



TeamMate Audit Solutions

TeamMate support services guidelines

TeamMate+ FedRAMP hosting

TeamMate support services commitment

We are delighted to welcome you to the TeamMate family (hereafter, “TeamMate”, “we”, “our” or “Licensor”) and our support team looks forward to working with you to ensure a smooth running of your business operations, specifically as we are aware of the key role our products play in achieving your audit objectives. Our global support team consists of world class, skilled individuals who serve our customers around the clock and are your safety net for support issues pertaining to any of our core TeamMate products. The purpose of these TeamMate Support Services Guidelines (the “Guidelines”) is to set baseline and clear processes which make for a productive working relationship with our customers, manage expectations on both sides, and to assure our customers they are receiving the finest industry standard customer service.

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1. Contact Information

1.1 Support locations

TeamMate+ FedRAMP Support operates to provide full coverage to our users. We have FedRAMP support representatives based solely in the United States.

1.2 Communication channels

Telephone (Priority 1 issues only)

Please note our telephone channel is only used to address Priority 1 incidents, as defined in appendix 6 SLA Severity Criteria.

Email (Priority 2 and lower should be opened via email first)

Please note our email channel is used to address Priority 2 incidents, and lower as defined in appendix 6 SLA Severity Criteria.

Table 1: Hours of Operations

Region	Support Contact	Hours of operation
Americas	+1 (800) 449-8112 Support@TeamCloudGov.com	Monday – Friday 8:30 AM – 5:30 PM (ET)

Observed holidays: Wolters Kluwer TeamMate observes public holidays in the applicable support region/area.

2. Customer resources

2.1 Product Help Documentation

TeamMate has a dedicated content team working to ensure our product documentation is kept updated and enriched to provide users with guidance in a simple and effective manner. We encourage our customers in all initial cases to first refer to our documentation for both technical and functional guidance in any area of the application. You can access the documentation directly through our software using the Online Help icon. Noteworthy areas in the Online Help include:

- “How Do I?” videos: 125+ short videos showing end users and administrators how to perform many tasks, with more being added often (available both in the Help and the TLC).
- TeamMate+ Technical Documentation: contains all technical guides.
- TeamMate+ User Documentation: contains our roll-based guides and guides for specific tools.

2.2 TeamMate Learning Center (TLC)

The TeamMate Learning Center has courses and “How Do I?” videos designed to help with TeamMate functionality and make the most of your expert audit solution. Please reach out to your Account Manager to gain access to the TeamMate Learning Center.

- **Courses: sign in and browse from the Catalog, then enroll in as many courses that fit your needs. Come back and retake any courses for a refresher.**
- “How Do I?” videos: 125+ short videos showing end users and administrators how to perform many tasks, with more being added often (available both in the Help and the TLC).

2.3 TeamMate University

High quality, premium courses for TeamMate user roles or specific tools that are designed to get new hires up and running quickly, train your department on the latest features, and provide champions with the skills needed to help lead your department are available. CPE credits are also available for many of these courses.

Key benefits & opportunities of TeamMate University include:

- Learn best practices from our experienced and credentialed consultants
- Obtain valuable, high-quality training for new hires in a dedicated learning environment
- Establish mastery over the latest version of TeamMate
- Attend courses at state-of-the-art training centers
- Develop professional relationships with other TeamMate users

2.4 TeamMate Services Marketplace

Expert on Demand provides TeamMate customers access to TeamMate experts when they have questions or need help. This service is designed to streamline the process of connecting you with a TeamMate Expert when you need them most. Establishing your service ahead of time eliminates the need to go through a procurement process every time you need functional help. Expert on Demand can assist with additional configuration requirements, set up new functionality, provide supplemental training and answer your “How do I?” questions.

For more information: [TeamMate Marketplace](#)

3. Product updates

3.1 Release types

TeamMate provides two types of releases:

New version

These are major releases (Month/Year) which often include new features and technical updates.

Update

When and if needed, we deploy patches which address items in the application related to security or work stoppage issues.

