

# Service level and support agreement



## Stratus DHM Subscriptions

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# SERVICE DETAILED DESCRIPTION

The definition of the service being provided is accessed through the Internet to the online courses management platform (Open edX LMS), enhanced with edunext’s additional capabilities, to the content management platform (Studio), to the edunext’s control center, depending on the type of subscription provided.

## Applications, versions, and functionalities

	Included functionality	Excluded functionality (or deprecated).
<b>LMS PLATFORM</b>	<p>Features in the” Open edX platform , as long as they are not explicitly excluded in this document.</p> <p>A curated list of additional X blocks.</p> <p>edunext’s additions:</p> <p>EOX_THEMING – allows you to incorporate the configurable Bragi theme to easily customize the appearance of the platform to suit a wide range of needs</p> <p>EOX_WORDPRESS: A native Integration solution between open edX, WordPress CMS and Woocommerce.</p> <p>EOX_TENANT: The unique manageable multisite capability for the Open edX platform, which allows the customer to operate multiple online course sites from the same installation.</p> <p>EOX_HOOKS: The exclusive ability to launch signals at specific points in the operation (for example when a student enrolls in a course or gets a certificate), which can be connected with external webhooks and actions.</p> <p>EOX_CORE_API: Management APIs that make it easy to build strong and secure connections with external systems.</p> <p>EOX_TAGGING: allows the addition of certain properties or metadata to specific data objects.</p> <p>EDUNEXT_CLI: A command line interface to facilitate administrative and support tasks.</p> <p>-eox_audit_model</p>	<p>Discovery service.</p> <p>Programs.</p> <p>Nudge email notifications.</p> <p>Discussions digest -forum notifications.</p> <p>Publisher.</p> <p>edX for enterprises.</p> <p>ID verification with software secure.</p> <p>Proctoring.</p> <p>Course wiki</p> <p>edX insights</p> <p>edX eCommerce</p>

<b>STUDIO</b>	<ul style="list-style-type: none"> <li>- Preview functionality.</li> <li>- Custom domain.</li> <li>- A curated list of additional X blocks.</li> </ul>	edX Video pipeline.  Latex editor.  Drag and drop VI problem.
<b>EDUNEXT CONTROL CENTER</b>	<ul style="list-style-type: none"> <li>-Platform settings.</li> <li>-LMS site settings.</li> <li>-Site operation tools.</li> <li>- Access to edunext’s documentation.</li> <li>- Access to edunext’s support</li> </ul>	<ul style="list-style-type: none"> <li>-monthly activity counter</li> <li>-email monitoring.</li> <li>-Additional reporting module</li> </ul>

Table 1. Applications and features included in the service

NOTE: for dedicated cloud or on-premise services, the list of applications and features included as part of the service may vary, based on the specific customer contract.

## Open edX releases

Edunext will strive to migrate the service as early as possible to the latest stable release of Open edX available. However, the migration process comprehends significant technical challenges and takes considerable time from the release of Open edX until its implementation in the edunext services. Therefore, the new version implementation in the edunext cloud services will occur some months after the official release by Open edX. Edunext will notify cloud subscription customers of the migration two weeks in advance. Some customers will be eligible to perform tests in a staging environment to assess the new version of the platform and explore the new features. The notification will be sent to the subscription account holder registered under the edunext management console.

It's not possible to opt-out of any of the version upgrades since our service commitment implies always keeping the most up-to-date versions and functionalities. We are committed to maximizing the functionalities and maintaining the evolution of the technology while sustaining high quality, performance, and security standards for the service.

## Internationalization

The Open edX LMS platform provided by edunext supports the languages selected during the installation. The set of translations for each language is available for the installed Open edX version in the Transifex platform. Translations are made by volunteers in the Open edX community and may have some untranslated strings that will default to the English language, or in some cases, translation errors. Edunext is committed to updating the translation files every time we upgrade the platforms to the next release.

The service does not comprehend the translation of the course content created by customers or customized texts.

## Browser compatibility

This service agreement is only valid in the browsers supported by the named release of the Open edX platform that the service is running on. The current browser support for Juniper Release can be seen in the following list:

Google Chrome	Supported
Firefox 5+	Supported
Internet Explorer and 11 and edge	Supported

## Accessibility

edX and Open edX are committed to high accessibility standards using the World Wide Web Consortium's [Web Content Accessibility Guidelines \(WCAG\) 2.1](#). All features you find in Open edX platforms are expected to conform to Level AA of this specification, as per the [edX Website Accessibility Policy](#).

