

Yarken Support Guide

OCTOBER 2022 – VERSION 1.1

The logo features the word 'YäRKEN.' in a white, sans-serif font. The 'ä' has two yellow dots above it, and the period at the end is a yellow dot. The background is dark blue with scattered light blue and orange dots, some of which are connected by thin lines to form abstract shapes.

YäRKEN.

Connecting the dots between
IT and finance.

www.yarken.com

Table of Contents

TABLE OF CONTENTS	2
1 COPYRIGHT INFORMATION	3
2 OVERVIEW	4
3 SUPPORT PROCESS	5
4 CLASSIFICATION OF ISSUES	6
5 RELEASES	7
5.1 SAAS	7
5.2 On-Premises	7
5.2.1 Monthly Product Updates	7
5.2.2 Hot Fix Releases (Patches)	7
6 DISASTER RECOVERY	8
6.1 SAAS	8
6.2 On-Premises	8
7 REVISION HISTORY	9

1 Copyright information

This document is published and distributed by Yarken. The information contained in this document is protected under copyright, furnished for informational use only, and is subject to change without notice at any time.

This material represents substantial creative effort and contains confidential information, as well as other proprietary concepts, techniques, ideas, and expressions. This material may not be changed, distributed, reproduced, or shared in any form or by any means (including but not limited to, digital, electronic, mechanical, or hard copy), without the prior express written consent of Yarken.

Your possession or use of this material constitutes your acceptance of these conditions. If you do not agree with these conditions, please return the material to Yarken.

Copyright © 2022 Yarken. All Rights Reserved

2 Overview

Yarken's Customer Support teams aim to provide support in a timely and high-quality fashion. To achieve this, tools and processes have been established that are outlined in this document.

3 Support Process

1. A support issue can be raised by sending an email to support@yarken.com and should include the following information to allow for fast triaging.
 - Time of issue
 - Description of issue
 - Business Impact
 - Steps to reproduce the issue if possible, including screenshots and error message visible
 - Operating system and version used to access the system
 - Browser and version used to access the system
 - Log files for the relevant timeframe
 - Identifiable information like users logged in or business objects modified
2. Receipt of support issue will be confirmed by the Yarken support team within the estimated response time outlined in the Classification of Issues section of this document.
3. If the issue is confirmed to be a product issue a plan to rectify will be established and communicated according to the estimated restoration time outlined in the Classification of Issues section of this document.
4. The best remediation approach will be determined by Yarken based on criticality of issue and effort and risk to mediate. This could be a
 - o Configuration change
 - o Targeted Hot Fix release
 - o Upgrade to the latest version of the product

4 Classification of Issues

Severity	Description	Examples	Estimated Response Time to Designated Support	Estimated Restoration Time (SaaS)
High Mission critical Problem (Severity 1)	<p>Business impact is immediate and significant.</p> <p>The Supported Software in a production environment is inoperative or fails to satisfy <u>critical</u> functional, operational or performance specifications.</p> <p>There is no workaround available</p>	<ul style="list-style-type: none"> • A security issue • A service does not start • A file cannot be loaded • Key metrics are not calculated correctly 	4 hours	2 Business Days
Medium Serious Problem (Severity 2)	<p>Business impact is high but not widespread.</p> <p>An aspect of the software is inoperative, causes or results in substandard or erratic performance, but nonetheless the software operates substantially in accordance with specifications.</p> <p>There is a workaround available</p>	<ul style="list-style-type: none"> • A feature is not available on a specific supported browser • A metric is not calculated correctly in one dashboard but can be viewed on another dashboard or via analytics 	1 Business Day	7 Business Days
Low Problem (Severity 3)	<p>Business impact is moderate or small.</p> <p>No aspect of the software is inoperative. The software operates in accordance with specifications.</p>	<ul style="list-style-type: none"> • An incorrect label • A page is not rendered correctly 	1 Business Day	Next Scheduled Release

Note: For on-premises clients restoration time refers to the time a software update, configuration change or hotfix release is provided.

5 Releases

5.1 SAAS

Yarken SAAS receives releases as part of a continuous release process.

5.2 On-Premises

5.2.1 Monthly Product Updates

Yarken aims to make a product update available every month. These updates contain functional and non-functional fixes (i.e., non-time critical security updates) as well as new product functionality as per Yarken product road map.

It is recommended to install these updates in Test and to take them to Production as they become available to ensure latest security updates and fixes are in place.

In cases where the release cadence does not align with customer's policies and processes, while not recommended, updates can be skipped for up to 6 months and applied as a cumulative update.

5.2.2 Hot Fix Releases (Patches)

Critical issues (functional and non-functional) can be mitigated via a hot fix release process outside the standard release cycle.

Hot fixes are only available on the latest released codebase and therefore may include other unrelated change as specified in the hotfix release notes.

Based on risk, criticality, and effort a hotfix may also be available on older versions (max 6 month). These hotfixes are at Yarken's discretion and will be created in consultation with the customer.

6 Disaster Recovery

6.1 SAAS

Yarken maintains a Disaster Recovery plan that ensures that should a disaster be declared Yarken's services are relocated to a back-up system and/or data centre and are operational with following two key objectives:

RPO (Recovery Point Objective): 24 hours.

This means that in the event of a declared disaster that requires failover to alternate data centre or availability zone, the target objective is that not more than the most recent 24 hours of customer's Data will be lost.

RTO (Recovery Time Objective): 48 hours.

This means that in the event of a declared disaster, the target objective is that customer's Data will be recovered to an alternate site within 48 hours.

6.2 On-Premises

Design and implementation of a Disaster Recovery (DR) solution is the responsibility of the customer. The DR solution in place is driven out of the requirements for RPO and RTO and can vary widely.

Yarken licensing allows for the creation of a DR environment and documentation can be made available to create a custom solution.

Please contact Yarken support for further information. (support@yarken.com)

7 Revision History

Date of Change	Version	Summary of Change
11/05/2022	1.0	Initial Version
5/10/2022	1.1	Updated Format Updated SLAs Added Release Policy details Added DR