3.2 Availability and delivery

In most cases, TeamMate+ FedRAMP customers automatically receive the new version as part of their active license. On occasion, a new product component may require additional review to align with FedRAMP standards. When this occurs, the upgrade to the TeamMate+ FedRAMP environment to the new release, as well as subsequent releases, may be deferred until our next annual assessment. The TeamMate+ FedRAMP environment regularly receives updates (between 2-5 per year), with a 21-day notification provided prior to every update to ensure change management preparation time for our users. We expressly reserve the right to institute high priority updates with less or no notification, depending on the nature of the update and in our sole and absolute discretion. *Please refer to section 4.1 (TeamCloud Service) for more information.*

4. Service management

4.1 TeamCloud service

The TeamMate+ FedRAMP hosting environment on TeamCloud is FedRAMP Authorized (since May 2022) and StateRAMP Authorized (June 2023). It is continuously monitored as part of maintaining Authorized status. The team is responsible for managing the environment and for all aspects of the platform including product updates, managing server capacity, and regular maintenance. Third party cloud vendors are used to leverage infrastructure resources and capability. Please refer to the TeamMate+ FedRAMP Security Package for more specifics.

Service availability

The software that is hosted as part of TeamMate+ FedRAMP hosting Services (the “Hosted Software”) will be provided using commercially reasonable efforts, with availability definitions and values listed in the TeamMate+ FedRAMP Security Package. “Available Time” means 24 hours a day by 7 days a week, inclusive of all public or national holidays, but excluding any maintenance windows or any unavailability due to: (a) scheduled or emergency maintenance outages; (b) interruption in third party networks; (c) Internet issues; (d) users’ failure to meet the minimum system requirements to access and use the hosted software; (e) user hardware or operating system failures or customer operator errors.

Availability monitoring

All servers are monitored 24/7/365 using various third-party tools, as outlined in the TeamMate+ FedRAMP Security Package, with alerts to TeamMate hosting support engineers (for example, excessive CPU, low disk space, application pool failures, and more).

Security

TeamMate+ FedRAMP customer information is protected from physical risks and unauthorized access. See the TeamMate+ FedRAMP Security Package for more security information.

Security incident management

The Incident Response Policy and process for TeamMate+ FedRAMP ensures that all incidents are managed, that management personnel are involved, and that appropriate communications occur. See the TeamMate+ FedRAMP Security Package for the incident response plan.

Disaster recovery

Relevant components of the data center operations and the TeamMate+ FedRAMP software solution is configured in N+1 redundancy, allowing all primary systems to suffer failures without interrupting service to the customer. See the TeamMate+ FedRAMP Security Package for additional information. Disaster recovery is not customer specific.

Capacity planning

TeamMate implements best practice cloud capacity planning strategies to regularly monitor and upgrade the environments as per usage trending requirements. The cloud operation team regularly reviews automated alerts and data generated through our standard monitoring on a regular basis to identify trends related to capacity and resources allowing proactive intervention and working to ensure service level continuity. TeamMate has benchmark thresholds in place to ensure that TeamMate+ FedRAMP does not breach established computing capacity thresholds.

Upgrades and maintenance

Whenever possible, we provide Twenty-one (21) days' notice. For new version upgrades and scheduled maintenance windows that will require user downtime. Advance notice will be sent to TeamMate Champions via the information the customer has provided to TeamMate. Effective notice delivery requires the customer to keep TeamMate Champion information up to date. All upgrades to the TeamMate+ FedRAMP are performed by hosting operations staff; there is no user or user IT involvement required. As the hosting environment is a shared resource, all clients are upgraded at the same time. We endeavor to schedule any maintenance that may affect user access during non-business hours. We reserve the right to perform emergency maintenance on the system at any time to protect our user's data or for other reasonable reasons in our sole and absolute discretion.

Table 2: TeamMate+ FedRAMP service response times

	Initial response	Updates	Target resolution
Priority 1	2 hours	Every 2 hours	8 hours
Priority 2	8 hours	Every 6 hours	16 hours

Note Priority Criteria: Please refer to "Appendix: 1.2 SLA Severity Criteria"

4.2 Application support service

Support incidents and request types

The support desk works in unison with our escalation, development, and product management teams to respond to and assist with the following types of incidents and requests:

Table 3: Incidents / Request Types

Request / Incident	Examples
Application errors	Specific errors or application behavior in the TeamMate product causing nuisance or inability to work effectively.
Product defects	An issue that causes product malfunction.

