TECHNICAL SPECIFICATION

1. DEFINITIONS AND ABBREVIATIONS

1.1.   **Client** – UAB „Ignitis grupės paslaugų centras"

1.2.   **Service Provider** – an economic entity – a natural person, a private legal entity, a public legal entity, other organisations and their subdivisions or a group of such persons, with whom the Client enters into a Contract.

1.3.   **Contract** – the Contract concluded between the Client and the Service Provider in relation to the object of procurement.

1.4.   **Parties –** the Client and the Service Provider.

1.5.   **Client's working hours –** working hours during the Client's working hours, I-IV 7:30 a.m. - 4:30 p.m., V 7:30 a.m. - 3:15 p.m.

1.6.   **System** – e-archive system Archivematica.

1.7.   **Support Services or Services** – System Development Services, Maintenance Services and Training Services.

1.8.   **Development Services** – System enhancement and modification services**.**

1.9.   **Maintenance Services** – System Maintenance Services, consisting of System Support Services and Consulting Services.

1.10.   **Support Services** – identifying and resolving system problems/malfunctions.

1.11.   **Consultancy Services** – consultation of the Client's representatives on all issues related to the use, development and operation of the System.

1.12.   **Training Services** – training of the Client's employees to use, maintain and configure the System.

1.13.   **Incident** – an unplanned disruption and/or degradation of the System.

1.14.   **Critical Error** – an emergency failure of the System when the problem prevents more than 5% of the System users from performing the existing System functions.

1.15.   **Response Time** – the time within which the Service Provider, upon receipt of a notification, performs a preliminary analysis of the problem, prioritises the error and assigns a consultant to work further on the error or need and informs the Client by email or other means agreed between the Parties.

1.16.   **System User** – an employee of the Client who connects to and works with the System.

1.17.   **Order** – a written document submitted to the Service Provider on the basis of the Contract by text message, e-mail and/or through the information system specified by the Client, specifying the quantities of the Services, delivery addresses and the deadline.

1.18.   **Related Services –** services that are not specified in the Technical Specification but are related to the object of procurement.

1.19.   **Technical Specification (TS) –** this document detailing the requirements and conditions for the provision of Services under the Contract.

2. OBJECT OF PROCUREMENT

2.1.   Support services for the e-archive system Archivematica.

2.2 Description of the current situation:

2.2.1. the Client has an e-archive system Archivematica for the long-term storage of documents generated by business systems. Archivematica is an open-source system which the Client has been using since 2019.

There are plans to develop the existing e-archive system Archivematica, to integrate more business systems, to install a plugin to manage the routing of documents for archiving and to perform short-term preservation of documents prior to archiving, as well as to carry out other work to improve the system's functionality and performance. System Maintenance Services, ongoing system administration, incident resolution and similar works are also required. The Client also plans to upgrade the skills of its employees, and therefore wishes to provide training on the administration and use of the System.

2.2.2. Taking into account the fact that the Client acts as the central contracting authority of the AB Ignitis Group, the object of procurement shall be procured and may be provided for the benefit and in the interests of the Client as well as for the benefit and in the interests of any of the companies of the Ignitis Group. The company for which the object of procurement is to be ordered shall be specified in the Order.

3. SCOPE OF THE OBJECT OF PROCUREMENT

3.1.   The quantities of the Services are indicated in Table 1 below:

Table 1

Seq. No.	Name of service	Unit of measure	Preliminary quantity[1] for the validity period of the Contract
1.	E-archive system development services	Hours of work	1000
2.	E-archive system maintenance services	Hours of work	100
3.	E-archive system maintenance service with additional service time	Hours of work	50
4.	E-archive system training	Hours of work	10

3.2.   During the validity period of the Contract, the Client shall have the right to order Related Services directly related to the object of procurement without which providing the Services to a high standard shall be technically impossible. The related Services shall be procured up to a maximum of 10 per cent of the initial Contract value.

4. PLACE OF SERVICE PROVISION

4.1. The Service Provider shall provide the Services using its own and the Client's IT infrastructure.
4.2. The results of the Services shall be sent to the Client by means of:
4.2.1. Executive codes - GITLAB;
4.2.2. Documentation - GITLAB
or by any other means specified in the Contract.
4.3. By written agreement between the Parties, remote access to the development and testing environment of the System may be granted to employees assigned by the Service Provider to provide the Services to the Service Provider for the performance of the Contract. Access to the production environment will be granted by a separate agreement. Prior to granting access to the System, the Service Provider and its employees shall provide the Client with signed security and confidentiality documents in accordance with the Client's internal procedures and requirements.

