Software Services

The service levels specified herein will enter into effect on the date your SciBite solution goes in to live production ("Go Live Date)".

1. **Definitions**

1.1. **"Error"** means a defect in the SciBite solution that prevents it from functioning as required.

1.2. **"Level 1 Support Services"** means the initial response (and any follow-up response as appropriate) for basic Subscriber issues by providing a reasonable level of assistance in use of the SciBite solution by means of documentation, online aids, email and/or telephone support. Level 1 Support Services includes initial information gathering and input into the system and may include, without limitation, some or all of the following: answering product installation, configuration or usage questions using pre-scripted questions and answers; initial problem and failure information gathering; problem isolation, identification, and/or providing standard fixes and workarounds to known problems; and escalating unresolved problems to Level 2 Support Services.

1.3. **"Level 2 Support Services"** means a second, higher level of technical support to more complex issues not resolved by Level 1 Support Services and consists of, but is not limited to, problem isolation, identification, and replication; determination of a misconfiguration, bug or other issue; providing standard fixes and workarounds to known problems; providing remedies for known complex problems; and escalating unresolved problems or those requiring formal fixes to Level 3 Support Services.

1.4. "**Level 3 Support Services**" means a level of support provided by engineering to the most difficult or advanced problems not resolved by Level 1 or Level 2. Support Services consists of problem isolation, identification, and replication for complex problems; providing new fixes and workarounds to problems; providing remedies for both new and known complex problems; resolution of problems through generation of formal fixes; and assistance requiring knowledge of product source code.

1.5. **"Infrastructure and Access Support Services"** means the support of the infrastructure through which the SciBite solution are delivered as a service. This includes automated system monitoring for problems or responding to Subscriber reported problems and user access issues.

1.6. **"Severity Level Error"** means one of four categories that describe the seriousness of an Error as reasonably determined by the Subscriber.

1.6.1. "Severity Level 1 Error" (Critical) A problem that severely impacts the use of the SciBite solution in a production environment (such as loss of production data or in which the production systems are not functioning). The situation halts the Subscribers' business operations and no procedural workaround exists.

1.6.2. "Severity Level 2 Error" (Serious) A problem where the SciBite solutions are functioning but the use in a production environment is severely reduced. The situation is causing a high impact to portions of the business operations and no procedural workaround exists.

1.6.3. "Severity Level 3 Error" (Minor) A problem that involves partial, non- critical loss of use of the SciBite solution in a production environment or development environment. For production environments, there is a medium-to-low impact on the business, but the business continues to function, including by using a procedural workaround. For development

environments, where the situation is causing the project to no longer continue or migrate into production.

1.6.4.

1.6.5. "Severity Level 4 Error" (Low) A general usage question, reporting of a documentation error, or recommendation for a future product enhancement or modification. For production environments, there is low-to-no impact on the business or the performance or functionality of the system. For development environments, there is a medium-to-low impact on the business, but the business continues to function, including using a procedural workaround.

2. Subscriber Obligations

2.1. Subscriber will raise a ticket with Elsevier using Elsevier's preferred helpdesk service at help.scibite.com

2.2. Upon initial response by Elsevier, Subscriber will determine who will be the primary contact for the support requestor and forward appropriate contact information

3. Elsevier Obligations.

3.1. Delivery

3.1.1. Following full execution of the Agreement, Elsevier will make available to the Subscriber the SciBite solution and any applicable passwords to access/connect, in accordance with the Agreement.

3.1.2. During the term of the Agreement, Elsevier will provide the Subscriber with upgrades and updates to the SciBite solution as these are made commercially available by Elsevier.

3.2. Quality of Service

3.2.1. Elsevier will use reasonable efforts to provide the Elsevier hosted SciBite solution with a quality of service consistent with industry standards, specifically, to provide continuous service with an average of 98.00% up-time per year, with the 2% down-time including scheduled maintenance and repairs performed at a time to minimize inconvenience to the Subscriber and its Authorized Users, and to restore service as soon as possible if an interruption or suspension of service occurs. When possible, Elsevier will send a notification to the Subscriber prior to any scheduled maintenance. The SciBite solution and Professional Services will be of commercially reasonable quality, in accordance with any specification or requirements set forth in the Agreement, as the case may be, and will be performed in accordance with industry standards. Elsevier will ensure that a backup will be carried out every 24 hours.

