



Service Level Agreement  
Serious Games – Frisse Blikken

# General

The Client and Frisse Blikken have agreed that all the standardized arrangements and procedures in this Service Level agreement (hereinafter: SLA) apply to the service to be provided by Frisse Blikken. This SLA provides the Client an understanding of Frisse Blikken its services. It enables both Parties to effectively manage the quality of the service as well as the specific arrangements that have been made regarding the nature and scope of the service. This SLA is an integral part of the Agreement between the Client and Frisse Blikken. The arrangements made in this SLA are based on the provided SaaS-service: Serious Games.

Frisse Blikken provides the Client a secured access to the Serious Games portal. To live up to the service levels in this SLA, Frisse Blikken relies on the Client where it comes to the input for its processes.

In order to meet the latest requirements of all its clients, Frisse Blikken reserves the right to adjust this SLA.

# Definitions

<b>A(vailability)-Matrix</b>	the a-matrix is a collection of combinations of equipment and software components in conjunction with which Frisse Blikken guarantees the proper functioning of its Applications. The a-matrix is published on our website: <a href="https://frisseblikken.com/nl/game-studio-legal/">https://frisseblikken.com/nl/game-studio-legal/</a>
<b>Application</b>	the software that is the subject of the Agreement and which will only be made available as a SaaS-service.
<b>Availability</b>	the availability of the Serious Games Applications.
<b>Calamities maintenance</b>	the blocking of the software by Frisse Blikken to prevent further damage and impact.
<b>Configuration management</b>	Modifications to the Infrastructure such as web servers, database servers and firewalls.
<b>Registered contact</b>	users of the Client who are registered as contacts for Frisse Blikken Support.
<b>Infrastructure</b>	the hardware, data communication facilities and system software used by Frisse Blikken to provide the SaaS-service.
<b>Agreement</b>	the quotation or agreement signed between the parties for the delivery of the SaaS-services mentioned therein.
<b>Performance</b>	the average response time of the Serious Games Application(s) from your request to a response from the system (“from Enter or mouse click to new screen”)
<b>Request</b>	submitting a question or incident online via Frisse Blikken Support.
<b>SaaS-service</b>	making available Application(s) installed on the Frisse Blikken Infrastructure on a by Frisse Blikken chosen location through remote access to multiple clients simultaneously.
<b>Malfunction</b>	a problem directly attributable to the SaaS-service that impedes the normal use of the Application, or the otherwise non-conforming functioning of the SaaS-service as described in the Agreement.
<b>Serious Game</b>	the overarching naming of the by Frisse Blikken offered Applications. In the context of the Agreement between the Client and Frisse Blikken, it includes all the Frisse Blikken Applications that the Client purchases in accordance with the Agreement.

# Access to the Service

## User administration

The Client has access to the Application using the recommended internet browsers. There is no administrator role required. The Clients e-mail domain will be whitelisted for the duration of the Agreement. Anyone with a corresponding domain in their e-mailaddress will be authorized to create a game sequence on the Application. Once a user creates a game sequence he/she will receive an unique code which can be used to invite colleagues to the gameroom.

## Maintenance

Frisse Blikken has the following types of maintenance:

Type	Time
<b>Regular Maintenance:</b> Maintenance infrastructure, updates, back-up and maintenance Applications	Weekly on Wednesdays between 7.00 GMT +1 and 10.00 GMT +1.
<b>Hotfixes:</b> Calamities maintenance	Urgent technical errors which disrupt the ability to play the game will be hotfixed outside a maintaince window when required.
<b>Major releases:</b> Releases of the various applications and / or major maintenance on the infrastructure	Major maintenance or patches that require communication towards players in order to be able to play the game will be communicated to the Client between 4 and 2 weeks before release date.

## Logging

Frisse Blikken maintains logs of activity concerning the Application. By doing this, suspicious or deviating activity can be swiftly detected, and information concerning such activity can be supplied to the Client.

# Availability

The availability of Serious Games is of great importance for its continuity and timeliness. There are many facilities which altogether provide an optimal availability of Serious Games.

The availability of Serious Games is monitored constantly and is measured by automated processes. Serious Games is available 24/7 for your users, except during planned maintenance as mentioned under 'Maintenance'. These activities can influence the performance of the Application.

The availability of Serious Games is measured without prior notified maintenance. Calamities maintenance is excluded during measurements as well and is not notified in advance. An example of calamities maintenance is the direct action that has to be taken for detected security problems. Frisse Blikken guarantees an availability level for the Applications of at least 99.5%. The availability level in question is measured per quarter.

# Performance of the Application(s)

This means the response time of Serious Games application(s) starting from your request until the reaction of the system ('from pressing enter until new screen').

## Chain

The response time is determined by three domains:

- Domain Client: such as the clients' network, devices, firewalls, routers, switches, WAN/ LAN, Wi-Fi and the corresponding layout.
- Domain Frisse Blikken: such as the environment of Serious Games on Frisse Blikken its infrastructure, including firewalls, webservers, application servers, database servers and storage.
- The internet connection and providers.

