MyCISO Uptime Service Level Agreement

Purpose

This service level agreement (SLA) outlines MyCISO's commitment to clients, including uptime commitments and SLA breach notification times. For detailed product information please refer to the service descriptions document. There are two levels of MyCISO Uptime SLA, the first is our commitment to all clients, the second is for the MyCISO Security Elite clients.

A client is defined as an entity with a paid subscription to the MyCISO application, who is contracted with MyCISO (directly or via a certified Provider) under a valid service subscription which incorporates the EULA (found at myciso.co/terms).

Uptime

Application commitment

Uptime is measured per calendar month and is based upon the core MyCISO application located at: https://app.myciso.co/ Ancillary services such as the MyCISO website or knowledgebase are not included.

The MyCISO team commits to all clients an uptime of 99.9% per calendar month. Scheduled application deployments are conducted outside of business hours and communicated to all clients prior to each release. Any related scheduled downtime is not included within the 99.9% commitment.

Notification Times

Business impact definitions:

Priority	Business Impact	Meaning	Example Scenarios
P1	Critical	30% or greater of customers' employees are negatively impacted, or the issue could have a significant business impact.	Complete outage of the software or malfunction resulting MyCISO being inaccessible by 100% of employees. **Example**: System down, preventing enrolled e-learning users from accessing the system.
P2	Major	This issue has impacted features of the MyCISO application but not a complete outage or prevented access to less than 10% of employees or more than 5 or more portal users.	Bugs with viable work- arounds, user interface issues affecting access or impacting certain features. **Example**: Dashboard not functioning, data available within reports or data exports.
P3	Minor	This issue has had minimal or no impact on client's business operations. Workarounds have not impeded client's business operations.	Minor bug fixes, typographical errors, enhancement requests, upgrade requests. **Example**: Minor mistake within a report including a typographical error or layout mistake.

MyCISO Service Level Agreement (SLA)

Response times

Initial responses: Reply from MyCISO account manager/service or help desk, intended to gather information and scope of business impact.

Follow up: Detailed response from product or delivery team regarding the issue.

Priority	Global initial response	Security Elite initial response	Global follow up	Security Elite follow up
P1	2 business hours	1 business hour	4 business hours	2 business hours
P2	4 business hours	2 business hours	8 business hours	4 business hours
P3	N/A	2 days	N/A	14 days

Response Mechanisms

P1 issues – communications will occur via email to all known affected customers will be triaged via phone directly in order of perceived business impact until the issue is resolved.

P2 issues - communications will occur via email to all known affected customers, will be triaged via phone directly in order of perceived business impact until the issue is resolved.

P3 issues - communications will occur once resolution has been implemented to known affected customers only.

Uptime penalties

In any given calendar month if the MyCISO application fails the committed uptime target the following may be requested by clients. The extended access periods relate only to the affect modules that are under an active paid subscription when the incident occurs.

All clients: An extension of 7 days to all current application subscriptions.

Security elite customers: An extension of 14 days to all current application subscriptions.