We expect and promote that any user interfaces developed or modified under our cloud subscriptions for the Open edX platform are usable by everyone, regardless of any physical limitations that learners might have. We trust that the resources available in the edunext cloud service will contribute to creating initiatives that are accessible for all learners.

# Features included and excluded in the open edX platform

The Open edX platform is not a monolithic application, it comprises multiple applications, and each application consists of moving parts. One essential contribution edunext makes when offering the cloud-based service is to curate the functionality that is ready and reliable to be used by customers.

Edunext cloud services do not support features advertised on the edX website and in some sets of the edX documentation. These features are listed in the excluded column in table 1.

The reasons for not supporting these features include:

- Components that are not fully open source or depend on an external service, not open source either.
- Components exclusively designed and/or branded for edX.
- Components that conflict with the edunext's multi-tenancy model or the edunext's additions to the platform.
- Components built by third-party providers which have not been vouched by edunext's in terms of security and performance or components that have failed those validations.
- Components in a deprecation process.
- Components still in development, or for some other reason, not fully ready for production environments.

## Functional flaws

It's important to note that the open edX platforms are provided as they are, as created by the edX consortium and released under the terms of the AGPL open-source license. These platforms may have minor bugs or functional flaws from the origin which are not covered by the services herein provided. Also, specific functions built for the particular use case of edX inc, or that require the integration of a third-party tool are not supported under this subscription.

Bugs tend to be solved over time, and the solution will arrive in edunext services in the corresponding release upgrade or earlier at edunext's sole discretion.

## Not to be included in this definition of services

Certain aspects, external services, or specific technologies, and configurations are not included in the service definition for the purpose of this document, including, but not limited to:

- DNS resolution for the customer's domain or subdomain.
- Host services for any other application not specified above.
- The functionality of any external tools integrated with the platform or courses. For example, Youtube, Vimeo, H5P, Zoom, Google Drive, Google Calendar, WordPress, WooCommerce, etc.

# SERVICE LEVELS

The following service levels are the metrics by which this particular service is measured, and provide the expectations of quality and service type to be delivered.

	<b>Supreme</b>
<b>HOURS OF SERVICE</b> AST Agreed service time	The service will be provided in a 7x24x365 scheme.
<b>AVAILABILITY</b> % of the AST that the service is available	Planned availability for service is 99.9% of the time; therefore, the total monthly sum of downtimes should not exceed 43.2 minutes.
<b>RELIABILITY</b> Number of service interruptions per month	The measure of reliability to be used for the service is the number of interruptions of service presented in the month, which must not exceed the value of 3.
<b>CONTINUITY</b> Duration of service interruption per month	In the event of a full interruption of the service, it should not be in any case longer than 2 hours.
<b>PERFORMANCE</b> Average response time of 90% of the requests.	The average response time of 90% of the requests should remain below 4 seconds.

## Service levels exclusions

The service levels commitment does not apply to:

- Any unavailability caused by factors outside of edunext's reasonable control, including any **force majeure** event or major Internet access outage. In cases where edunext's is not managing the infrastructure used to host the Open edX platform services (provided by the client as on-premise infrastructure), the percentage of the AST that the service is available will be measured based on the number of hours the infrastructure was available.
- Issues that result from imprudent, inexperienced, or negligent actions or inactions by the customer or any third party brought in by the customer.
- Issues that result from the customer's equipment, software, or other technology components provided by the customer or a third party brought in by the customer, outside of edunext's direct control.
- Failure to adhere to Open edX recommended configurations and recommendations as documented in the **Service documentation**.
- Elevated concurrency levels, far above the estimated numbers used when sizing the infrastructure.
- Individual components in the platform may experience limited performance under some circumstances. Libraries, randomized Xblocks, large Media files, and Scorm packages may pose additional performance issues, which the edunext team can help navigate and troubleshoot.



# Measurements

## NewRelic Monitoring

To guarantee the availability of the Open edX platform in the production environment, a monitor has been implemented that every 10 minutes makes a request to the heartbeat of the LMS service. If the monitor fails to make the request 2 or more times, an alert will be triggered and will be attended to by our Incident Response team as soon as possible.

