



READY Education

Service Level Agreement

[Abstract](#)

The Ready Education service level agreement regarding support and general incidents.

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OBJECTIVE

Ready Education (hereinafter referred to as READY EDUCATION) provides this Service Level Agreement (SLA) to detail its duties and responsibilities to customers, and to provide measures to evaluate its service performance. The version of this SLA that is current at the commencement or renewal of a contract with READY EDUCATION will apply.

DEFINITIONS

- a. “Customer” refers to the Institution that has purchased the Service from READY EDUCATION.
- b. “Data” refers to any information that is shared by the Institution or Users through the Service, such as but not limited to, student or course data.
- c. “Downtime” means a period of time during which production system processing for the Service has stopped and Users are unable to use all aspects of the Service for which they have appropriate permissions. By way of clarification, there is no “Downtime” if any User can use any aspect of the Service for which they have appropriate permissions. Downtime does not include the period of time when the Service is not available as a result of:
 - Planned System Downtime
 - Force Majeure
 - Problems with Customer or third party applications, integrations, equipment or data
 - Customer or third party acts or omissions (including anyone gaining access to the Service by means of your passwords or equipment)
 - Failure to adhere to required system configurations and supported platforms for accessing the Service
- d. “Error” is a flaw, failure or fault that causes the Service to produce an incorrect or unexpected result, or to behave in an unintended way.
- e. “Force Majeure” means acts of God, terrorism, labor action, fire, flood, earthquake, riot, war, governmental acts, orders or restrictions, viruses, denial of service attacks and other malicious conduct, utility and network connectivity failures, or any other cause of Service unavailability that was outside READY EDUCATION reasonable control.
- f. “Institution” refers to the educational institution (school, college, university or otherwise) that will be utilizing the Service as a Customer. An Institution may have

additional stakeholders, including but not limited to, students, faculty and administrators.

- g. “Planned System Downtime” means a scheduled outage of the Service for the purpose of service maintenance or system updates, such as but not limited to, when a release or patch is applied.
- h. “Outage” is a period when the Service fails to provide or perform its primary function
- i. “Service” means the READY EDUCATION application to which this SLA applies. This SLA applies to each Service individually and not in combination.
- j. “Users” are the end users of the Service, such as but not limited to, enrolled students, employees or visitors to the the Institution.

SCOPE OF AGREEMENT

Availability

Data on the READY EDUCATION platform is automatically backed up using Amazon’s Aurora database engine through Amazon Relational Database Service (RDS), with 99.99999999% data durability. It is automatically maintained and redundantly stored across multiple facilities and multiple devices in each facility, with 99.95% availability.

Failover is handled by Aurora, and will typically be completed within 30 seconds with negligible interruption. Aurora automatically detects problems with the primary database and can immediately begin routing traffic to the replica, eliminating manual administrative intervention. Database restart times are limited to 60 seconds in most instances, ensuring maximum availability.

Data Location

READY EDUCATION’s platform is entirely hosted on the Amazon Web Service (AWS) Elastic Compute Cloud, which has data centers in 16 geographical regions. READY EDUCATION currently utilizes three regions (US East, Canada and South-East Asia), but can extend coverage to additional AWS regions to comply with local legislation.

Data Recovery

READY EDUCATION utilizes Amazon Aurora and RDS multi-availability zone deployment to enhance availability and durability of database instances. Amazon Aurora automatically maintains six copies of a database across three Availability Zones (AZ) within the region, with each AZ running on its own physical distinct, independent infrastructure. In the case of an infrastructure failure, Amazon RDS will perform an automatic failover to the standby instance,

preventing data loss and allowing database operations to be resumed as soon as failover is complete.

Amazon RDS will automatically perform a failover in the event of any of the following:

- Loss of availability in primary Availability Zone
- Loss of network connectivity to primary
- Compute unit failure on primary
- Storage failure on primary

Performance Metrics

READY EDUCATION maintain systems for reporting on the status of the following metrics, and can supply reports either on-demand or at agreed upon intervals.

- a. Number of reported issues, type, severity, and average response time
- b. System availability and outages
- c. Mean time to restore service in case of a major outage or service degradation

Data Security

All information passing through the READY EDUCATION platform is encrypted in transit using SSL (TLS1.2). Data is not encrypted at rest within our database, as limiting access to data is our primary objective.