5. REQUIREMENTS FOR THE OBJECT OF PROCUREMENT

Description of the object of procurement

5.1. **System Support Services consist of Development, Maintenance and System Training services.**
5.2. **System development services include**:
5.2.1. Detailed analysis of problems/issues. Work performed by the Service Provider when a problem/breakdown in the System under maintenance cannot be resolved without a detailed analysis of the software code and data;
5.2.2. Design, programming and configuration work. System design and configuration changes required to resolve a complex problem/configuration following a detailed problem/configuration analysis;
5.2.3. Data management. Data processing services required to resolve a problem/confirmation, following a detailed analysis of the problem/confirmation, or where the need for the services has been caused by errors of System users;
5.2.4. Deployment Services - preparation and delivery of an installation package for the modified System Software and its modifications/upgrades within the scope of the Development Services Order, and, if required, deployment in the specified environments.
5.3. **Maintenance services include**:
5.3.1. Support Services - identification and resolution of technical problems with the System.
5.3.2. Consultancy Services - consultation of the Client's representatives on all issues related to the use, development and operation of the System
5.4. **The system's training services include**:
5.4.1. Training for System users and administrators to use, maintain and configure the System, either on-site or via remote means.

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[1] Indicative quantity of Services. During the validity period of the Contract, the Client shall have the right to adjust the quantity of the Services purchased, up to the maximum Contract Price specified in the Contract. The Client shall not be obliged to purchase all or any specific part of the Services.

6. PROCEDURES AND DEADLINES FOR SERVICE PROVISION

6.1. **Procedures and deadlines for development services:**

6.1.1. The Development Services shall be provided in accordance with the Client's needs, with the Client submitting Orders to the Service Provider in writing (by email or other written form agreed between the Client and the Service Provider). The terms and scope of the provision of Development Services shall be agreed in writing in advance and confirmed in the Order by an authorised employee of the Service Provider and the Client. The Order shall be signed by both Parties. The Order shall specify the Services to be provided, the hours of work required and the deadlines.

6.1.2. Orders may be placed by the Client with the Service Provider throughout the validity period of the Contract. The number of Orders shall be unlimited.

6.1.3. The Service Provider shall provide a preliminary assessment of the described requirements based on the requirements approved by the Client and submitted to the Service Provider within a maximum period of 7 (seven) business days. The steps in the evaluation of the detailing (disaggregation) of the services shall not exceed 24 (twenty-four) working hours unless, in individual cases, a different duration of steps in hours for a specific evaluation has been agreed with the Client.

6.1.4. The Service Provider undertakes to provide a detailed description and estimate of the solution to the requirements of the Development Services Order within the time limit specified in the Order. The amount of the estimate shall be calculated by multiplying the hourly rate set out in Annex 3 to the Contract by the time specified in the Order for the provision of the Development Services.

6.1.5. The Client shall not pay for volumes (hours of work) that have not been agreed (i.e. not specified in the Order). In the course of the execution of the Client's Order, the Service Provider undertakes to provide the architectural solutions of the ordered new Development Services together with a description of the dependencies of the functionality on other functionalities and the interfaces of the ordered Development Services with other systems of the Client after the evaluation.

6.1.6. The Service Provider shall test the results of the Development Services provided in the testing environment and report the results of the testing. The specific tests shall be identified in the Development Services Order: functional testing, integration testing, regression testing, System testing, acceptance testing, performance testing, security testing. Testing shall not be performed for all the Development Services. The **tests to be performed shall be agreed separately for each Order.** System implementations shall be carried out in a test environment to verify the functionality of the Development Services deliverables and their compatibility with the existing System modules and functionalities. Errors encountered during testing shall be logged and managed by the Service Provider in a system specified by the Client.

6.1.7. The Service Provider shall provide detailed instructions on how to correctly install/deploy to/from the System in a test environment and/or configure the upgrade/change/development of the System in a production environment.

6.1.8. In the installation/deployment instructions, the Service Provider shall:

6.1.8.1.1. provide installation/uninstallation code sets;

6.1.8.1.2. describe the installation work (steps);

6.1.8.1.3. describe the installation times for each step;

6.1.8.1.4. make recommendations on how System Users should work during implementation.