## Prometheus + Grafana

With Prometheus, we obtain the required metrics data that we consider important for the operation. With Grafana, we graph and visualize this data to monitor it properly. These services run within the Kubernetes cluster and are accessed by the edunext team through the management interface.

## Proactive Monitoring

Once a week, the team will review the most important metrics of the cluster monitoring that do not have alerts and require human review to avoid future problems. From this review, and depending on the team's findings, corrective actions will be applied to avoid incidents that would otherwise have occurred.

## Availability Guarantee

In the extraordinary event that the service levels defined in this agreement are not met for a particular customer, the following penalties apply:

Availability provided	Supreme
Under 99.9% monthly availability	A 5% discount in the next billing cycle for 1 month.
Under 99.7% monthly availability	A 10% discount in the next billing cycle for 1 month.
Under 99.5% monthly availability	A 10% discount in the next billing cycle for 1 month.
Under 95% monthly availability	A 30% discount in the next billing cycle for 1 month.
Under 90% monthly availability	A 40% discount in the next billing cycle for 1 month.
Under 80% monthly availability	A 50% discount in the next billing cycle for 1 month.
Under 70% monthly availability	A 100% discount in the next billing cycle for 1 month.

## DATA PROTECTION

Edunext is committed to assisting all our customers in managing their Open edX instances to comply with high standards of Data protection, such as the EU's GDPR's. All learner and user data collected by the services as defined in this SLA, will be processed in accordance to edunext's [data privacy policy](#).

In the unlikely event of unauthorized access to the customer or users' data by a malicious 3rd party, edunext will promptly inform the subscription account holder and perform the necessary actions to mitigate or remedy the effects resulting from the data breach. Customer and edunext will coordinate efforts in good faith on providing notification or clarification to the parts involved if necessary.

## GDPR – Data processing agreement

In compliance with GDPR, a data processing agreement detailing the role of edunext as a data processor on behalf of the customer as a data controller can be provided upon request. If you require a Data Processing Agreement, you can request the document by opening a support ticket or writing directly to [support@edunext.co](mailto:support@edunext.co).

## EDUNEXT CUSTOMER SUPPORT SERVICES

In terms of customer support, we deliver four different services:

1. Incident management.
2. Request management.
3. Inquiry management.
4. Customer success consulting.

The formal channel and first point of contact for any of these services is our support platform which can be reached from the edunext control center or via email at [support@edunext.co](mailto:support@edunext.co).

When submitting any type of incident, report, request, or inquiry, edunext advises customers to follow the policies below:

### **Who should request customer support services?**

Edunext expects only the following roles within an organization to request this customer support service: IT managers, e-learning managers, and course authors.

The person that created the request needs to have either an account in the edunext management console or in Studio with permission to edit courses in STUDIO.

**NOTE:** This excludes the learner population, which needs to request any support directly to the e-learning management in the organization. When the organization e-learning management reviews and validates the requests as an incident, they can send them to the edunext support team.

## Keeping requests, incidents, and inquiries organized

To receive fast, complete, and accurate responses from our support team, we recommend:

- Provide a clear and concise title to the request, incident, or inquiry.
- Include detailed information in your request, incident, or inquiry. For example, the exact URL and a screenshot when necessary.
- Send any response about an open case by replying to the corresponding email instead of opening a new one.
- Open a new separated Case for every new request, incident, or inquiry you may have.
- Copy in the email other members of your organization that need to be aware of the responses. Do not include in cc or bcc other members of the edunext team unless it's completely necessary.

## Incident management

An incident is a situation that affects the services and prevents them from working correctly. An incident may cause total or partial interruption of the service, and it is classified by its criticality, as stated in the chart below.

**Note:** The following times are delivered during continuous hours.

### Solution times vs Criticality

	<b>Supreme</b>
Criticality 1: Total interruption of Service.	4 hours
Criticality 2: Important Functional errors affecting the operation of the service.	12 hours
Criticality 3: Flashing or degradation in service's quality.	24 hours
Criticality 4: Specific functional errors that do not affect the entire service.	96 Hours

Table 2. Solution times vs Criticality according to the subscription type

The support service for incidents will be provided via email.

**NOTE:** The number of hours stated in this table is the maximum expected number of hours between the reception of the incident report and the resolution of the issue or delivery of a workaround.