Hosting Requests

The support desk liaises with the hosting operations team pertaining to any hosting related requests/incidents.

E.g., Restoring a backup to a development environment.

Note: Please refer to “5. Support exclusions” for TeamMate support limitations.

Customer solutions

Once a problem has been identified, TeamMate support may offer the customer the following solutions:

Table 4: Customer Solutions

Solution	Detail
Configuration changes	Either technical or application-level setup that requires reconfiguration to fix an error or problem. This change may relate to TeamMate products or the underlying technology/systems.
Application workarounds	Alternative methods that can be used to navigate around limitations within the application to achieve the end business result.
New version and updates	New versions are rolled out on a frequent basis to enhance the product and address software issues. Patch updates include critical fixes pertaining to areas of security or work stoppage situations.

Support desk service response times

Table 5: Support Desk Service SLA - Business Hours

SLA	Initial response	Updates	Target resolution
Priority 1	2 hours	Every 4 hours	16 hours
Priority 2	8 hours	Every 6 hours	32 hours
Priority 3	16 hours	Every 24 hours	Best endeavors
Priority 4	32 hours	Every 32 hours	Best endeavors

Note: The time calculation regarding response is paused when ownership of the problem is with the customer (i.e., we need additional customer information or assistance).

Priority criteria: Please refer to Appendix: 1.2 SLA Severity Criteria

4.3 Support case handling

Customer will provide the first level of support to its end users via a “Champion” model. It is the customer responsibility to determine the appropriate staff to act as Champion based upon role and skill level and, when a Champion will be departing the organization, to identify a new “Champion.” The Champions are responsible for understanding and directing issues that are internal and not TeamMate related to the appropriate internal party so that the customer can individually address internal procedures, policies, compliance and technology related matters. If the Champion discovers any suspected issue related to the TeamMate system, the Champion will analyze the suspected error to determine if it is the result of misuse or misunderstanding of the system before seeking TeamMate's assistance.

Table 6: Case Lifecycle

Step	Process
Before logging a case	<p>Champion should do the following before logging a case:</p> <ul style="list-style-type: none"> • Search the available TeamMate resources for a solution • Determine if the issue occurs on a single instance or multiple instances (users, machines) • Verify the issue is with the TeamMate application and not a third-party software (e.g., web browser, Office, SQL, etc.)
Logging a case	<p>Please ensure the following information is provided where applicable when contacting support:</p> <ul style="list-style-type: none"> • Description of the problem • Symptoms • Impact • Any steps taken to resolve • Screenshots • TeamMate log files
Prioritization of a case	<p>TeamMate support uses priority levels to ensure customer issues are addressed in a timely manner and prioritized accordingly. This helps us meet service levels for all our customers.</p> <p>TeamMate support determines the final priority level of the case and may downgrade or upgrade in its sole and absolute discretion. However, correct labelling of the case at the outset expedites resolution for all parties involved.</p> <p>We also take into consideration that a customer’s needs may change over time and the customer may wish to reprioritize a case. A customer can discuss with a TeamMate support representative, and we will consider reprioritization depending on the facts and circumstances.</p>
Customer participation	<p>To ensure we provide a high level of service, we may sometimes involve users to help us resolve an issue and to meet service levels. Users may include any person impacted by the issue. The customer or relevant liaisons must make themselves available to work with TeamMate support to assist with troubleshooting and resolution of an issue. Customer internal IT involvement may also be required, and IT must be available to assist, especially on critical/high cases.</p>
Case escalation	<p>A case may have to be escalated to an advanced technical engineer if a resolution is not identifiable by a 1st line support analyst. The advance technical team will then work directly with the customer to identify a solution.</p>
Resolution and case closure	<p>Resolution – A case will be closed under the following conditions:</p> <ul style="list-style-type: none"> • A corrective action or feasible workaround to customer has been provided as determined by TeamMate. • A defect has been identified and the only corrective action is future upgrade. • Case has been inactive after repeated follow-up attempts from TeamMate, in which the case will be auto-closed. <p>Customer found corrective action internally or determined issue to be environmental.</p>