6.1.8.1.5. provide a verification plan for deployment in a production environment.

6.1.8.2. The Service Provider shall provide an updated User Guide together with the installation instructions, which shall include:

6.1.8.2.1. a description of the change/automated function;

6.1.8.2.2. a diagram of the activity or function being automated;

6.1.8.2.3. information on the steps to be taken before the function can be performed;

6.1.8.2.4. information on how to start (e.g. specify a menu path) the automated function;

6.1.8.2.5. information on how to perform (e.g. which fields to fill in, the purpose and meaning of those fields) the automated function;

6.1.8.2.6. information on the next steps to be taken to complete the function/task process.

6.1.8.3. New functionality added to the production environment of the System shall not interfere with the operation of the other modules of the System and the functions contained therein. If the newly uploaded functionality disrupts the operation of the System modules and their functions, the uploaded functionality shall be deemed to be of poor quality.

6.1.8.4. The Development Services provided in accordance with each Order placed by the Client in a timely and proper manner shall be handed over to the Client by the Parties by signing a deed of transfer-acceptance for the Development Services provided. Upon signature of the deed by the Parties, the Service Provider shall submit an invoice. In cases where the deadline for the provision of the Development Services specified in the Order is longer than 5 (five) months, the Client shall specify in the Order that interim payments are possible under this Order indicating the number and frequency of such payments. The planned interim payments shall

only be possible after the Parties have signed the relevant deeds of transfer – acceptance of the Development Services provided. For the avoidance of doubt, and given clause 6.1.8.10 of the TS, interim payments shall not affect the calculation of the warranty period, which shall commence from the signing of the deed of transfer – acceptance of the final result of the Development Services under the Order.

6.1.8.5.   The Client shall sign a deed of transfer – acceptance of the Development Services when:

6.1.8.5.1.   the production environment of the System is capable of executing the business processes within the scope of the functionality defined in the Development Services Order, there are no remaining bugs identified by the Client that have not been corrected, and the newly uploaded functionality is functioning at a high level of quality. In cases where the deployment into the production environment does not take place due to inadequate quality of the Services provided by the Service Provider and takes more than 1 (one) month from the date of provision of the Development Services ordered by the Client, the Service Provider shall have the right to require the Parties to sign a deed of transfer – acceptance for the said Development Services. For the avoidance of doubt, in such cases, the warranty period provided for in clause 6.1.8.10 of the TS shall commence from the first day of installation of the ordered Development Services in the production environment, of which the Client shall inform the Service Provider in writing. Any defects shall be fixed by the Service Provider at the Service Provider's own cost;

6.1.8.5.2.   the Development Services have been subject to a trial run, the duration of which is specified in the Order.

6.1.8.6.   If, at the time of transfer-acceptance of the provided Development Services, the Client is not able to fully verify the compliance of the provided Development Services with the requirements set out in the Contract and the Order, the signing of a deed of transfer – acceptance shall in no way limit the Client's right to complain to the Service Provider after the signing of the deed of transfer – acceptance about the non-compliance of the Development Services with the requirements/defects set out in the Contract and the Order.

6.1.8.7.   The deed of transfer – acceptance of the Development Services shall be drawn up in two copies of equal legal force, with one copy going to each Party.

6.1.8.8.   The Service Provider undertakes to generate source codes created for the Client and upload them to the Client's source code and documentation repository GITLAB. The Service Provider also undertakes to keep these source codes up-to-date on a permanent basis after any improvements and modifications to the System, and to transfer them under the ownership of the Client upon expiry of the Contract, without any restrictions on the use of the source codes (configuration, updating, upgrading, etc.).

6.1.8.9.   It is expected that updates and/or fixes to new functionality may be uploaded to the Client's testing environment for acceptance testing up to 2 times. If a functionality uploaded to the Testing Environment during the Acceptance Testing has been uploaded more than 2 times due to unresolved/fixed errors by the Service Provider, the uploaded functionality shall be deemed to be of poor quality and the penalty specified in the SP of the Contract shall be paid. Newly developed functionality uploaded to the production environment of the System shall not interfere with the operation of other functionality in the System. If the newly developed functionality uploaded to the production environment interferes with the operation of other functions in the System, the uploaded functionality shall be deemed to have been performed in a defective manner.

