

Totara LMS Service Level Agreement

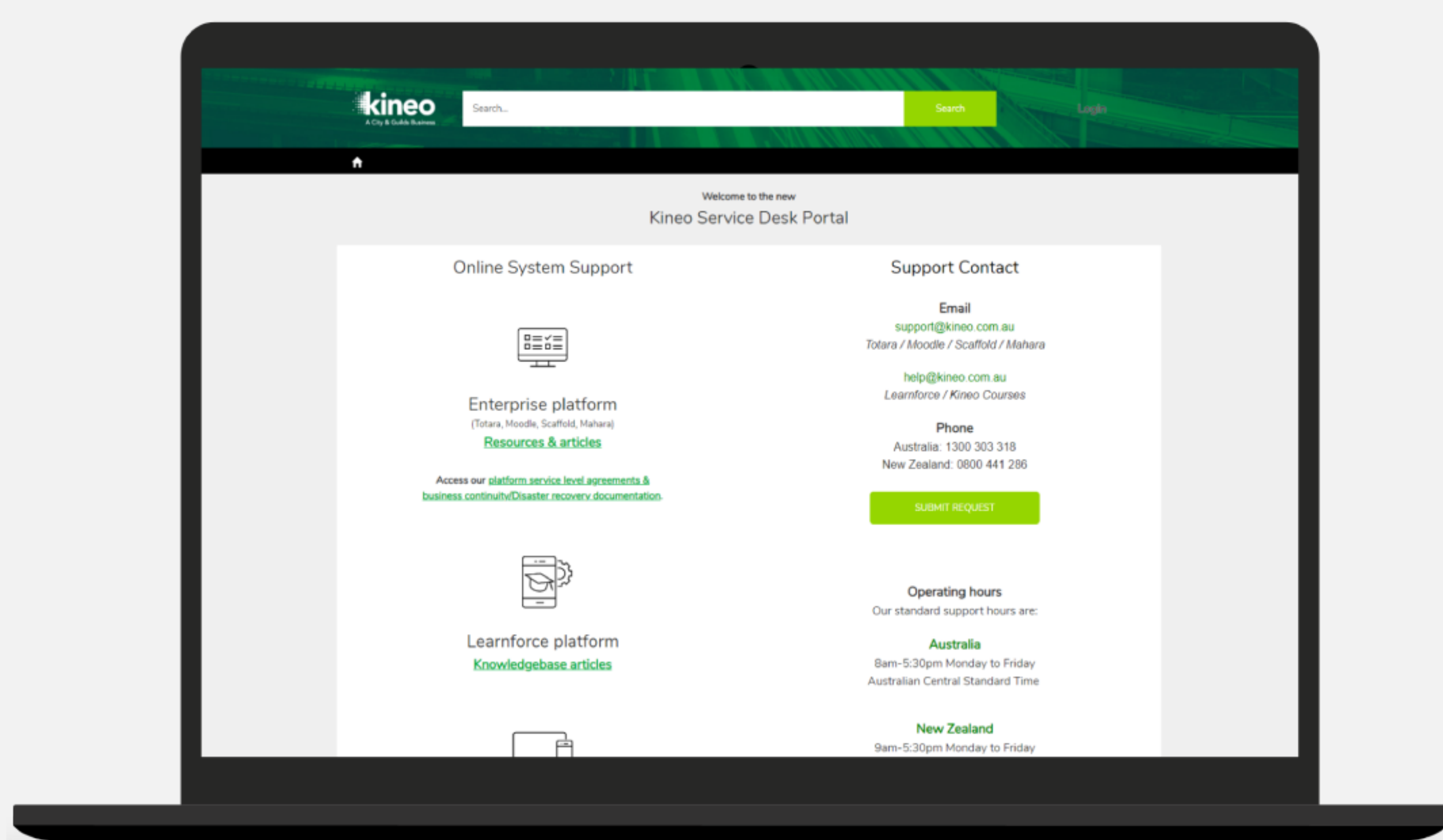
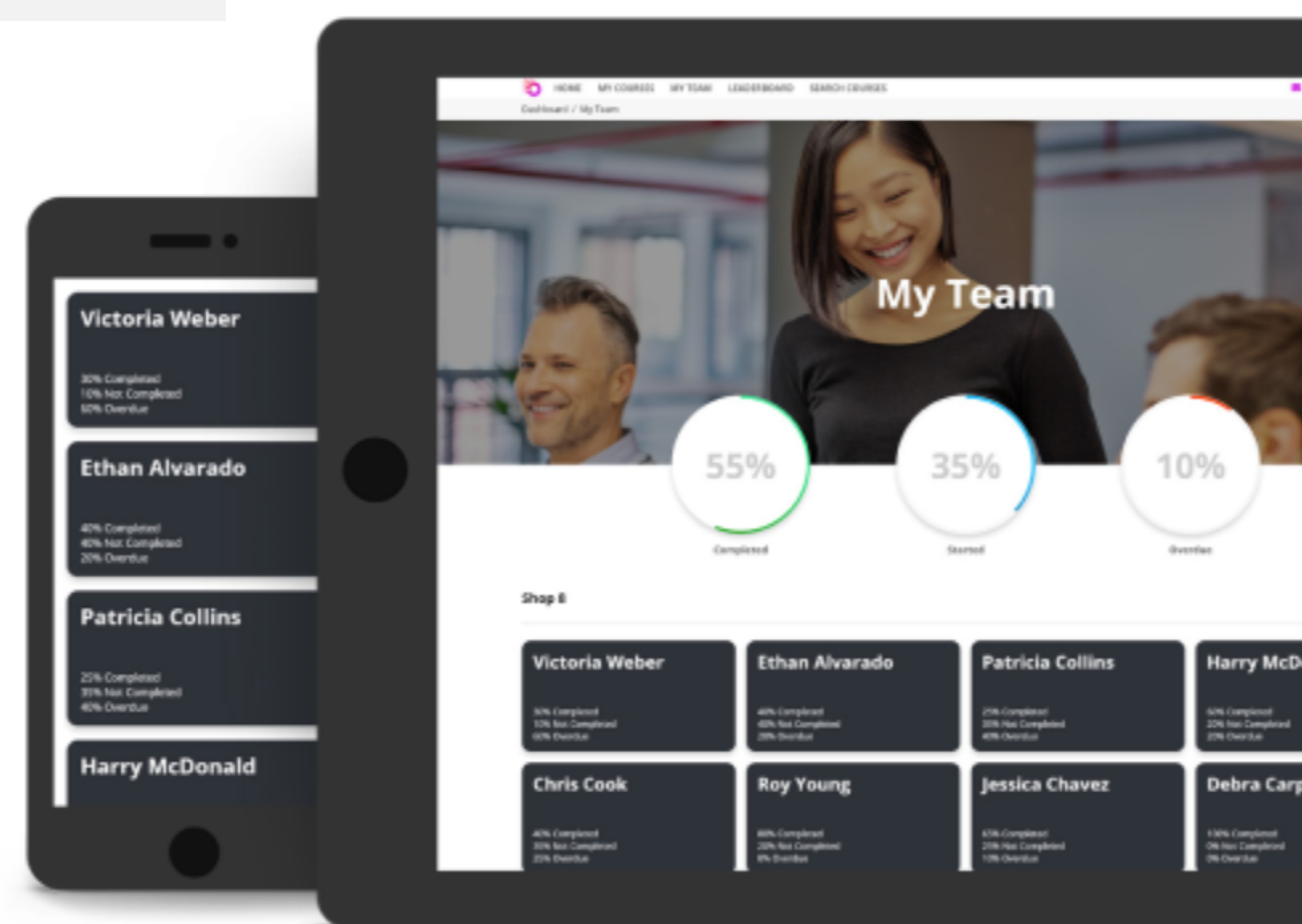
Updated March 2025 - Version 4