3.2.2. Elsevier will provide Support Services to Subscribers in accordance with the hours and details set out at help.scibite.com.

3.2.3. Support will be initially provided via the helpdesk system - this allows us to share information across multiple team members as well as capturing Subscriber responses and attachments in one place. We have found the helpdesk is the most efficient mechanism to assist our

Subscribers. Should we need detailed discussion with a Subscriber on a specific issue we will provide additional contact through telephone/VoIP and web-based support only.

4. **Response Requirements**

4.1. For Errors requiring Level 1, Level 2 or Level 3 Support Services, Elsevier shall provide an initial response and correction or workaround as soon as possible using reasonable efforts to provide a correction or workaround:

    4.1.1. Severity Level 1 Error: Initial response within three (3) business hours; and response updates every twenty-four (24) hours.

    4.1.2. Severity Level 2 Error: For Errors requiring Level 2 Support Services, Elsevier shall provide an initial response and correction or workaround as soon as possible using best reasonable efforts to provide a correction or workaround: Initial response within four (4) business hours; and response updates every twenty-four (24) hours.

    4.1.3. Severity Level 3 or 4 Error: For Errors requiring Level 3 Support Services, Elsevier shall provide an initial response and correction or workaround using best reasonable efforts. Initial response within twenty-four (24) business hours; and If workaround provided, permanent fix must be implemented with next scheduled Update.

5. **Charges**

5.1. The charge for Support Services shall be included in the Subscription Fees.

6. **Data Security.**

6.1. Elsevier shall have in place documented policies and procedures, which shall be reviewed, and if appropriate, tested and updated, as appropriate, covering the administrative, physical and technical safeguards in place and relevant to the access, use, loss, alteration, disclosure, storage, destruction and control of information and which are measured against objective standards and controls. Such program shall comply with all applicable laws.

6.2. Elsevier will use reasonable efforts, to conform with generally recognized industry standards, to preserve the security, integrity and accessibility of all information received from the Subscriber.

ELSEVIER STANDARD SUPPORT MODEL

1. **Background**
Elsevier's support includes the provision of training, technical support and where agreed in a SOW delivering Professional Services to support use cases that utilise Elsevier's technology. The purpose of this section is to clarify what support is included as part of Software Services.

2. **Standard support covered under the Agreement is as follows:**

- Kick-off meetings and initial product trainings.
- Helpdesk tickets which require minor installation and troubleshooting activities to support use of Elsevier tools.

- Faults or bugs within Elsevier's software tools would be rectified under Elsevier's existing Quality Control process.
- All activities performed by Elsevier's sales and marketing teams, e.g. sales support activities to support scoping new use cases or applications of SciBite Solutions.

3. What is covered by Professional Services

3.1. Any activity that Elsevier's technical team engage in to support Subscribers' use of our tools in a specific use case or integration that require detailed support. Support may be agreed in advance via a number of support days. The activities could include, but are not limited to:

3.2. Product Support:
- Installation and configuration of our products.
- Troubleshooting new integrations.
- Developing minor changes to product functionality, such as change in product appearance or augmenting existing vocabularies. Major changes to product functionality would require deeper agreement and alignment with product roadmaps.

3.3. Data Science Support
Elsevier's Data Science Team is available to support the application of Elsevier tooling to new or existing use-cases. Potential projects might include:

- Configuring TERMite or TExpress for data FAIRification
- Development of custom scripts to automate workflows leveraging Elsevier technology
- Working with scientific SMEs to identify appropriate statistical analyses based on Elsevier technology output.

3.4. Ontology Support
Elsevier can provide additional assistance and thought leadership in the creation, management, and application of terminology.

Thought leadership. Examples include guidance and governance flows for the creation and maintenance of ontology content, ontologies to metadata fields, documenting best-practice rules for ontology management, etc.
- **Ontology creation and curation.** Curating extensions to public ontologies using legacy data, create bespoke client-specific ontologies, and assist with versioning of ontology content.
- **Ontology application.** Core to the FAIR data initiative is deploying ontologies to solve various business challenges. Elsevier's Ontology Service team members are experts in using the Elsevier platform components subscribed to, and have experience integrating these capabilities into both internally developed and 3rd party commercial platforms.