6.1.8.10. The Service Provider shall ensure for the Development Services provided under this Technical Specification the warranty period specified in the Service Provider's Tender and in the Special Part (SD) of the Contract, which shall be not less than 12 (twelve) months. The warranty period shall be calculated from the date of signing of a deed of transfer – acceptance of the Services provided.

6.1.9. During the Warranty Period, the Service Provider who has provided Development Services that do not comply with the requirements set out in the Contract undertakes to fix such discrepancies/deficiencies at its own expense no later than within 2 (two) business days (except if the discrepancies/deficiencies have resulted in a Critical Error) from the day of the Client sending a written notice (by e-mail or another written form proposed by the Service Provider) of the non-compliance of the Development Services with the requirements set out in the Contract, or provide a temporary solution to fix such discrepancies/deficiencies.

6.2.   **Procedures for the provision of Maintenance Services:**

6.2.1. Maintenance services shall be provided on a continuous basis from the date of entry into force of the Contract, in accordance with service category 8x5. The Service Provider shall provide monthly reports on the System maintenance services performed, indicating the date of the problem registration, a brief description of the problem, a description of the solution and the person who solved it).

6.2.2.   If the Client submits a separate Order in writing, in a manner agreed between the Client and the Service Provider (registration in the Client's Jira system, by email or otherwise), the Maintenance Services may be performed during the Client's non-working hours, subject to payment according to the time actually spent, which is recorded by the Service Provider who has provided the Services. Each time after the Maintenance Services are provided during the Client's non-working hours, a deed of transfer – acceptance shall be drawn up, containing a list of the services provided, the duration and the amount (obtained by multiplying the time

spent on the services by the hourly rate for the Maintenance Services) (this provision applies when the special part of the Technical Specification stipulates a service time of 8/5). The Service Provider shall submit an invoice after the signing of a deed by the Parties.

6.2.3. Procedures and deadlines for the provision of System Support Services:

6.2.3.1. System Support Services shall be provided on an ongoing basis in response to the Client's reports of technical problems/malfunctions with the System.

6.2.3.2. Reports of technical problems/malfunctions of the System shall be submitted by the Client's authorised representatives to the Service Provider in writing, in a manner agreed between the Client and the Service Provider (registration in the Client's Jira system, by e-mail or otherwise).

6.2.3.3. A System problem/ malfunction shall be deemed to have been resolved when the Client's authorised representative confirms in writing that there are no System problems/ malfunctions;

6.2.3.4. If changes to the software code are required to resolve a malfunction of the System, the procedure set out in clauses 7.1.4.3 to 7.1.4.4 shall apply.

6.2.3.5. The period for the provision of Support Services shall not include the time spent waiting for additional or revised information from the Client (as reasonably requested) without which the provision of quality Support Services is not reasonably possible.

6.2.3.6. Notifications of technical malfunctions of the System shall be made by the Client's authorised representatives to the Service Provider in writing, by email or by other mutually acceptable means.

6.2.3.7. Setting service times:

Service time	Additional service time (when critical and high-level incidents only are responded to and resolved)	Service time category
I-IV: 7:30-16:30, **V:** 7:30 - 15:15	All other time, except the Service Time	8x5

6.2.3.8. Additional Service Time means the additional Service Time requested by the Client for the Service Provider to deal with Critical and High Priority Incidents in accordance with the scheduled response times.

6.2.3.9. The response time for the additional service time shall only be possible for Critical and High Priority Incidents. Response and resolution times for Incidents are set out in Annex 1 of the TS.

6.2.4. Maintenance services are properly provided if: 1) System failures are resolved in a timely manner, within the scheduled incident resolution time. In the event of a delay in incident resolution, the Maintenance Services shall be deemed to have been provided in a substandard manner, subject to the payment of a penalty as specified in the SP of the Contract upon the Client's request. 2) A System malfunction shall be deemed to have been resolved when the Client's authorised representative confirms in writing that there is no System malfunction. 3) Consultation has been provided in accordance with the consultation response time set out in the TS.

6.2.5. Procedures and deadlines for the provision of Consultancy Services:

6.2.5.1. the consultancy services shall be provided on a continuous basis during the validity period of the Contract. Depending on the manner in which the Client submits an enquiry, the Service Provider shall provide the Consultancy Services by telephone, email or another form agreed between the Client and the Service Provider as appropriate;

6.2.5.2. The period for the provision of Consultancy Services shall not include the time spent waiting for additional or clarified information from the Client (as reasonably requested) without which it is not reasonably possible to provide a quality response to a consultation.

