

# Cobwebb Standard Maintenance Plan

## Introduction

The Cobwebb Standard Maintenance plan is focused exclusively on maintaining the stable operation of your CPPD software. This comprehensive plan covers all the areas required to deliver stability and peace of mind to our valued customers. It outlines the included features and clearly defines the terms and service levels you can expect from us.

Our standard support hours are Monday to Friday 9am-5.30pm GMT. If you require Out of Hours support please speak to a member of our team for further information.

## Plan Features

### Incident Support

Incident Support is the key strand of maintaining business functionality. We have a track record of over 25 years of ensuring it is 'business as usual' every day for our customers and it is a responsibility we take very seriously.

#### Response Targets

1 hour response time for [Severity 1 Production System Down](#) Incidents.

2 hour response time for [Severity 2 High - Severity 4 Low](#) Incidents.

No target for Severity 5 Incidents

Response Target(s) are calculated as the difference between the time an incident is appropriately logged into the [Incident Management Portal](#) and the time of our first value-added communication. Value-added communication may include, without limitation, requests for additional information, the collection of error logs, findings from initial issue triage, timeline for the next step, or providing existing information from the Documentation.

### Incident Report Line

The Incident Report Line (+44 (0) 1732 447900) provides a means of reporting an incident to Cobwebb. Please also see [Contact Details](#)

## Incident Management Portal

The [Cobwebb Incident Management Portal](#) is the organisational hub of Cobwebb Incident Management. All incidents are reported, managed and resolved here, irrespective of how they are reported, ensuring an organised, co-ordinated response.

## Upgrade Assurance

Access to the latest version of the Cobwebb supported software and all new features. Our software is under constant development incorporating enhancements and new features, often suggested by our users. Details of previous updates can be found in our [Cobwebb Knowledgebase](#).

## Bug Fixes/ PTFs

Access to all fixes as soon as they become available. We have a well-deserved reputation for rapid response to reported bugs. With core software developed in-house, we are able to find and fix issues at source as soon as we can reproduce them, issue an immediate PTF and incorporate the fix in the next release of the software.

## Licence Migration

Freedom to transfer the licence from one server to another.

## Temporary DR Licence

An additional temporary 2 week licence making possible the testing of a disaster recovery solution without disturbing the production environment.

## User Guide

The Cobwebb User Guide (<https://www.cobwebb.co.uk/support/guide/>) is the centralised location of Cobwebb product documentation. It is comprehensively searchable and constantly refined and updated.

## 1 hour of Cobwebb College

Cobwebb College is founded on the principle that the most effective time to learn something is right at the point that it becomes relevant. Utilising our expertise and online screen sharing, 1 to 1 education is delivered by Cobwebb experts in concentrated bursts, focused on solving the actual problem blocking progress. 1 hour of Cobwebb College is included in the plan allowing technical expertise to be shared.

## Contact Details

Incident Report Line: +44 (0) 1732 447900

Incident Management Portal: [https://www.cobwebb.com/support\\_welcome/incident-support/](https://www.cobwebb.com/support_welcome/incident-support/)

User Guide: <https://www.cobwebb.co.uk/support/guide/>

# Appendix

## Definitions

Term	Meaning
Support	Give assistance to Bear the weight of Be actively interested in and concerned for the success of The overall term for our relationship with our customers. Encompasses all our interactions with our customers
Maintenance	Keeping things going (maintain) Encompasses: <ul style="list-style-type: none"> <li>• Incident Support</li> <li>• Upgrade assurance</li> <li>• Bug Fixes/ PTFs</li> <li>• Licence Migration</li> <li>• Temporary DR Licence</li> <li>• User guide</li> </ul>
Incident	A specific maintenance issue Logged in the Incident Management Portal
Education	Training, instruction, Cobwebb College
Professional Services	Solutions development Using tools to implement bespoke solutions for our customers
Consulting	Providing expert advice Leveraging the knowledge and experience of Cobwebb experts to enhance our customer's business

## Severity Levels

Severity Level	Description	Examples
1	Production System Down	Our customer's production system is inoperable, or a critical application failure has occurred and business processes are halted. There are no workarounds available.
2	High	A critical business process is impaired, causing a serious disruption of a major business function and is causing a serious impact on daily functions or processing, and there is no acceptable workaround.
3	Medium	Non-critical issue occurs with the system. Our customer is able to run the Component System, and there is an acceptable workaround for the issue.
4	Low	An inquiry or low impact issue that does not require immediate attention. This includes cosmetic issues on screens, errors in documentation, or a request regarding use of the Component System.
5	Suggestion for Enhancement	A suggestion is made for enhancing the system by adding new features or improving existing features.

## Escalation / Complaints

If at any time you are unsatisfied with the service you are receiving it is essential you contact Customer Care (+44 (0)1732 447900) who can escalate an Incident or assign resources, as required.

## Limits

Cobwebb is committed to supporting you and helping you to realise your potential.

Incident Support is focused exclusively on maintaining the stable operation of our customer's systems. Reported issues outside of this scope will be forwarded to Cobwebb College or Cobwebb Professional Services, as appropriate, although the Incident Support Manager may, at their sole discretion, spend up to fifteen (15) minutes investigating.

Without limitation, out of scope applies to the following areas:

- Implementation setup – any implementation issue such as business flow processes, configurations or installation of 3rd party components such as databases and operating system (OS), benchmarking, training of users, etc.
- Application optimisation – assistance in analysing, testing, or improving the performance of the system, including housekeeping tasks.
- Hardware/operating system – any incident regarding assistance with the hardware configuration, operating system tuning, or database administration tasks.
- Modified objects (custom software) – incident support is for the standard code set. However, this does not include analysing the code of module customisations. Customisation support services are generally available through Professional Services.
- Data correction – incidents related to data corrections or corruptions that are not caused by the malfunction of the unmodified standard software.
- Test or Development Server – troubleshooting issues regarding software functionality when conducting a test on a test server or development server.
- Training – training and education are provided through Cobwebb College.

If it is unclear whether the issue is a maintenance issue or whether it requires education or professional services, please follow the incident submission process. The Incident Support Manager will work with you to determine the appropriate course of action.