

SCHEDULE Q: SERVICE DEFINITION FOR IT SERVICE MANAGEMENT INTEGRATION

1. Service Description for IT Service Management Integration

Vysiion's ITSM Integration is a cloud-based platform that runs secure integrations between two endpoints (the "Service"). Each IT service management ("ITSM") process will require a separate integration. Integration entails arranging the communication process between the relevant endpoints, which are: (a) Customer's ITSM system; and (b) Vysiion's ServiceNow instance. The Service involves receiving inbound Messages from one endpoint and relaying the same to the other endpoint (collectively "Integration").

The quantity of ITSM processes included in the Service is specified on the Order Form. The ITSM processes supported by the Service are:

- Change Management Process (as defined in this service definition); and
- Incident Management Process (as defined in this service definition).

Vysiion will work with the Customer to define the Use Case(s) required and the relevant triggers to initiate a Message transaction.

Message transactions are completed using push/pull mechanisms (as well as high-availability receivers) within the platform that can be used to send Events between the relevant endpoints. The Service can be configured to query an API, FTP/sFTP/FTPS, database, or email for new Events. The Service prevents duplicate Events from being created.

The consumption model of the Service is Message-based. The number of Messages purchased by the Customer will be set out on the Order Form. Additional Message capacity may be purchased by the Customer at any time during the Initial Term or subsequent renewal periods. Any such increase in the number of Messages shall apply for the remainder of the Initial Term (or subsisting renewal period as applicable) and may not be reduced prior to the expiry of the Initial Term (or subsisting renewal period as applicable).

2. Responsibilities and Customer Dependencies

2.1 Customer Dependencies

For Vysiion to deliver the Service, the following Customer dependencies exist. Failure of the Customer to meet these Customer dependencies may affect the Service Vysiion is able to deliver to the Customer. The Customer shall:

- Provide all input and support to Vysiion (or any Applicable Third Party) reasonably required for the implementation and receiving of the Service as contemplated by the parties.
- Provide IP addresses for communication between the platform and relevant endpoints (where Customer's ITSM systems are deployed on premises).
- Define and provide the required specifications for how its ITSM system will interface with the platform.
- Attend workshops with Vysiion to support the requirement gathering.
- Undertake required configurations as specified by Vysiion (or any Applicable Third Party).

2.2 Implementation Responsibilities

Vysiion shall (and warrants to procure that Applicable Third Party will, if required):

- Carry out Project Management function (where applicable and stated on the Order Form).
- Deploy and configure the ITSM Integration.
- Organise workshops with the Customer to facilitate the process of identifying and documenting the Customer's business and technical requirements.
- Provide templates for Use Case definitions.
- Provide templates for Test Case Scenarios required for the Acceptance Testing.
- Provide templates for Field Value Mapping.
- Provide support on the Customer's network set-up as reasonably required by the Customer. For the avoidance of doubt, the responsibility lies with the Customer to complete the configurations on its network.

- Provide support to the Customer for their ITSM system configuration as reasonably required by the Customer. For the avoidance of doubt, the responsibility to prepare their ITSM system to receive the Service lies with the Customer.
- Facilitate Acceptance Testing.
- Provide Early Life Support up to a maximum of one week after passing any applicable Acceptance Testing. For the avoidance of doubt, any requirement that falls outside the original design such as new functionality, new Integrations, or design changes, must follow the change management process set out in section 3 below.

2.3 Support Responsibilities

- Vysiion is responsible for support and maintenance of the ITSM Integration.
- The Customer retains responsibility for support of their own ITSM system, internal processes, and all integrated third-party systems, unless agreed otherwise with Vysiion.

2.4 Incident Ownership

- Incident ownership will be determined based on the originating cause. Vysiion will be responsible for incidents attributed solely to the Integration. Vysiion will perform initial triage for Integration-related incidents. Where the root cause is identified as external to the Integration, Vysiion will notify the Customer accordingly.

