly remote teleconferences established between a Pro-Active Support Representative (PSR) and the Customer. These meetings provide a good time to review support entitlements, patch availability and impact planning, software releases upcoming, general how-to questions or other items of similar scope.
  b. **Semi-Annual Operations Reviews** – This is a remote teleconference/review of customer satisfaction, enhancement requests/progress, Support Statistics, etc. A typical operations review will include a representative from the consulting team, support team and product management team.
  c. **Annual On-site Health Check/Consulting Visit** – The intent of this service is to deploy a PSR to the customer site to review the system performance, provide feature familiarization and other General consultancy. The on-site visit is scoped for two days and the objectives will be coordinated with the customer prior to scheduling.

The Pro-Active Support services, and any operational assistance, will be coordinated by an Agilent Pro-Active Support Program Manager (PSPM).

1.22 "**Operational Assistance**" is a set of Agilent Professional Services Organization offerings that can be added as options to Bronze, Silver or Gold support. Refer to Exhibit C for more details.

1.23 "**Supported Versions**": Based on the software version, Agilent defines different service levels for Maintenance, Interoperability Certification, and Remote Support. The duration of the different service levels is specified in section B.3.

  1.23.1 **Active Support**. Agilent offers full maintenance, escalation handling, and interoperability testing, remote support with guaranteed availability of trained resources for Full Support configurations. Active support is provided to customers using the current software version and one (1) version prior.

  1.23.2 **Limited Support.** Agilent provides delivery of existing Patches or existing Point Patches for known problems on products, or software solutions, on a commercially reasonable basis. It does not:
  - Guarantee skill availability and troubleshooting on target Software
  - Include software maintenance for new defects
  - Include Interoperability Certification with Full Support
  - Escalation management

  Limited support is provided to customers using software, or software solutions, two (2) versions previous, and below, to the current, Active Support product configuration.

  1.23.3 **Out of Support.** It will be up to Agilent's sole discretion to determine which products shall continue to be supported beyond the end of Limited support.

B. Agilent Responsibilities

Agilent offers different software support entitlement. Details distinguishing the levels are defined in Section D. This section defines the terms and conditions that apply to all of the support entitlement levels.

1) *Hardware, Software and Other support.* This Specification relates only to those services specified in Exhibits A, B and C.

2) *Products.* This Specification only covers Products described in Exhibit B.

3) *Supported Agilent Software Version.* Unless otherwise specified by Agilent, Agilent provides support for the versions as follows:
   a. *Active Support.* The effective end of Active Support is the latest of the dates:
      1. The Version currently shipping and the previous one (Software Updates or Minor Versions only)are always in Active Support until the product end of support.
      2. Any Version (Software updates or Minor Versions) is in Active Support for at least 18 months from date of introduction. Patch introduction dates are not considered as part of the end of Active Support determination.
   b. Agilent may waive, at its sole discretion, Maintenance for a specific defect on a previous Version if Agilent determines that the defect cause is the third party Product and the original manufacturer no longer adequately supports the version for Agilent to meet its obligations.
   c. *Limited Support.* Extended Support begins when Active Support lapses. Limited Support is offered for a minimum additional eighteen (18) month period after the lapse of Active Support.

4) *Non-Agilent Products.* Agilent is not liable for the performance or non-performance of third-party software vendors, their products, or their support services including design flaws in and/or incompatibility with non-Agilent Products.
   a. *Non-Agilent software.* Support for non-Agilent software is limited, unless otherwise specified by Agilent, to assistance with the interaction of Agilent Software and non-Agilent software. Agilent is not responsible for procuring third-party software vendor patches, workarounds, and updates. Agilent's decision on how long to offer Support on non-supported versions of non-Agilent Software is final. Agilent is not responsible for the installation, maintenance, or performance of Non-Agilent software. Agilent is not responsible for design flaws in non-Agilent software.
   b. When sold by Agilent, Custom Support applies to the products as specified in Exhibit A.

5) *Remote Support Access* is limited to Designated Users as specified in section C.

6) *Remote Support.* Use of Remote Support is not intended to replace or supplant customer's familiarity with and/or use of Agilent's on-line help, user manuals, training, training materials, or training classes. With respect to any requested customization related to support, Agilent's Remote Support representative, in his or her discretion, may decide when such support request is more appropriately treated as Custom Support.

7) *Custom Support.* In order to be covered by this specification, Custom Support must be described in Exhibit A "Custom Service Levels".

8) *Data Recovery.* Data recovery services are not included as part of these services, regardless of the cause of the data loss. Customers requesting Agilent to deliver data recovery services will be charged at Agilent's Professional Services Organization standard service rates. Customer is responsible for maintaining a backup of their entire operating system, data files, method files and applications. Customer is responsible for restoring the system from this backup in the event of a hardware or software failure or event that causes data loss.

