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# Agreement Overview

## Purpose and Objectives

This Agreement details the responsibilities of Grid Protection Alliance, Inc. (GPA) to Scottish and Southern Electricity (SSE) in reference to the Support and Maintenance contract for GPA Synchrophasor products.

## Parties to the agreement

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name | Company | Title | Role / Responsibility | Contact Information |
| Christoph Lackner | GPA | Operating Officer | Contract Execution | [clackner@gridprotectionalliance.org](mailto:clackner@gridprotectionalliance.org)  O: (+1) 423 702-8136  M: (+1) 570 637-7161 |
| Erika Wills | GPA | Senior Manager, Product Development | Service Owner | [elwills@gridprotectionalliance.org](mailto:elwills@gridprotectionalliance.org)  O: (+1) 423 287-5856 (forwards to mobile) |
| Alistair Peat | SSE | Protection and Control Asset Engineering Manager | Client POC | [alistair.peat@sse.com](mailto:alistair.peat@sse.com)  M:  07584313781  T:  01738340923 |
| Mark Leask | SSE | Project Manager | Client POC | [mark.leask@sse.com](mailto:mark.leask@sse.com)  M: 07764 949 429 |

## Commencement Date

This Agreement commences on the contract signing date, indicated below.

October 31, 2023

## Duration of Agreement

The Agreement is for twelve (12) months from the commencement date.

# Stakeholders

## Principal Business Service Owner

Erika Wills, Senior Manager of Product Development for GPA, is the Service Owner for this project.

## Customer number & Location Details

# Service

## Overview

“Service” under the Agreement includes “Maintenance” and “Support”. This section defines these services and their availability under the Agreement.

## Scope

GPA is to provide maintenance and support to SSE for the following applications and addons:

* openPDC
* openHistorian
* SIEGate
* Stream Splitter
* OSM

“Maintenance” includes:

* Providing security, bug, and improvement patches when available.

“Support” includes:

* Providing support for all instances of the products specified including test, acceptance, and production.
* Providing notice of significant bug fixes and new product releases.
* Providing support for the application of patches or the migration to new versions of the product.
* Making GPA staff available for consultation and problem resolution.
* Providing access to a private, problem‐reporting web site (separate from GPA's public, open-source problem reporting) to open maintenance tasks and allow tracking of these tasks to completion.
* A process for problem escalation (see **Escalation** section).
* Granting the maintenance contract owner a priority voice in establishing a ranking list for new features to be included in subsequent product releases.

## Business & Service Hours

GPA personnel are available for e‐mail and telephone support during normal GPA business hours which are Monday through Friday, 8:00 a.m. until 6:00 p.m., Eastern time, with the exclusion of six holidays ‐‐ New Year’s Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, and Christmas.

## Maintenance Windows

Maintenance (i.e., bug fixes, security patches, and feature deployment) will be scheduled on an as-needed, as-available basis between the Service Owner and the Client POC.

## Release Management

Releases are available on the [GPA GitHub](https://github.com/GridProtectionAlliance). Pre-release stable updates are available on [GPA’s Nightly Builds website](https://gridprotectionalliance.org/nightlybuilds). For license-restricted products, such as the OSM addon, GPA will provide notice of new releases to the contract owner to coordinate deployment of any updates.

# Service Commitments & Targets

## Service Availability

GPA personnel are available for e‐mail and telephone support during normal GPA business hours which are Monday through Friday, 8:00 a.m. until 6:00 p.m., Eastern time, with the exclusion of six holidays ‐‐ New Year’s Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, and Christmas.

A 24-hours x 7-days support telephone number is provided for hours outside of those covered by the 10-hours x 5-days maintenance services. GPA will endeavor to provide this after‐business‐hours support (subject to the availability of GPA personnel) at 150 percent of GPA’s standard consulting rates with a 4‐hour minimum charge.

## Data Backup, Restore and Retention

GPA is not responsible for data backup, restore, or retention.

# Responsibilities

## Business Service Owner Responsibilities

The Service Owner will be responsible for providing support when requested or delegating the task to a senior member of GPA staff. Response and resolution times are detailed in the **Incident Response & Escalation** section.

# Incident Response & Escalation

## Incident Response and Resolution Times

During GPA business hours, GPA on‐call staff will respond immediately, whenever possible; but, in any event, GPA staff will reply within 30 minutes by telephone call or e‐mail to acknowledge receipt of a support request and initiation of work on the issue.

## Escalation

Escalated issues will be given a target resolution of 48 hours. Service Owner will contact the issue POC if this resolution target cannot be met in advance of the close of the target period.

GPA reserves the right to downgrade an escalated issue should this process be used for non-blocking or non-business-urgent issues.

### Escalation Contacts

To escalate an issue, set the Urgency field in the portal to “Critical”, comment the reason for escalation and the word “escalate” on an existing issue, or reach out to Service Owner. Outside of business hours, the on-call number can be used to escalate or report urgent issues at the rate outlined in the **Service Availability** section.