Continuous monitoring and support

Whether it's an urgent issue or a conversation about how to improve course completion rates, our team is here to help.

They can help with reviewing your objectives and getting the most out of the system, keeping you informed about system or product updates, planning for a renewal of your subscription or quoting for additional services or changes to your subscription.



Service desk

Supporting your administrator with systems administration and problem solving is our Service Desk's purpose. Raising queries is simple using the support portal or by sending an email.

The portal is easy to use and offers clear referencing for specific issues and central reporting on progress.

We are available 8am – 5pm local time.

Kineo UK

Phone: +44 (0) 127 376 4070

Email: support@kineo.com

Portal: <https://kineo.atlassian.net/servicedesk/>

Kineo US

Phone: +1 312 846 6656

Email: support@kineo.com

Portal: <https://kineo.atlassian.net/servicedesk/>

Kineo APAC

Phone: 1300 303 318

Email: support@kineo.com.au

Portal: <https://support.kineo.com.au/help/>

Our Service Levels for responding to any issues that may arise with your Totara LMS solution are:

Urgent/Critical	High	Medium/Normal	Low	Uptime
1 hour	2 hours	4 hours	24 hours	99.5%



Severity levels

Kineo describes the levels of service in terms of Severity Levels. The four levels are described in the table below, along with examples of situations in each level that provides an understanding of the support Kineo clients can expect to receive.

Severity level	Description
<p>Level 1: Urgent Critical Business Impact</p>	<p>For Severity Level 1 problems, we will begin work on the problem within one hour of notification and handle it as the highest priority until the customer is given a fix or workaround. Customer resources must be made available in Severity Level 1 situations and reasonable cooperation with Kineo to resolve the issue. Severity Level 1 problems could have the following characteristics:</p> <ul style="list-style-type: none"> • System hang or crash situations • Data loss or data corruption • Critical functionality not available <p>Severity Level 1 issues must be reported via telephone.</p>
<p>Level 2: High Significant Business Impact</p>	<p>Important product features are unavailable with no acceptable workaround. The system may be operating but is severely restricted. Severity Level 2 problems could have the following characteristics:</p> <ul style="list-style-type: none"> • Severely degraded performance • Functionality unavailable but system can operate in a restricted fashion
<p>Level 3: Normal Minimal Business Impact</p>	<p>Product features unavailable but a workaround exists, with the majority of system functions still useable. Minor function/feature failure that the customer can easily circumvent or avoid. Customer's work has minor loss of operational functionality. Severity Level 3 problems could have the following characteristics:</p> <ul style="list-style-type: none"> • Questions on product functionality or configuration during implementation • Error message with workaround • Minimal performance degradation • Incorrect product behaviour with minor impact
<p>Level 4: Low Nominal Business Impact</p>	<p>Minor problem or question that does not affect the software function such as 'How To', documentation, general questions, or enhancement requests. There is no impact to product usage or customer's operations. Severity Level 4 problems could have the following characteristics:</p> <ul style="list-style-type: none"> • General requests for advice on product usage • Clarification on product documentation or release notes • Product enhancement request

Log in at any time to update or review progress on an issue. You will also receive an automated email update whenever your open tickets are updated.