3. **Change Management**

Changes to the ITSM Integration are managed using a token-based system. The Customer has an allowance of fifty (50) tokens per annum, per Integration split into categories defined and outlined as follows:

- Minor Change (up to 2 tokens): Low-risk, low-impact changes that do not need further review (e.g., modifying text comments).
- Standard Change (up to 7 tokens): Routine, low-risk changes that follow a predefined procedure (e.g., software updates, priority mapping changes, business group modifications).
- Major Change (8 tokens +): Changes that impact system functionality or business processes. Requires a discussion session with the Customer.
- Change Project (the amount of tokens required for these changes will be scoped on a case-by-case basis, and it might incur additional charges if the Customer does not have enough tokens left) – Significant changes require detailed planning, discussion and approval by the Parties.

4. **Monitoring**

The Service provides continuous monitoring of each Integration to be able to detect errors or interruptions and allow the investigation of the root causes of possible issues. Vysiion will contact the Customer and inform them of any changes required. For the avoidance of doubt, additional charges will apply where the root cause of the issue is a change made by the Customer to their ITSM environment.

5. **Target Service Commencement Date**

ITSM Integration Service

10 Working Days*

**from order acceptance.*

6. **Service Level Agreement**

	Target Availability
ITSM Integration	99.9%

6.1 Availability means the period (in minutes) during which the Service can successfully process and transmit data between the integrated endpoints via the ITSM Integration platform. Availability excludes failures caused by Customer systems, third-party platforms, or external network connectivity outside Vysiion's control.

Unavailability is the time (in minutes) during which the Service is unable to successfully process and transmit data between the endpoints, due to a fault within the ITSM Integration platform. Unavailability excludes failures caused by Customer systems, third-party platforms, or external network connectivity outside Vysiion's control.

Availability Rate is calculated for each Integration, rounded off to whole minutes (i.e. ≥ 30 seconds will be rounded up, ≤ 29 seconds will be rounded down). Availability Rate is calculated as follows: $\text{Availability Rate} = (\text{Availability} - \text{Unavailability}) / \text{Availability} \times 100$.

Vysiion's obligation to act on Events is dependent on successful receipt of notification with respect to Event(s) via the ITSM Integration (or via alternative support mechanisms provided to the Customer). Vysiion shall not be responsible for delays in responding where notice of Event(s) is not received due to failures in Customer systems, third-party platforms, or the Integration being unavailable outside of Vysiion's control.

6.2 Service Credits

Subject to the Excused Reasons pursuant to the Contract, Vysiion will pay Service Credits as follows:

	Availability Rate	Service Credit
ITSM Integration	>0.1% below target	3%
	>0.9% below target	5%
	>1.9% below target	10%

* The Service Credit is applied as a percentage of the Monthly Charge for the Service

7. Definitions

"Acceptance Testing"		The testing of the Test Case Scenario, to determine whether they conform with the applicable specifications and requirements. "Acceptance Tests" shall be construed as the same.
"Applicable Party"	Third	ONEiO or any third party acting on behalf of Vysiion towards delivering the Service to the Customer.
"Change Management Process"		Industry standard process for managing, approving, and implementing additions, modifications, or removals with respect to IT services.
"Early Life Support"		Early Life Support is a short, focused period immediately after the Integration platform goes live, during which the delivery team monitors the Service closely and resolves any issues that relate directly to the original design and build.
"Events"		An event is a discrete occurrence or change in state within a system that triggers downstream processing. It represents what happened, not how it is transported. When an event occurs, such as a new record being created, a file being updated, or a process reaching a certain state, it generates the trigger condition that initiates workflows, integrations, or message flows across the platform.
"Field Mapping"	Value	The process of aligning and translating data values between corresponding fields in two integrated ITSM systems to ensure consistent and accurate information exchange.
"Incident Management Process"		Industry standard process for identifying, logging, prioritizing, and resolving unplanned interruptions in with respect to the quality of IT services.

“Messages”	A transaction that traverses and is successfully routed between two endpoints. A visible synchronous response is NOT a message unless it is routed. A message not routed or handled with a drop or process-only rule is NOT a message.
“Test Case Scenario”	The list of Use Cases to be tested after implementation and configuration to confirm that the Service is working in accordance with the criteria agreed by the parties..
“Use Case”	A document that (i) describes all the steps taken by a user to complete an activity, so that it can be successfully integrated; and (ii) sets out the sequence of interactions between systems and users in the Customer’s ITSM environment and related to a particular goal.