

# Silverbucket

## Table of contents

1	Terms of Third Party Services .....	2
2	System requirements .....	2
3	Hosting .....	2
4	Maintenance and Support .....	4

## 1 Terms of Third Party Services

The Service Agreement states whether Third Party Services are included in the Services. Third Party Services are described in EG's Terms and Conditions (available at <https://global.eg.dk/about-eg/legal-information/>).

## 2 System requirements

Customer shall use the Solution using a web browser. Supported browser models are:

- Chrome (latest version)
- Edge (latest version)

## 3 Hosting

### 3.1 Introduction

3.1.1 The Appendix includes an exhaustive description of the Hosting provided by Supplier to Customer (the "Hosting Services").

3.1.2 Abbreviations and capitalised terms shall have the same meaning in this description as in Supplier's terms and conditions. Further abbreviations and capitalised terms shall have the meaning ascribed to them in ITIL (Information Technology Infrastructure Library).

### 3.2 The Hosting Services

Purpose and scope	The purpose of the Hosting Services is to ensure that the Solution runs in an efficient and stable way. The Services include Supplier's hosting and operation of the Solution provided under the Service Agreement.
Software that is relevant for the supply of Hosting	The terms of Third Party Services are specified in further detail here: <a href="https://global.eg.dk/legal-information">https://global.eg.dk/legal-information</a>
Preconditions	Changes to software, use or number of users can trigger a need to change the IT environment for the Hosting Services and the agreed fee.

3.2.1 The Hosting Services include the following:

3.2.1.1. Virtual Server infrastructure as a service
3.2.1.2. Storage Services
3.2.1.3. Service Desk
3.2.1.4. Backup
3.2.1.5. Audit statements
3.2.1.6. Application update
3.2.1.7. Terminal Server access
3.2.1.8. Certificate service

### 3.2.1.1 Description of Virtual Server infrastructure as a service

Virtual Server infrastructure as a service	
Purpose	Virtual server infrastructure in the form of RAM and CPU that is serviced, updated and kept secure, and which can be accessed and used by Customer to run the Solution.
Services	Supplier is responsible for servicing and installing relevant and available patches on operating systems and infrastructure in the most appropriate way. Supplier monitors the virtual infrastructure in the Hosting Services in order to avoid any problems where possible, including performance and capacity problems.
Primary preconditions	The Hosting Services are accessed via RDP direct. Supplier must have access to a service window of 4 hours per month during operating hours to perform maintenance and patch updates. The specific time is agreed between Supplier and Customer. Customer is responsible for its own network connections and any local equipment required to access and run the hosted Solution.

### 3.2.1.2 Description of Storage Services

Storage Services	
Purpose	Storage Services are provided as part of the Hosting Services and is part of the agreed IT environment.
Services	Storage Services are provided in a size and format that fit the Customer's needs.
Customer obligations	Customer is responsible for any changes (subsequent purchases) to the storage level upon recommendation from Supplier.
Specific areas of responsibility	Supplier is responsible for Root Cause analyses and for bringing the Hosting Services back to normal operation in connection with Incident and Problem Management. Supplier will furthermore continuously install patches and other critical updates.

### 3.2.1.3 Description of Service Desk

Support is provided in the form of a Service Desk, which means off-site assistance by telephone, e-mail or remote access. Opening hours and contact information can be found here: <https://global.eg.dk/it/construction-software/>.

### 3.2.1.4 Description of Backup

Backup	
Purpose	Backup of servers and Customer's data in order to be able to restore it if needed.

Services	Backup of agreed data, like e.g. files, software, operating systems or other system components. A daily incremental backup is done.
Primary preconditions	A backup policy. Unless otherwise agreed, EG's general backup policy is used according to which copies of files are stored for 30 days.

### 3.2.1.5 Description of Audit statements

Audit statements	
Purpose	Annual audit statements (ISAE 3000 and ISAE 3402) are made in order to document how Supplier complies with legal requirements and good IT practice.

### 3.2.1.6 Description of Application update

Update of the application	
Purpose	Updating the Solution to the most recent version.
Services	Updating the Solution during the agreed service window.

### 3.2.1.7 Description of Terminal Server access

Terminal Server access	
Purpose	Access for administrative users of the Solution.
Services	The Solution is run via a Remote Desktop Service.

### 3.2.1.8 Description of Certificate service

Certificate service	
Purpose	To keep Customer's certificates updated.
Services	Renewal of certificates before expiry.