6.2.5.3. The need for consultancy services may arise from:

6.2.5.3.1. Infrastructure issues: server configuration, permissions, other administrative tasks;

6.2.5.3.2. Analysis of technical logs for system failures, where the Client is consulted on the data path (which data is received from which system and which system it is transmitted to);

6.2.5.3.3. Scope of planned changes to the System and recommendations on the effectiveness of the Client's planned System enhancement actions: perspectives for System development, options for changing functionality and communication vulnerabilities, likely timescales for change/development, assessments of development/replacement options, etc.

6.2.5.3.4. Any query submitted by the Client to the Service Provider that is resolved by the Service Provider without modification to the System's artifacts (e.g., software code, configuration, documentation, etc.) shall be considered a consulting query, and the time spent resolving the query shall be considered Consultancy Services.

6.2.5.3.5. Consultancy services must be provided immediately. If the Service Provider is unable to provide an adequate consultation immediately, the Service Provider shall provide answers to unanswered enquiries

within a maximum of sixteen (16) working hours of the Client from the time of the Client's enquiry. If the complexity of the Consultancy Services referred to in Clause 6.2.5.3.3 of the TS does not reasonably allow for the provision of the Consultancy Services within the timeframe set out in this Clause above, then the Service Provider shall respond to unanswered enquiries within a timeframe agreed by the Parties, but not more than within two (2) business days.

6.3.   **Procedures and deadlines for Training Services**:
6.3.1. Trainings shall be held at the Client's office in person or remotely online, agreeing on the location, date and time of the training at least 1 (one) week before the scheduled date of the training.
6.3.2. Up to six (6) Client's employees responsible for coordinating the administration, testing and configuration of the System shall be trained. The training shall cover all functions necessary to perform the administration, testing and configuration of the System independently without the intervention of the Supplier.
6.3.3. In the case of remote training, a video recording of the training shall be made available to the Client's representative within 5 (five) business days. The Service Provider shall send the training materials to the Client's representative no later than 2 (two) working days after the training.
6.3.4. Trainings shall be held no later than till the Parties sign a deed of transfer – acceptance of the System.
6.3.5. Training services shall be deemed to have been properly provided if: 1) the recording of the distance training is of high quality, the information displayed and the audio recording are clearly understandable; 2) the material of the live training is clearly presented and easily understandable.

7.   DOCUMENTATION PROVIDED DURING THE PERFORMANCE OF THE CONTRACT

7.1.   Documentation shall be provided during the provision of the development services in accordance with the Client's Order:
7.1.1.   the Service Provider shall provide an evaluation of the Development Services in a form provided by the Client, which shall include:
7.1.1.1. a brief description of the Development Services;
7.1.1.2. risks of Development Services;
7.1.1.3. cost of Development Services;
7.1.1.4. deadlines of the provision of Development Services.
7.1.2.   When ordering Development Services, the Client shall submit a Development Services Order containing information about the evaluation of the Services in accordance with Clause 6.1.1 of the TS and setting out the timeframe for the provision of the Development Services agreed with the Service Provider.
7.1.3.   The Service Provider shall provide a Development Service Testing Report in a format agreed with the Client, which shall include:
7.1.3.1. the item being tested (as required);
7.1.3.2. the actions taken and the data tested;
7.1.3.3. the expected result;
7.1.3.4. the actual result;
7.1.3.5. conclusions and recommendations.
7.1.4.   The Service Provider shall submit, together with a deed of transfer – acceptance of the Development Services, complete documentation of the Services referred to in Clauses 5.2.1 to 5.2.4 of this Technical Specification:
7.1.4.1. approved documents of a detailed analysis of changes;
7.1.4.2. the technical specification for the changes;
7.1.4.3. the source code of the programmed parts;
7.1.4.4. the execution codes of the programmed parts;
7.1.4.5. installation/configuration instructions;
7.1.4.6. the results of the testing in an agreed document format;
7.1.4.7. an updated user guide;
7.1.4.8. an updated administration manual (if there have been changes).
7.1.5.   The Service Provider shall provide all documents referred to in Clause 7.1.4 of the Technical Specification to the Client in Lithuanian or English and send them by e-mail or other electronic means.
7.1.6.   All documents referred to in Clause 7.1.4 of the Technical Specification shall become the Client's pecuniary and non-pecuniary intellectual property upon their transfer to the Client, i.e. the Service Provider shall not be entitled to claim any additional fees (for patent, etc.) or other amounts for the use of the said documentation after the expiry of the Contract.

