

Navigator Schedules

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Appendix 1 – Service Management

Support Procedures

Technical Support requests can be logged by any one of the Customer's Authorised Contacts.

Standard support services are available 9am to 5pm for functional issues, except for public holidays.

Optional extended support on the cloud platform (no application feature support) is available. Support is provided by a dedicated Service Desk during standard support hours (extended hours can be arranged on a short or long-term basis at additional charge).

The Service Desk provides access to first, second- and third-line support. Incidents can be logged by:

- Submitting a request via the web-based Customer Support System
- Submitting a request via email.

All support incidents will be prioritised according to impact and urgency.

The Customer should endeavour to provide as much information as possible relating to the case, including the name of the user experiencing the issue, date and time, and user screen, function, or report.

Infoshare+ will respond to incidents in the times set out below (target first response time) and will take all reasonable steps to achieve the target resolution time according to the Customer's SLA detailed in Schedule 2.

The client has the right to escalate calls of urgency; escalation procedures exist to ensure that all required resources are assigned to a critical problem.

Planned maintenance windows, when the service will be unavailable, will be agreed with the customer, with updates usually being within standard working hours. Customers can agree out of hours updates at an additional charge. Infoshare+ will agree with customers a notice period where possible of scheduled maintenance tasks.

Appendix 2 – Service Levels

Availability

Infoshare+'s standard core hours are 9am–5pm, Monday to Friday (excluding UK Bank holidays).

Access to the cloud service (remote access to data centre, domain names, network connections, IP addresses, hosted software, and equipment) during core hours will have an uptime availability of 99.99%.

Outside of core hours, uptime availability of the cloud service will be agreed with the customer and the solution architected appropriately.

Support Service

A help desk service will be provided during business hours. All calls or queries, through whichever channel are handled by the central help desk on the computerised logging system. Each call is allocated a Severity Level priority as follows:

1. Critical Priority
2. Urgent Priority
3. Normal Priority
4. Minor Priority
5. Low Priority

The primary means of logging all incidents and queries is via email to the Infoshare+ Help Desk with secondary means via the telephone.

Infoshare+ will respond to incidents relating to the application in the times set out below and will take all reasonable steps to achieve a resolution within the target resolution timescale.

Support requests are categorised/prioritised based on the nature of the request and the impact the issue is having on the user's use of the system. This will be confirmed with the user submitting the support request.

Infoshare+'s standard response times are:

Level	Description	Initial Response Time	Target Resolution Time
Critical	A problem where the Subscription Service is unavailable or not functioning, or where there is a major feature failure or production data loss or corruption, or where there is a security breach which exposes customer data to third parties.	< 30 minutes	< 4 hours
Urgent	A problem which seriously affects the customer's use of the Subscription Service for necessary business-level operations such that the customer's business is significantly disrupted. A workaround may exist, but it is inconvenient or impractical.	< 30 minutes	< 1 working day
Normal	Medium-to-low business impact problem which causes partial non-critical functionality loss. A problem has been identified but the resolution is not critical to the service being provided. This kind of problem impairs some operations but allows the customer to continue to function.	< 30 minutes	< 2 working days
Minor	Minor impact. The customer has a minor loss of operational functionality caused by a minor feature or partial service failure. This may be a minor issue with limited loss or no loss of functionality or impact to the customer's operation or where there is an easy circumvention or avoidance by the end user; a convenient workaround exists.	< 30 minutes	< 2 working days
Low	Includes general usage questions, recommendations for future service enhancements or modifications, or where the service functionality does not match documented specifications, or the customer would benefit from a new feature. There is no impact on the quality or performance of the customer production system.	< 16 Hours	As soon as Practical or as otherwise agreed between Infoshare+ and the Client.

Appendix 3 – Product Specification

Product Overview

Navigator is Infoshare+’s capital works and energy compliance planning platform, built specifically for social housing landlords. It brings the Customer’s capital works, planned maintenance and energy improvement programmes together in one place, so that investment decisions affecting the same properties and budgets can be planned and reviewed together rather than in isolation.

Navigator is designed for any landlord planning towards energy and compliance targets, whether regulatory standards such as the Minimum Energy Efficiency Standard (MEES) in England, the Welsh Housing Quality Standard (WHQS) or the Social Housing Net Zero Standard (SHNZS) in Scotland, or the landlord’s own targets.

Key Capabilities

Navigator provides:

- Import of the Customer’s stock, component and capital works data using Navigator’s standard data template
- A combined view of planned capital works and energy improvement measures at property and portfolio level
- Scheduling of works and energy improvements across a multi-year planning horizon, allowing the Customer to identify where works to the same property can be aligned
- Visibility of each property’s position against energy compliance targets and deadlines
- Programme and budget views of planned works by year
- Reports and data extracts that can be downloaded for the Customer’s internal business use

Data outputs and calculations within Navigator are provided for planning purposes. The Customer should validate results against its own knowledge and other available sources before making investment or procurement decisions.

Integration

Navigator includes an API integration with Infoshare+’s Intelligent Energy (IE) platform. For Customers who also subscribe to IE, this allows energy data held in IE to be used within Navigator without the need for manual re-import.

Navigator also provides APIs that allow the Customer to integrate Navigator with its own systems, such as housing management and asset management systems. API access is provided using secure credentials, which must be kept confidential in the same way as user login credentials.

Onboarding

Each Navigator subscription includes an onboarding service, in which Infoshare+ works with the Customer to prepare and import its data into Navigator. An optional managed onboarding service, including a baseline report, is available at additional charge.

Access and Hosting

Navigator is delivered as a software-as-a-service (SaaS) platform, accessed via a web browser at <https://navigator.sava.co.uk/>. Each user is provided with their own login credentials, which must be kept confidential and not shared. Use of the platform is subject to the Navigator Terms of Use, which are available from within the product, and personal information is handled in line with the Infoshare+ Privacy Policy.

Navigator is hosted by Infoshare+ in Microsoft Azure, UK South region.

Use of Outputs and Product Changes

Reports, extracts and data downloaded from Navigator are for the Customer's internal business use and must not be shared with third parties outside the Customer's organisation without Infoshare+'s prior written consent.

Infoshare+ may update, enhance or change Navigator's features from time to time and will endeavour to give reasonable notice where planned changes are foreseeable.