## 4 Maintenance and Support

### 4.1 Introduction

4.1.1 The Appendix includes an exhaustive description of the Maintenance and Support to be provided to Customer.

### 4.2 Maintenance

4.2.1 Supplier provides Maintenance as specified below:

Scope	Maintenance covers the process of modifying, updating, correcting faults and improving the performance of the Solution after delivery. Existing documentation will be updated when the Solution is updated.
Content	Corrective maintenance:

	<p>This includes rectifying bugs or errors observed while the Solution is in use, or enhancement of the performance of the System, when so determined by Supplier.</p> <p>Adaptive maintenance: This includes modifications and updating when Supplier decides to upgrade the Solution to run on new platforms, on new operating systems, or when Supplier need the Solution to interface with new hardware and other standard software products included in Supplier's solutions towards the market.</p> <p>Perfective maintenance: This includes support for new features that Supplier decides to include in the Solution or to change different types of functionalities of the Solution according to the market demands, when so determined by Supplier.</p> <p>Preventive maintenance: This includes modifications and updates when so determined by Supplier to prevent future problems of the Solution. It goals to attend problems, which are not currently significant but may cause serious issues in future.</p>
Delivery	<p>Maintenance shall be provided, and is deemed to be provided, upon Supplier's delivery of patches, including updates, to Customer. Supplier may provide the updates by email, a special download address, online access or any other means that Supplier deems appropriate. If the Solution is provided as a hosted subscription service, Customer will automatically get access to updates of the Solution. If the Solution is not provided as a hosted subscription service, Supplier will make updates/new versions available for Customer, but will not manage the installation.</p>
Third Party Services	<p>If Third Party Services are fully or partly included in the Solution, Supplier will provide maintenance to the same extent as the extent to which the third party maintains its products/services.</p>
Customer obligations	<p>If Supplier deems it necessary in order to fulfil its obligations under the agreement, Customer will be responsible for updating Customer's third-party software and own IT equipment/external IT-environment used by Customer when using the Solution. Any costs related thereto shall be the responsibility of Customer. If Customer is responsible for loading updates/new versions of the Solution, Customer shall loyally and without delay after delivery implement and test such updates/new versions.</p>
Not included in Maintenance	<p>The services specified below are not included in the agreement but may be provided subject to a separate agreement between the parties:</p> <ul style="list-style-type: none"> <li>• New modules etc. related to the Solution.</li> <li>• Updating and/or maintenance obligations in respect of any Customer specific adjustments of tailored or customised Solution provided specifically for Customer.</li> </ul>

	<ul style="list-style-type: none"> <li>2nd level Application and Technical Support, 3rd level Application and Technical Support, Management of Third Party, Monitoring, Analysis, Server IO Test, Patch Advisory, CU Service, Updating Environment, Change Management (ITIL), Release and Implementation and Documentation thereof.</li> </ul>
--	--

### 4.3 Support

#### 4.3.1 Supplier provides Support as specified below:

Scope	<p>Supplier shall provide Support in the form of a Service Desk in relation to the Solution.</p> <p>Service Desk shall mean off-site assistance provided by phone, email, chat or remote access.</p> <p>Supplier's Service Desk support (1st Level Support) acts as Single Point Of Contact between Customer and Supplier. Supplier's Service Desk handles all incoming Incidents, Problems and Service Requests.</p>
Content	<p>Service Desk includes 1st Level Support and possible 1st Level Support escalation to 2nd Level Support.</p> <p>The responsibility of 1st Level Support is to register and classify received Incidents and to undertake an immediate effort in order to restore a failed IT service as quickly as possible. If no ad-hoc solution can be achieved, 1st Level Support will transfer the Incident to expert technical support groups (2nd Level Support). 1st Level Support also processes Service Requests, and keeps users informed about their Incident's status at agreed intervals.</p> <p>All Incidents will be logged as Incident Records, where their status can be tracked, and a complete historical record maintained.</p> <p>Supplier will use automated resolution tools and provide support portals with self-help information so users can resolve simple Incidents themselves. For other Incidents, 1st Level Support will try to diagnose and resolve the issue, typically using information from a knowledge base or pre-defined Incident Models.</p>
Customer obligations	<p><i>For Supplier's timely provision of the Service Desk, Customer shall have the responsibilities set out below or as requested from time to time by Supplier:</i></p> <ul style="list-style-type: none"> <li>All Incidents, Problems and Service Requests must be sent or called in directly to Supplier's Service Desk. This ensures that they are handled by a single point of contact. Any other contact to Supplier in any other way is not included in the Support.</li> </ul>
Not included in Support	<p>The services specified below are not included in the agreement but may be provided subject to a separate agreement between the parties:</p>

	<ul style="list-style-type: none"> <li>• 2nd Level Support and 3rd Level Support in case of transfer of an Incident, a Problem or a Service Request to 2nd Level or 3rd Level Support</li> <li>• Monitoring and tracking of Incidents transferred to 2nd and/or 3rd Level Support</li> <li>• General request management and transferring to Problem Management and/or Change Management</li> <li>• Training.</li> </ul> <p>Pursuant to a separate agreement between the parties, 2nd Level Support may be offered if 1st Level Support cannot solve an Incident. In such situations, 1st Level Support is escalated to a suitable specialist group with 2nd Level Support (functional escalation). If necessary, 2nd Level Support can involve external parties such as suppliers and sellers (3rd Level Support).</p>
--	--

#### 4.3.2 Access to Support

4.3.2.1 All of Customer's users have access to Support, unless otherwise agreed separately by the parties.

4.3.2.2 Opening hours and contact information can be found here: <https://global.eg.dk/it/construction-software/>.

<b>Version</b>	<b>Person responsible</b>	<b>Description of change</b>
Feb. 2022	Lone Nedergaard-Jensen	Document created v.1