7.1.7. The Service Provider shall upload the source codes (including their working versions) and documentation created for the Client to the Client's source code and documentation repository GITLAB.

8. TERMS OF PAYMENT

8.1. The Client shall pay the Service Provider for actually provided quality Development Services within 30 (thirty) days from the date of signing of a deed of transfer - acceptance of the Services and receipt of the Invoice.

8.2. The Client shall pay the Service Provider for the quality Maintenance and Training Services actually provided in the previous month within 30 (thirty) days from the date of signing of a deed of transfer - acceptance of the respective services and receipt of the Invoice.

8.3. The Service Provider shall submit to the Client invoices for the Maintenance and Training Services actually provided during the previous month and the deed of transfer – acceptance of the Services by the 5th (fifth) calendar day of the current month.

9. ANNEXES

9.1. Annex 1 - Incident resolution responses and resolution deadlines

INCIDENT RESOLUTION RESPONSES AND RESOLUTION DEADLINES

1. The Incident priority determines the procedure for resolving Incidents.

2. The priority of the Incident (Table 1) shall be determined by mutual agreement between the Client's and the Service Provider's staff, based on the levels of urgency of the Incident and the impact of the Incident on the limitation of the availability of the Service, i.e. impact on the Client's operations. The levels of urgency of the resolution of the Incident and the impact of the Incident on the limitation of the availability of the Service shall be determined on the basis of the criteria described in Tables 2 and 3. If the actual situation meets the criteria of more than one level, the higher level shall always be recorded.

3. When registering an Incident over the phone, the Service Provider's employee shall suggest the level of impact of the Incident. If the Client finds the Incident Impact Level inappropriate, the Client shall reasonably propose its own Incident Impact Level. In the case of an Incident recorded in writing, by email or by other mutually acceptable means, the Client's employee shall be the first to propose an Incident Impact Level. The Service Provider may, based on the criteria set out in Table 3 for the impact of an Incident on the Service Availability Restriction, modify the specified Incident Impact Level and prioritize the Incident. The Client's employee who registered the Incident shall be informed of the change of the Incident priority.

4. The priority of the incident may be changed by an agreement of the Parties in the course of the settlement in the event of new circumstances.

5. Incident response and resolution times by priority and service period are detailed in Table 4.

Table 1. Incident prioritisation

		IMPACT		
		High	Medium	Minor
URGENCY	High	1 - Critical	2 - High	3 - Medium
	Medium	2 - High	3 - Medium	4 - Normal
	Minor	3 - Medium	4 - Normal	5 - Low

Table 2. Determining the urgency of incident resolution

Level	Description of the criteria
High	• The Service is completely down or the Service is unable to perform its essential functions: it cannot serve users or it is not in accordance with the Service model. • There is no alternative way to use the Service.

Medium	• The essential functions of the Service are performed, but the ancillary functions of the Service are interrupted. • The disruption significantly hampers the work of the Client's users, but does not completely interrupt it; it affects the work of the Client's users (limiting functionality), but basic operations can be performed. • There is an alternative way to use the Service, but it is inconvenient.
Low	• The operation of the service (essential or additional functions) is not interrupted, but the work of the users is hampered. • There is an acceptable alternative way to use the Service.

Table 3. Determining the impact of an incident

Level	Description of the criteria
High	• A malfunction disrupts the operation of all or a significant number (multiple units) of Service users and/or customers. • A fault in the aggregation node of the process network prevents the operation of a significant number of electricity supply network objects. • There is a risk of significant financial loss or damage to the company's reputation.
Medium	• A fault restricts the work of a small number (a distinct group) of users or customers of the Service. • A fault at a local node in the process network prevents the operation of a small number of objects in the electricity supply network. • There may be small and limited financial losses or reputational impacts.
Minor	• A fault restricts the work of one or more users of the Service and does not affect the work of customers. • No impact on financial losses or company reputation.

Table 4. Incident response and resolution times (in working hours) by priority

Incident priority	Response time from Incident registration	Resolution time from Incident registration
Critical (0)	1 hour	7 hours
High (1)	4 hours	10 hours

Medium (2)	6 hours	12 hours
Normal (3)	8 hours	4 hours
Low (4)	12 hours	24 hours