## Requests management

A request is an act of asking the edunext support team to perform some configurations that are not self-service yet and need the assistance of edunext. These configurations are part of standard procedures defined in the edunext documentation and resources.

The support service for requests will be provided by email using edunext's customer support service at [support@edunext.co](mailto:support@edunext.co). These requests are not managed as incidents and are not bound by the criticalities/solutions times stated in the previous section. Instead, they will be discretionarily handled by edunext's support team according to their complexity and priority.

Standard requests	Advanced
User related functionalities: Activate user Unlock account New ECC user Remove ECC user ECC functionalities	
Course related functionalities: Enable course modes (certificates) Export course Import course Course visibility Grading policy Forum discussions feature Course components Learner progress Course catalog Exams Enable reporting module Remove LMS courses Instructor dashboard	3 days
Permissions: Course creation permission Permission to create libraries	
Multi Language	
Emails sent by the platform	
Request for an active monthly users report	
Delivery of an standardized report from the database	
Simple e-commerce and related functionalities: Courses price set-up Coupon codes set-up (simple ecommerce) course price change	3 days

SSL configuration	
Batch registration	
Enable restricted access	
Add new organization	
Single Sign On	
Password change functionality	
Custom registration	10 days
Website integration	
	10 days
Woocommerce integrations	
Multisites	Unlimited
<b>Non - Standard requests</b>	
Assistance uploading content	3 days
EOX APIs configuration	10 days
Massive password change	
Open edX version	
Open edX – WordPress integrator plugin	
Restore deleted course content	
Technical requests	
HTML overrides additions	3 days (1 per month)
Badge issuance configuration with Credly	
Customized reports	15 days
Custom certificates	
Custom integrations/ development*	
Requests not described above as standard or that require extra configurations or information	
* This will require an internal evaluation and additional cost may apply	

Table 3. Common request and Solution times based on the subscription type.

**Note:** The response times presented in the table are delivered during business hours.

## Inquiry management

An inquiry is an act of asking the edunext support team for information on how to perform, manage, edit, remove, and apply any types of configurations to the platforms in the edunext cloud subscriptions. Information is most likely available in the comprehensive documentation, but as part of its commitment to the customer’s success, the support team is also happy to provide responses and guidance. However, these inquiries are not managed as incidents or requests and are not bound by the criticalities/solutions times stated in the previous sections. Instead, they will be discretionarily handled by edunext’s support team according to their complexity and priority.

Edunext highly advises Customers to review the documentation and knowledge resources for the information they may need before sending open inquiries to the support team.

The following table presents the maximum estimated time from the receipt of the inquiry to the delivery of a response.

	<b>Supreme</b>
<b>Standard.</b>	<b>Business days</b>
General or specific questions about applications or processes covered by the definition of the service being provided.	3 days
<b>Non-standard.</b>	<b>Calendar days</b>
<ul style="list-style-type: none"> <li>- Advance issues or complex questions that require deep research about the platform and services’ capabilities.</li> <li>- It’s possible that some tickets, during the resolution process, require deeper investigation. These tickets might get recategorized as inquiry-non-standard. The customer will receive a notification if this happens.</li> </ul>	30 days

Table 4. Types of inquiries and expected response times based on the subscription type.



# Customer Success

The edunext customer support team is committed to providing customers with continuous assistance to make their projects or initiatives successful. The customer success service can be done via an arrangement of a customer-success-online session where customers can present any challenges they may be facing, and our team of specialists will present one or more alternatives and resources to empower customers to solve the challenge or get the most out of the service.

The customer success service is not managed as incidents or requests and is not bound by the criticalities/solutions times stated in the previous sections. Instead, it will be discretionarily handled by edunext’s support team according to its complexity and priority.

Edunext highly advises Customers to review the documentation and knowledge resources for the information they may need before requesting a customer success session.

**Note:** The sessions’ schedule will have to be agreed upon with the edunext customer support team. The meeting can take place using an online conferencing platform. The languages will be English and Spanish.

The following table presents the definition and availability of this service for the different types of subscriptions.

	<b>Advanced</b>
Online session to analyze and consult on customer priorities, challenges, and needs. Edunext will provide information or advice on how they can be covered with the existing functionality of the product or the alternatives that could be possible if extending, customizing the platform.	Up to 4 per year

Table 5. Availability of customer success sessions based on subscription type and size.