Updates

Updates and patches are applied globally to the entire client base as they are available and tested immediately once applied. READY EDUCATION will aim to patch servers and software updates that are deemed critical (such as security threats) within 24hrs of the release of the patch.

READY EDUCATION handles all upload, approval and listing with the Apple iOS App Store and the Google Play market. Any app or update submitted through the iOS Store requires approval, which will typically take 1-2 days. When regular scheduled application updates (current versioning) are made, a notification will be sent out through the phones existing app management component, notifying the user that an update is available.

Contract Termination & Data Retention

In the case where a contract is terminated, student data can be exported to the institution and then deleted from the READY EDUCATION database. This process requires a written request

and 60-day notice. In accordance with government regulation, operational data will be retained for a minimum of seven years.

Support

The READY EDUCATION support team can be contacted through live chat, phone and email. Each Institution is assigned a dedicated Customer Success Consultant (CSC) who will notify the Institution of upcoming changes, advise of fixes, and help train and guide Users through new features prior to release.

If an Error or Outage is detected by the Customer during business hours, first contact should be made to their assigned CSC or the READY EDUCATION Help Desk by phone. After hours, contact can be made directly to the Help Desk through email. After hours support will be limited to emergency and mission-critical Errors that cannot be delayed until normal hours of operation.

Please see Table 1.2, 1.3 and 1.4 for further information on READY EDUCATION support and error response.

DETAIL	CONTACT
Business hours	9:00AM – 5:00PM EST Monday to Friday
Phone	1-877-588-7508
Helpdesk contact email	support@readyeducation.com
Community Manager contact email	cm@readyeducation.com
Method of access	Telephone, Web Form and Email
Response method	Telephone and Email
Remote support	Included
Technical contacts per customer	3
Number of support requests	Unlimited

Table 1.2 READY EDUCATION Support Summary

NATURE OF REQUEST	SEVERITY LEVEL	EXAMPLES
Problem	HIGH	System down, data loss
Incident	MEDIUM	Poor performance
Incident	LOW	Errors, bugs

Table 1.3 Error Severity Level

PERIOD	SEVERITY LEVEL		
	HIGH	MEDIUM	LOW
Business hours			
Response time	2 hours	One business day	Three business days

Resolution time	75% of incident resolved in less than 2 hours	75% of incident resolved in one business day	Target resolution determined on case by case basis
Outside business hours			
Response time	4 hours	Next business day	Three business days
Resolution time	75% of incident resolved in less than 4 hours	75% of incident resolved in two business days	Target resolution determined on case by case basis

Table 1.4 Error Response and Resolution Time

APPENDIX

APPENDIX I: Disaster Recovery Template

The following is a general plan for recovery and corrective measures, depending on the Service Error:

- An Error is discovered or reported
- The CSC or Help Desk is notified
- The Help Desk assesses the Error and, in the case of a disaster, notifies the Data and Infrastructure team
- The Data and Infrastructure team assesses the issue
- If the Error is related to Amazon Web Services, they will be notified and the team will work with them to resolve the Error
- If the Error is related to the application, the relevant developers and engineers will be notified
- The priority will be to reestablish the service by either reverting code back to a previous functioning version, spinning up a new server instance to handle traffic, or whatever actions result in the service performing similarly to how it did prior to the disaster
- The second priority is to investigate the Error, detail it and provide a plan on how to mitigate it from happening again

APPENDIX II: Escalation Process

In the event of an Escalation or Emergency incident:

- The discoverer of the Error immediately contacts their CSC or the READY EDUCATION Help Desk via email with a description of the incident and any relevant information the discoverer may have
- In the case of an Emergency Incident, the 1st line support engineer will be called (24 HR availability)
- Based on the report in the discoverer's email and the severity of the Error, 2nd and 3rd line support engineers may also be called
- The support team will further investigate the issue, the affected users, and possible scenarios for recovery and resolution of the incident
- In Emergency cases, the lead engineer for the related feature will be consulted as well as the CTO/CIO
- A decision will be made as to when and how a patch will be applied
- The support team will create a list of total affected Users. These Users will be notified by email and the respective CSC will also be notified

- CSCs will reach out to the Customer to further mitigate issues and consult on steps moving forward
- The support team will work with the development team to create a post-mortem with suggestions on further improvements, next steps, and lessons learned to avoid a similar situation happening again