9) *General Exclusions,* Agilent support does not include assistance that involves program development, coding, and *isolation* of coding problems, implementation assistance, and data recovery regardless of the cause of data loss or consulting. In addition, Agilent support does not cover any damage or failure caused by improper use, lack of routine maintenance on the computer systems, out of specification operation, neglect, fire or water damage, work or modification by customer or inability of any non-Agilent products in customer's environment to correctly process, provide or receive date data and to properly exchange date data with the products supplied by Agilent. In the event that the system becomes non-functional because the customer substantially modified the operationally functional Agilent-installed system, without prior agreement and/or guidance from Agilent, Agilent may treat these customer modifications as Custom Support.

10) *Coverage.* If the Software Maintenance Agreement expires, and is not renewed, support coverage ceases and customers will revert back to Intrinsic-level support. Additional fees may be required, from the customer, for Agilent to resume the previous software support level coverage.

11) *Environment.* Support is provided only in the environment, or infrastructure, specified in the product technical documentation (Full or Limited Support). The timing for the revalidation of the products in a different environment is at Agilent's sole discretion.

C. Customer Responsibilities

1) *Revision Levels*. Customer must maintain all software in either an Active support or an Extended support configuration.

2) *Service Requests*. Customer is responsible to run reasonable, Agilent-requested diagnostic tests to validate the problem on a mutually-agreed reference configuration and provide Agilent with a detailed technical description of the problem prior to making a request for service.

3) *Temporary Procedures*. Customer is responsible for implementing reasonable temporary procedures or workarounds, as recommended by Agilent, while permanent solutions are being sought.

4) *Diagnostic and Maintenance Software for Systems*. Customer will allow Agilent to have product and network diagnostic or maintenance tools reside in customer systems for the sole purpose of performing diagnostic and Remote Support. Agilent may ask customer to assist in running these Agilent -supplied tools for diagnostic purposes prior to customer reporting a software problem. These tools are the sole and exclusive property of Agilent and Agilent may remove these programs upon the conclusion of Agilent's support contract.

5) *Designated Callers Users.* Designated Callers Users are named individuals who have sole entitlements to register support requests with Agilent. These individuals must have completed Agilent training curricula for the software or possess equivalent experience.

6) *License Compliance*. Customer must supply, to Agilent, an annual report for software license compliance. The report should include:
    a. Number of active licenses currently in use
    b. System configuration(s)

7) *Access to Systems.* Agilent requires physical access to customers' computer systems to deliver on-site support. In addition, remote access through the Internet using tools such as Webex, under the customer's authorization and monitoring, is required to deliver the Remote Support.

8) *Non-Agilent Software.* Customer is responsible for the installation, maintenance, performance, and configuration of non-Agilent Software.

9) *Quality Surveys.* Providing high levels of customer satisfaction is one of Agilent's top priorities. To better understand our customers' needs today and potential areas for improvement, Customer will periodically be sent a link to a customer satisfaction survey and asked to complete it. Customer agrees to receive the solicitation for completing the survey. Should the customer prefer not to receive the solicitation, customer can opt-out, at which time the customer's profile will be updated to reflect the change.

D. Support Level Entitlement Definitions

Agilent provides support for products identified in Exhibit B of this agreement for the term of the support contract. For multiple systems of the product, customer must purchase Software Maintenance Agreements for each system to ensure full coverage.

Intrinsic Support

1) *License to use Software purchased,* Agilent grants customer a license to use the Software, Updates, and Patches in accordance with the software license terms associated with the underlying product. The foregoing license applies only for only the products specified in Exhibit B.

2) *Maintenance*. Agilent will provide customer with Software Updates, Patches and Service Releases though Agilent's technical support website.

3) *Product Installation*. Agilent software products, unless specified, are not customer-installable. Product installation services are not included as part of this agreement. Customers requiring product installation, upgrade, update, patch & service release implementation services should contact Agilent Professional Services Organization for a quote.

4) *Product Installation Assistance*. Agilent software products, unless specified, are not customer-installable. Agilent does not provide phone, email or on-site support for customers who attempt to install, or upgrade, their systems on their own. Customers who attempt to upgrade their systems, on their own, do so at their own risk. If corrective action is required, by Agilent, the customer will be billed at Agilent's standard consulting rate.

