



**LAW
MASTER[®]**

Law Practice Technology

Helpdesk Procedures

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Document Revisions

The following table lists all the updates made in the document from its previous version.

Version Number	Updates	Who	When
V1.0	Release	RSG	31/05/18
V1.01	Update	RSG	30/06/18
V1.02	Update – to include change of hours for ADST	RSG	28/09/18
V1.03	Update – to hours of operation & current rate	DXC	29/05/20
V1.1	Update – to include change of hours for AEST and update to procedures involving contacting the Helpdesk. General formatting also updated.	JDR	31/05/21
V1.2	Amended for clarity and completeness	OBF	13/7/21
V1.3	Clarified priority and response matrix	OBF	15/11/21

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Summary

The purpose of the document is to outline the hours of operation, details, costs, and conditions of LawMaster's service and support offerings. As IT technologies are always evolving and our service and support offerings may change from time to time. Where there is significant change to these offerings LawMaster will of course consult and advise stakeholders as appropriate and this document will be updated to reflect those changes.

Hours of Operation

LawMaster Helpdesk hours of operation are:

08:30 to 17:00 AEST, Monday to Friday

excluding public holidays for the Brisbane, Queensland Region

(<https://www.qld.gov.au/recreation/travel/holidays/public>).

Helpdesk services outside these hours are for critical issues only and will be undertaken on a best-efforts basis. Please reference the After-Hours Emergency Support service description below.

Types of Support and Services

Beyond our normal support and service offerings during our standard hours of operation there are additional types of work that can be accessed by our clients including:

- After Hours Emergency Support
- Standby Support
- Prearranged Work

These different types of support and work are detailed below.

After Hours Emergency Support

After Hours Emergency Support is provided on a best-efforts basis. In circumstances where urgent support services are required, such as a system down or service outage. Emergency support can be logged by calling the Helpdesk number 1300 135 213. The caller will be directed to the critical after

hour's voicemail and asked to leave a message. The message will be converted to a SMS message and dispatched to LawMaster technical support. The technical team will use its best efforts to contact you to resolve the issue, but this is subject to staff availability and other priority incidents.

All incidents, which are not determined as LawMaster faults, will be charged a call out fee equal to 2.5x our standard hourly support rate. A minimum 1 hour charge will apply to all after hour's emergency support.

Standby Support

Standby Support is provided in respect of specific client requirements or tasks (such as system maintenance, server upgrades etc.) to be provided at a time and date agreed between the client and LawMaster. This can be on an on-call or prearranged basis. Standby Support is usually arranged for between 18:00 and 22:00 AEST time.

Please provide notice to LawMaster of the support required. We prefer this be logged via our Helpdesk client portal at least 10 business days before the support is required to give us sufficient time to make any necessary resourcing arrangements. When making the request please provide the following:

- Details of the nature of the standby support
- The desired start and end times for the Standby Support (Standby Period)

This will ensure that the appropriate LawMaster resource(s) are available during the Standby Period.

LawMaster will provide a Task Authority which will detail the work and the charges.

Fees for this service:

- A nominated time window of two hours (minimum) paid at the normal support hourly rate. This resource 'reservation' charge will apply even if the Task Authority is cancelled.
- Plus 1.5 times the normal support hourly rate per hour worked (minimum 1 hour) for any time worked

Prearranged Work

Prearranged work refers to work consisting of maintenance, upgrades, and migrations.

Fees:

- 1.5 times the normal support hourly rate (minimum 1 hour).

Helpdesk Contact Procedures

Request contacts that have been registered by our Clients can submit Helpdesk queries by:

- Submitting a request through LawMaster's Jira Client Portal:

<https://jira.lawmaster.com.au/servicedesk/customer/portals>

- Emailing helpdesk1@lawmaster.com.au Email support will only be provided to pre-existing request contacts for the respective organisation
- Calling the Helpdesk on 1300 135 213. Support over the phone will only be provided upon verification that the caller is a request contact for the organisation the call is being made for.

In LawMaster's request system, a request contact for an organisation can be added, modified, and removed only with written approval from an authorised point of contact in the organisation (usually a partner or manager).

Scope of Service

Every issue or request is assigned a unique tracking number as soon as it is entered into our system. Each issue is triaged free of charge before being assigned to the Helpdesk, Product Management or Client Services teams.

Helpdesk

- Provides Level 1 support and services to clients
- Evaluates, classifies, and assigns all issues and requests logged by clients to the relevant LawMaster support team (triage) free of charge.
- Any issues or requests that can be resolved within 10 minutes (inclusive of triage) incur no charge; all other issues will be worked on for up to an hour and charged to the client at the

LawMaster standard support rate. After the first hour, client approval will need to be provided for the continuance of LawMaster support or service delivery which will incur further charges.

- Provides upgrade assistance, coordination and troubleshooting of faults and error messages

Client Services

- Provides Level 2 support and services to clients
- Handles more complex 'how to' questions relating to training and configuration, automation, system administration, accounts and infrastructure issues or infrastructure environmental problems
- These requests are usually referred to your Account Manager for evaluation and estimation
- Provides consulting services such as data migrations and custom reporting
- Advice and guidance on the refinement and improvement of workflow practices, and new and refresher training for Facilitators, Mentors and Operators on the core LawMaster technology.