**NOTE:** Additional customer success sessions can be made available at a price.

# Management of changes and events in the service operation

Edunext supports the service in technology components that are evolving and growing in functionality in response to the evolution of the online learning space. Not only are changes to the service inevitable but also desirable.

Edunext performs changes to the service in a well-controlled and planned manner during maintenance windows, version updates, infrastructure improvement operations, or similar procedures. Edunext will notify in advance and will coordinate to the extent possible to minimize any potential affectation to the customer’s operation. However, despite being a service that runs 7x24 with very high availability levels, in some cases, customer’s operation will be affected unavoidably.

Upgrades to the next release or versions of the platform happen periodically. These upgrades often add, and sometimes deprecate specific functionality in the platform. The edunext team will inform all subscribers in advance about these changes and allow the customer teams enough time to prepare for them accordingly. For selected customers, we can even prepare a staging environment with all their data and courses, and invite them to test in advance.

	<b>Advanced</b>
Testing environment available ahead of version upgrades for the customer to review the functionality and its own contents and provide feedback ahead of the migration.	Available

Table 6. Types of inquiries and expected response times based on subscription type.

**NOTE:** Any feedback provided as part of reviews on the testing environment ahead of a version upgrade will be managed via the support channels, but will not be bound by the criticalities and resolution times indicated in the Incident management section.

# RESPONSIBILITY

EDUNEXT S.A.S is the company that provides the services and products described in this Service level agreement. Edunext shall make available to the client the infrastructure, software components, human, and technical resources necessary for optimal service delivery. Edunext will also be authorized to make changes, adjustments, and maintenance interventions required for the same purpose; and will address all customer requests and inquiries as stated herein. Edunext shall inform the customer of any important changes that might have an impact on the services and products provided.

Unless otherwise noted in the contract, the customer will be responsible for managing their instances of the platform and users with the services and products edunext offers. The customer shall notify edunext of any major change in the way they manage and operate edunext services that might affect their final users. For example, significant increase in the number of active users, and therefore, traffic to the LMS site. The customer shall be responsible for its usage of the products and services and shall comply with all applicable laws and regulations concerning its usage of the software, including its processing of personal data via the services and products edunext offers. Unless there is a specific agreement in the support contract with edunext, the customer shall be responsible for their users' complaints, suggestions, and inquiries, acting as the first point of contact and level of support for their users.

The customer shall guarantee the use of the services and products according to the recommendations, policies, and terms of use that edunext states in this document to provide the most optimal service. The customer shall cooperate with the edunext customer support team to solve any requests or inquiries that might result during the usage of the services and products.

# GLOSSARY

**2U:** Parent company of edX that offer high-quality online education

**AST** (Agreed service Time) : Period when the service is supposed to be available

**CMS:** (content management system) content management system where users enter administrators to define, configure, and create online courses.

**COURSE DISCOVERY SERVICE:** Service providing access to consolidated course metadata

**ECC:** edunext Control Center. External application created by edunext to simplify the management of an open edX site. This platform is not open sourced.

**EDX:** Consortium formed by the universities of Harvard and MIT. This consortium was the creator and owner of the Open edX platform up until 2021. In Dec 2021, the edX.org operation was acquired by 2U inc, and the ownership of the Open edX platform was retained by Harvard and MIT under a new non profit called tCRIL (The Center for Reimagining Learning).

**EDX INSIGHTS:** Analytics platform created by edX and released under the AGPL open source license, which is used as the platform to compute and display actionable insights based on the logs created from the operation of the courses.

**GDPR:** (General Data Protection Regulation) legal framework that sets guidelines for the collection and processing of personal information from individuals who live in the European Union (EU)

**LMS:** (learning management system) course management system in which both students and faculty members during the operation of the course.

**OPEN EDX:** software platform created by edX and released under the AGPL open source licenses which is used to operate the SaaS provided by edunext.

**SAAS:** (software as a service) mode of service delivery software platform.

**SGA:** (staff graded assignment) XBlock for use with the open edX platform where Students are invited to upload files which encapsulate their work on the assignment. Instructors are then able to download the files and enter grades for the assignment.

**SLA:** (Service Level Agreement) service-level agreement that defines and regulates the characteristics of the service.

**STUDIO:** CMS platform created by edX and released under open source license, which is used as the platform to build and configure the online courses.

**tCRIL:** (The Center for Reimagining Learning) Interim name for the nonprofit organization formerly known as edX