## Client Domain

It is the responsibility of the Client to comply with the Availability-matrix to achieve the optimal performance in the domain of the Client. This A-matrix is available on our website: <https://frisseblikken.com/nl/game-studio-legal/> . If the Client needs assistance regarding the A-matrix, Frisse Blikken can offer that assistance in accordance with the customary rates of Frisse Blikken.

## Domain Frisse Blikken

Frisse Blikken is obliged to provide a good response time to all its clients. To achieve this, many facilities are available within the Serious Games infrastructure, such as usage of load balancing, which grants quick and flexible system capacity when needed.

Frisse Blikken monitors the response time of Serious Games Applications within its domain on a regular basis. It should be noted that response time is a relative concept, because it is partly determined by the nature of the act of a user. For example: a simple switching of screens by a user of the Client has a different response time than processing a report or processing a large amount of data.

A performance and stress test by the Client on a Application is only granted after prior written consent by Frisse Blikken in accordance with prior arrangements about the scope and moment of a certain test.

# Technical and Operational Management

Frisse Blikken is responsible for the technical management of Frisse Blikken its Infrastructure (web application servers and database servers, network components within Frisse Blikken its SaaS domain where the Applications are made available). The technical management ensures that the infrastructure is stable and safe. Frisse Blikken aims to maintain the status quo by protecting and managing the system as optimal as possible. This entails measuring, diagnosing and solving current issues reactively and by solving potential threats pro-actively.

The following activities are carried out:

- surveillance and control of the infrastructure;
- operational guidance of services and infrastructure;
- configuration management;
- workload surveillance, task scheduling, reliability testing;
- storage management and service maintaining;
- capacity management;
- back-up and recovery;
- event logging.

# Frisse Blikken Support

Questions about the functioning of Serious Games applications are answered by Frisse Blikken Support. We offer these services to the registered contact of the Client.

## What Frisse Blikken expects from the Client

To avoid fraud and misuse, only registered contacts are able to use our service. To offer you great assistance, we expect that registered contacts:

- have knowledge of the field in question;
- are educated to work with our applications;
- consult product manuals and recent product information;
- perform basic control acts before filing a report;
- describe their acts of control adequately and if necessary enclose supporting information.

## Support regarding Malfunctions

Frisse Blikken applies a schedule to give the right priority and the corresponding response time to the malfunction. The priority is based on the type and severity of the reported malfunction and the corresponding initial response time and expected recovery time.

Frisse Blikken actively monitors the Application and proactively reports defects or incidents to the Client. If reasonably possible, the Client's contact person at Frisse Blikken will inform the Client of any Malfunctions that occur.

If the Client detects a Malfunction, this must be reported. This can be done 24 hours a day via email to: [digitalsupport@freshforces.com](mailto:digitalsupport@freshforces.com).

Frisse Blikken will determine the seriousness of the Malfunction in consultation with the Client. The seriousness of the problem depends on the scope and the impact of the problem.

- The scope is determined by the number of users experiencing the problem.
- The impact is considered to be the extent to which the problem influences the use of the application.

Whenever the Client is planning an event that either entails a high amount of users (25 gamers at the same time or higher) or has a high impact, Frisse Blikken should be proactively informed Frisse Blikken through the e-mail address above. Frisse Blikken can then decide whether additional monitoring is required and whether we need to provide additional support and contact details.

Frisse Blikken aims to respond to messages concerning incidents or defects within 8 hours after having received the report.

## Resolution times

The resolution time that Frisse Blikken strives towards is determined by considering the scope and the impact of the problem. After a Malfunction has been reported, Frisse Blikken will provide a suggested time schedule to solve the issue. The following resolution times relate to the assigned impact and scope of the Malfunction:

Impact	Scope		
	High	Medium	Low
High	< 48h	< 48h	< 120h
Medium	< 48h	< 120h	< 240h
Low	< 120h	< 240h	< 240h

Malfunctions are resolved free of charge, unless the Malfunction is caused by and attributable to the Client.

### Feature requests

A feature request is considered to be a supplementation of the Application's existing functionalities.

- Feature requests are not within the scope of the agreed pricing in the Agreement;
- Whenever Frisse Blikken receives a feature request, an estimate of the necessary development time and associated costs will be made;
- New features will be prioritized by Frisse Blikken based on their impact and relevant value for all users of the Application.
- If a feature is to be implemented the Client will be informed beforehand.

To enter a feature request, contact Frisse Blikken Support via: [digitalsupport@freshforces.com](mailto:digitalsupport@freshforces.com).

### Backups

Frisse Blikken is responsible for storing the data of the Client. To this end, daily backups of digital products are made and secured. As a result of these daily backups, the maximum amount of data that can be lost concerns all data generated or gathered within a 24-hour period. Encrypted backups are sent and stored on physical servers at locations differing from those of the production server.