5) *Agilent Technical Support Website*. Intrinsic level customers have access to the Agilent's technical support website for the following information:
   a. Patch releases
   b. Software Status Bulletin, Compatibility Matrix and product specification documentation
   c. User manuals

6) *Remote Support*. Remote support is available, during local business hours, Monday through Friday. Support is provided in English language only. Customers may request support via the following methods:

   a. Access and complete the Informatics Support Request Form on the Agilent technical support website
   b. Send an email to Agilent technical support
   c. Per contracted system, a maximum of two (2) new support requests per year by one (1) designated user; additional support requests may be charged at Agilent's discretion

7) *Response Time*: Agilent's response time, for Intrinsic-level support, is not guaranteed and will be on a best-effort basis for resolution.

8) *Escalation Management*. Customer may contact the support team and request that an escalation be opened. The Agilent support organization shall use reasonable efforts to ascertain the cause, provide an action plan resulting in acceptable workarounds or fixes, if applicable. In the event that the escalation requires any additional costs, Agilent and the customer will discuss, in good faith, any additional charges or cost that may be required. The following is an example of the standard, Agilent escalation-handling process: Agilent senior management monitors the organization's performance on escalation handling. If the escalation is not resolved by the Agilent support organization, customer may

contact the Support Manager of the country, in which the services are provided, to serve as the first level executive for escalations. Agilent's Division Support Manager will act as a second escalation point.

9) *Defect Categorization*: Agilent maintains, on the technical support website, product-specific Software Status Bulletins (SSB) which detail known outstanding defects with potential workarounds or fix information.

10) *Infrastructure Upgrade commitment*: The infrastructure (such as Oracle database engine and Microsoft Operating Systems) has its own lifecycle. Agilent recognizes that its product Full Support configuration must also be in Active Support by the infrastructure provider. In this context and during the Active Support period, the current version of the product Full Support configuration will always offer at least a six (6) month window of remaining active support from published vendor data.

11) *Custom Service Levels*: Not applicable to Intrinsic Support.

12) *Initial Support Date*: Not applicable to Intrinsic Support

13) *Interoperability Testing*: Not applicable to Intrinsic Support; the documented infrastructure is the one at the time of the Version release.

Gold Level

1) *License to use Software purchased,* Agilent grants customer a license to use the Software, <u>Upgrades,</u> Updates, and Patches in accordance with the software license terms associated with the underlying product. The foregoing license applies only for only the products specified in Exhibit B.

2) *Maintenance*. Agilent will provide customer with Software Updates, Patches and Service Releases though Agilent's technical support website.

3) *Product Installation*. Agilent software products, unless specified, are not customer-installable. Product installation services are not included as part of this agreement. Customers requiring product installation, upgrade, update, patch & service release implementation services should contact Agilent Professional Services Organization for a quote.

4) *Product Installation Assistance*. Agilent software products, unless specified, are not customer-installable. Agilent does not provide phone, email or on-site support for customers who attempt to install, or upgrade, their systems on their own. Customers who attempt to upgrade their systems, on their own, do so at their own risk. If corrective action is required, by Agilent, the customer will be billed at Agilent's standard consulting rate.

5) *Informatics Customer Web Portal*. Gold Level customers are granted access rights to a customized Informatics Web Portal for access to the following:
   a. All Updates, Service Releases and Patch releases for download
   b. On-line Training Modules
   c. Technical and Service notes
   d. Updated Software Status Bulletins, Compatibility Matrices and product specification documentation
   e. Product user manuals
   f. Ability for customer to upload customer site-specific information
   g. Access to product-specific Knowledge Base
   h. Tiered user access privileges as designated by the customer
   i. Up to an additional ten (10) named users entitled to request support
   j. Request to access CRM Support Ticket Reports, annually, two (2) times per year

6) *Remote Support*. Remote support is available, during local business hours, Monday through Friday. Support is provided in English language only. Customers may request support via the following methods:

    a. Access and complete the Informatics Support Request Form on the Agilent technical support website
    b. Send an email to Agilent technical support
    c. Telephone Agilent technical support
    d. Per contracted system, unlimited new support requests per year by three (3) designated users; additional support requests may be charged at Agilent's discretion

7) *Response Time*: The committed response time is according to the support center open hours and corresponds to the Remote Support initial contact response to the customer acknowledging and addressing the support request using appropriate means (telephone or email) and actively starting the support incident resolution.

	Maximum Committed Response Time
Priority 1	4 hours
Priority 2	Four (4) hours
Priority 3	Next business day
Priority 4	Next business day
Priority 5	Two (2) business days

8) *Escalation Management*: Customer may contact the support team and request that an escalation be opened. The Agilent support organization shall use reasonable efforts to ascertain the cause, provide an action plan resulting in acceptable workarounds or fixes, if applicable. In the event that the escalation requires any additional costs, Agilent and the customer will discuss, in good faith, any additional charges or cost that may be required. The following is an example of the standard, Agilent escalation-handling process: Agilent senior management monitors the organization's performance on escalation handling. If the escalation is not resolved by the Agilent support organization, customer may contact the Support Manager of the country, in which the services are provided, to serve as the first level executive for escalations. Agilent's Division Support Manager will act as a second escalation point.