Case re-opening	<p>Periodically closed cases may be revisited, as/if needed.</p> <ul style="list-style-type: none"> Cases closed for more than 14 days will not be reopened, a new case is created. If below 14 days, then the case can be reopened. Notifications received to closed cases, responses could be delayed.
Software defects	<p>For cases where a software defect has been identified TeamMate support will close the case. Customer can review the release notes or reach out to the support desk to obtain an update.</p>

5. Support exclusions

5.1 Functional

TeamMate support does not provide support related to functional aspects of the TeamMate+ solution, including but not limited to:

- Usability questions (e.g., How to create a project, run a report etc.):** Basic “How Do I?” queries can be addressed by accessing various resources as described in section *Part 2: Customer Resources*
- Training or audit best practices (e.g., advance workflow, audit methodology, new features etc.).**
- New implementations (e.g., 1st time configuration, deploying new features etc.):** We recommend customers purchase consultancy services for new setup or implementation of the product.

5.2 Technical

TeamMate does not provide support related to technical aspects of the TeamMate+ solution such as the following:

- IT environment:** TeamMate support will not assist with configuration, maintenance or troubleshooting of third-party technologies (e.g., hardware, operating systems, MS Office etc.) that the TeamMate solution connects to. However, TeamMate support may be able to liaise with third-party personnel to help troubleshoot/resolve TeamMate related errors that could be linked to the IT environment.
- TeamMate API support:** Support offered as part of maintenance for API’s is only available to provide troubleshooting to determine if there is a bug or other defect in the software. Should the foregoing be necessary to correct issues with API’s these must be contracted individually and are not offered as part of standard maintenance services.

5.3 Customizations

TeamMate is a commercial “off the shelf” (“OTS”) software solution and is developed and designed in accordance with wide market feedback from our large and diverse user base.

- Product customization:** Specific customization requests are not accommodated.
- Audit report customizations:** Any additional reporting requirements outside of the out-of-the-box reports.
- Custom scripts:** TeamMate support does not create custom scripts such as bulk export, bulk deletion, etc. A custom script will only be provided in the instance where a critical/high vulnerability has been identified and provided as a workaround until addressed as part of the main code in a new version.

5.4 Past due invoices

Each individual relationship is governed by the contracts between the parties, if any, but in general TeamMate support is discontinued for customers with outstanding past invoice payments for maintenance and support. On receipt of updated payments support will be resumed.

5.5 Updates to policy

TeamMate reserves the right to update and/or amend these guidelines in our sole and absolute discretion, for whatever reason.

6. Appendix

6.1 Definitions table

Definition	Description
Resolution fix	A solution to a problem that may encompass a workaround, software fix and/or environment/product configuration.
Users	Individuals licensed and authorized to access a system.
TeamMate+ FedRAMP	Cloud SAAS FedRAMP Authorized environment providing access to the TeamMate software.
Incident	An unplanned interruption to the solution service or product usage outside of normal designed behavior.
Request	A formal request from a user for something to be provided – for example, a request for information or advice.
Defect	Reduced value of the intended use of the software leading to functionality outside of designed behavior.
Enhancement	A product change that increases the product value for the general market.
Uptime	The time during which TeamMate+ is operational and accessible.
Downtime	The time during which TeamMate+ is unavailable, offline or not operational.

6.2 SLA Severity criteria

			IMPACT			
			CRITICAL	HIGH	MEDIUM	LOW
			All users affected	High number of users affected	A few users affected	Isolated or limited impact
URGENCY	CRITICAL	<ul style="list-style-type: none"> Loss of service Corruption of data Security compromised 	P1	P1	P2	P2
	HIGH	<ul style="list-style-type: none"> Performance degradation A primary feature failure A usability issue so severe, renders a primary feature unusable Loss of ability to update data 	P1	P2	P3	P3
	MEDIUM	<ul style="list-style-type: none"> A secondary or infrequently used function to produce incorrect results The display of an unexpected error message but work can continue 	P2	P3	P3	P4
	LOW	<ul style="list-style-type: none"> Information request Cosmetic display issues Move, change, add or delete Usability questions 	P3	P4	P4	P4



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