Product Management

- Provides Level 3 support and services to clients
- Manages and resolves LawMaster system and software faults and errors
 - Tickets categorised as faults will be reviewed and managed as a priority
 - Fault resolutions are free of charge
- Manages and resolves LawMaster system and software enhancements and custom development
 - Tickets categorised as enhancements will be reviewed free of charge
 - Product Management team will contact the client to advise if the enhancement will be considered for a future release
 - If a custom development is applicable, LawMaster will consider performing the enhancement on a fee basis

Please note the services above are not an exhaustive list, rather a snapshot of the various tasks and projects conducted by the various LawMaster support and service teams. These services are not included in this document and are individually estimated upon request. All estimates require a written acceptance and payment by the client before any work is commenced.

Request Priorities and LawMaster Action (SLA)

Helpdesk requests are assigned a Priority code to indicate the severity of the problem of which LawMaster endeavours to deliver the corresponding level of service or support.

The priority system is as follows:

1. **Critical:** The LawMaster software is rendered inoperative or is unable to be used for essential processing functions. Acknowledged within 1 hour of learning of the problem. First update to Client within 4 hours, whenever possible. Further updates at 4-hour intervals. Within 1 business day LawMaster will provide a workaround or a fix, or failing this, LawMaster will provide a plan for urgent rectification.
2. **High:** Essential processing functionality or software access interrupted, degraded or unusable, having a severe impact on availability. No acceptable alternative is possible. First update to Client within 4 hours, whenever possible. Further updates as required. Within 2 business days LawMaster will provide a workaround or a fix, or failing this, LawMaster will provide a plan for urgent rectification.
3. **Medium:** Non-critical processing is unusable or hard to use having an operational impact, but with no direct impact on LawMaster availability. A workaround is available. First update to Client within 1 day. Further updates as required.
4. **Low:** First update to Client within 1 day.

The update to the Client is a means to communicate to the Client about LawMaster's actions and progress towards finding a solution to the problem. Some incidents and problems may take longer to diagnose and resolve. The above service levels (or service targets) are provided by LawMaster on a best efforts basis only, and are neither binding nor do they generate any form of service or licensing credit.

Limitations and Requirements

The delivery of LawMaster support, maintenance, and various other services rely on the customer in meeting a number of supportability and compliance requirements. In many cases these requirements necessitate action and positive maintenance on the part of the client. These actions include maintaining both the version of the software itself, as well as the server/client operating system, and any patching regime as per LawMaster's published release notes and guidelines. These requirements and support limitations require the client to ensure:

- The Microsoft Office suite is on the semi-annual update regime for patching
- Server and client operating systems meet LawMaster's minimum specification and are regularly patched and maintained
- Any server or network infrastructure meets LawMaster's minimum specification to ensure adequate performance of the product
- Servers are not multi-roled such that the normal operation and maintenance tasks of the LawMaster system do not impact system performance or any other client installed services or systems that would be present on the client server.
- The supported version of LawMaster's products is the current version or the immediately preceding version (n-1)
- Further recommendations, limitations, and specifications can be found in LawMaster's release notes which are available in the LawMaster knowledgebase, from the HelpDesk, or via your Account Manager.

Charges

This document has highlighted the charging model for the various LawMaster services provided to clients. For clarity these charges are collated and detailed below.

Service	Cost	Client Approval Required?	Task Authority Required?
Initial triage up to 10 minutes	Free	N/A	N/A
Further triage, support, service post first 10 minutes to first hour	Standard LawMaster hourly support rate charged in 15 minute blocks	Covered through agreement	N/A
Further triage, support, service post first hour	Standard LawMaster hourly support rate charged in 30 minute blocks	Yes	No unless initial support or service generates a discrete piece of work of substantial duration, complexity, or risk.
After Hours Emergency Support	Standard LawMaster hourly support rate charged at 2.5 times with a minimum 1 hour charge (callout).	No	No
Standby Support	Resource 'booking' charge of 2.5 times Standard LawMaster hourly rate with a minimum of 2 hours. PLUS Standard LawMaster hourly support rate charged at 1.5 times with a minimum 1 hour charge.	Yes (via TA)	Yes

Prearranged Work	Standard LawMaster hourly support rate charged at 1.5 times with a minimum 1 hour charge.	Yes (via TA)	Yes
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Defect Definition

For the sake of clarity a Defect otherwise known as a software fault takes the following definition.

Defect means a continuing, or repeatable occurrence in the Software that has one or more of the following effects:

- Does not allow a user to view information through the Software, which otherwise would or has previously been viewable
- Does not allow a user to interact with the Software in a way that was previously available, or is specified in the Knowledgebase
- Prevents a user from using the Software for its intended purposes
- Causes unreasonable delay or disruption to utilising one or more features available through the software.