9) *Interoperability Certification Latency:* The major infrastructure providers (Microsoft and Oracle) typically release security updates on a quarterly or monthly basis. In addition, updates are released asynchronously for critical vulnerabilities.. In addition, Agilent may certify at its sole discretion other updates. The Service Level for Interoperability Certification is available on Agilent's technical support website.

10) *Defect Categorization*: Agilent maintains, on the technical support website, product-specific Software Status Bulletins (SSB) which detail known outstanding defects with potential workarounds or fix information. All customer-reported defects will be categorized within thirty (30) business days of receipt by Agilent and may be included, at Agilent's sole discretion, in the SSB if appropriate.

11) *Infrastructure Upgrade Commitment:* The infrastructure (such as Oracle database engine and Microsoft Operating Systems) has its own lifecycle. Agilent recognizes that its product Full Support configuration must also be in Active Support by the infrastructure provider. In this context and during the Active Support period, the current version of the product Full Support configuration will always offer at least a six (6) month window of remaining active support from published vendor data.

12) *Custom Service Levels*. Any requirements for Custom Service agreements are described in Exhibit A.

13) *Initial Support Date*. If customer receives support as part of the purchase of products from Agilent, support will begin at the time the product is shipped from Agilent. For support, purchased up-front with the product, support will begin at the time the product is shipped from Agilent. Should there be more than thirty (30) days between the ship and installation dates, the customer may request an adjustment for the Initial Support Date for the support agreement. For support purchased after the product, such support will begin at the time specified 'Service Agreement Term' 'Start Date'.

14) *Proactive Support services are included.*

15) *Operational Assistance*. Operational assistance is a set of Agilent Professional Services Organization offerings, available for purchase as an option. Refer to Exhibit C for more information.

E. Exhibits

The following Exhibits are made a part of this specification and will prevail in the following order:

Exhibit A	Custom Support and Maintenance
Exhibit B	Support Coverage / Service Agreement
Exhibit C	Operational Assistance

Exhibit A
Custom Support and Maintenance

1. List here all customized items in the System
2. List here all items that are in a Limited Supported configuration
3. When the SMA becomes effective, the customer will provide to Agilent the named employees who are authorized to request support.

Exhibit B
Support Coverage

This specification covers the software, in the designated quote # _____. (To be filled in when quote is generated).

When the SMA becomes effective, the customer will provide to Agilent the named employees who are authorized to request support.

Exhibit C
Operational Assistance

Operational Assistance services are available, for purchase, by those customers covered by Bronze, Silver or Gold support.

Customers can purchase credits to be used towards the purchase of the list of eligible services below.

- Credits must be purchased in packs of five (5)
- One (1) credit equals approximately one (1) day of remote consulting/assistance
- For on-site activities credits are charged as follows:
    - Two (2) credits for the first day
    - One (1) credit for every on-site day there after.
- Credits can be spent in one half (½), or full, increments. No other fractional use is permitted.

Service	Cost	Description
Travel & Expenses	1	Travel & expenses-related activities for onsite visits • 2 units must be bundled with any service above which requires consultant to be physically present at customer site
Proactive support	1 per month	One call per month: • Calls placed during that month status • Any patches/ upgrades • Planned activities • Follow-up activities coming from the call
Additional AIC on-site	3	One on-site trip: • Install • Planning call
Customer advocate	½	Constant relief for calls
Remote firmware upgrade	½	
Minor software upgrade	5	• Upgrade installed software • Implement Agilent recommendation
Patch application remote	1	
Patch application on-site	3	Includes travel
On-site training 1st day	3	Max 10 people
Additional on-site training days	1	Max 10 people
System health check	5	On-site: • Assessment of system health • Publication of report (top 5) • Critical issues with immediate correction plan
Report & method development	4	On-site visit for requirement gathering • Discussion of results • 2 days of consulting; additional credits may be used
Webinar attendance	0	Free attendance for 1:00 once a quarter (2-3d to prepare)
BPM workflow development	4	On-site visit for requirement gathering • Discussion of results • 2d of consulting; additional credits may be used
Additional server install	1	Remote installation without qualification
Print services install	½	no qualification
Scheduler install & configuration	½	No qualification
Backup & configuration install	1	Remote
Backup verification / restoration	3	Remote and requires the sending of all backed up material. Generation of customer acceptance testing
General remote consulting	½	½ day of consulting • May require up to 2 weeks lead time for scheduling
Process improvement and auditing	4	On-site visit for requirement gathering • Discussion of results • 2 days of consulting; additional credits may be used