

This Service Schedule is supplementary to the Torsion Procurement and Support Service Schedule and applies where this Service has been added to a Work Order. All other terms of the Torsion Procurement and Support Service shall apply to this Service.

1 Service Overview

The TORSION PROACTIVE ADMIN SERVICE (the “**Service**”) is a supplementary service to the Torsion Procurement and Support service (the “**Support Service**”, and provides a proactive checking service for alerts and reported issues in the admin console for Torsion, with any such alerts or issues requiring remediation, logged and actioned by bluesource proactively under the support service.

2 Background

2.1 Once it is up and running, Torsion is designed to be largely self-sufficient. As a software as a service (“**SaaS**”) service in the cloud, it does not require infrastructure monitoring by customers or partners. When it detects security issues with customer data (such as a person having access to something they should not), it flags these issues with the business data owners, and is able to fix many issues automatically without Support Service intervention.

3 Proactive Support – Delineating Between Technical and Business Issues

3.1 Whilst largely self-sufficient as per clause 2.1 above, there is still an important role for the Support Service. The responsibilities will be to handle a mix of technical and business-centric issues, and the Support Service management should delineate between the two. Torsion provides partners with documentation to understand the different types of issues, and how to address them.

3.2 Technical Issues involve a failure of the supporting configurations which Torsion requires to work. An example may be if the Torsion Azure AD App permissions in the customer’s M365 tenant are manually altered, preventing Torsion from communicating with the tenant. These issues will be reported in the Torsion Admin Console, and the Support Service periodically checks whether any issues of this type are current.

3.3 Business-Centric Issues will constitute the majority of issues. By its nature, Torsion sits a lot closer to the business than IT, and addressing the resulting issues will necessarily hue a lot closer to the business than IT. The Support Service management should not think of these issues as purely IT-centric matters. Some examples:

- Torsion detects that a person has access to something they shouldn’t, but the configuration giving them access is membership of a domain group that is outside of Torsion’s purview. To address the issue, the Support Service must first consider what other impacts on the business would arise if the person were removed from the group. Torsion will still report the issue as a task in the Torsion Admin Console, but there won’t be an automatic ‘Fix Issue’ button.
- Torsion detects that a document is externally shared, counter to governance policy. The decision to remove the external sharing needs to consider whether it is really required by the business, regardless of the governance policy. This decision should be made by the business data owner, and an automatic ‘Fix Issue’ button will be available to them. However if they simply ignore the issue, the Support Service will follow it up in accordance with the instructions of the business, after an agreed amount of time to be specified in the Work Order.
- Torsion is carrying out a Security Certification Campaign, which asks the business owners of information (such as SharePoint site or Team) to certify that they believe that access to the information is correct. However, if the business owner of a Site is not known, Torsion cannot assign the certification, and the campaign will be in an error state. Torsion will create a task in the Torsion Admin Console and to address the issue, the Support Service will work with the business to determine the correct owner of the Site.

4 Issue Severity

The nature of Torsion is that it sits on top of the Microsoft’s Office365 tools such as SharePoint and Teams, augmenting and adding value to those tools. However, it is not reductive from the functionality offered by those tools – it adds capabilities and doesn’t take any away. If Torsion is unavailable for some reason, the user’s experience of these tools reverts back to the out-of-the-box behaviour. As a result, by the standard definitions of P1 and P2 issues – which revolve around the business’ inability to operate – the issues which may arise around Torsion are not usually going to fit those definitions.

It is therefore a reasonable expectation that the majority of issues will be P3 or lower and will be treated in accordance with the Support Service and its relevant SLAs.

5 Service Availability

- 5.1 This Service will operate only during the Business Day and the Torsion Admin Console checks will take place three times a day at approximately 9am, 12pm and 3pm, or as otherwise agreed in writing by the Parties as part of the Agreement.

6 Term and Termination

- 6.1 This Service Schedule and the relevant Agreement shall commence on the Service Start Date and shall continue for the Initial Term stated in the Work Order subject to the provisions of clause 9 (Term and Termination) of the General Terms and Conditions. Thereafter this Service Schedule shall automatically renew for additional periods of one (1) year until terminated in accordance with clause 9 of the General Terms and Conditions.

7 Consequences of Termination

- 7.1 On termination of the Agreement for any reason, the Service shall cease and bluesource will no longer continue to check the Torsion Admin Console for the Customer and provide a pro-active support on top of the Support Service, if that continues beyond this Service.

8 Bluesource's Right to Vary These Terms

- 8.1 As with the Support Service, every time the Customer orders a Subscription from bluesource via a Work Order, the terms of this Service Schedule and General terms and Conditions in force at the time of the Customer's order, will apply to the Agreement between the Customer and bluesource, collectively the "**Terms**".

9 Suspension

- 9.1 Should the Customer's use of the Support Service be suspended by Torsion or bluesource for cause, due to the Customer being at fault or in breach of the Support Service's terms, bluesource will suspend this Service and the Customer shall be liable to continue paying any Fees as they fall due.

10 Customer's Obligations

- 10.1 To be eligible for this Service the Customer must possess an active Support Service with bluesource.
- 10.2 Upon request, the Customer may be required to assist or provide input to bluesource and/or Torsion as reasonably necessary to remediate an issue. Such request shall be made to the Customer's Designated Contact.