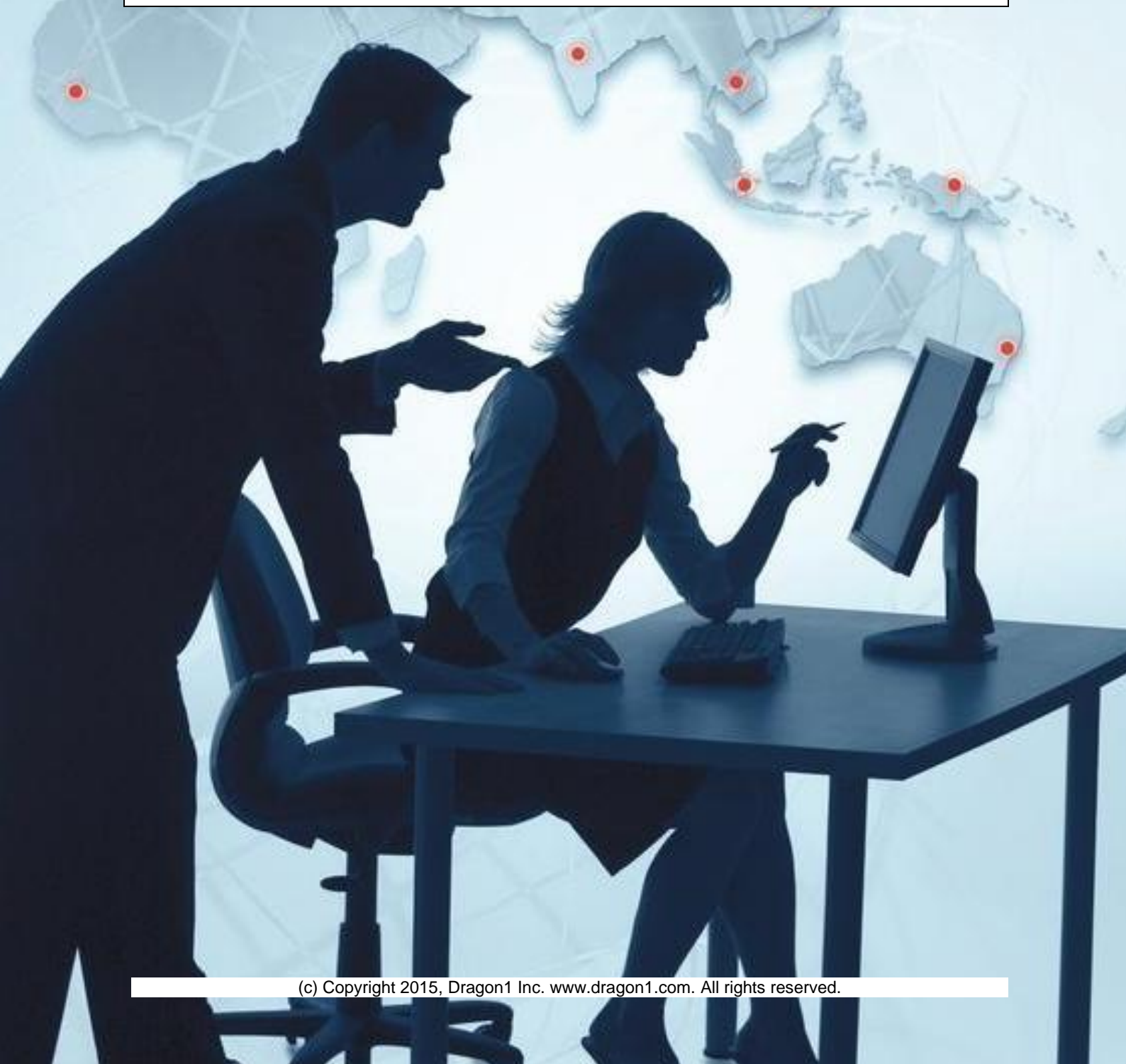




Dragon1

Dragon1 Service Catalog

– Bronze – Silver – Gold –





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1 Dragon1 Service Catalog

1.1 Introduction

This service catalog is aimed at buyers, users and administrators of Dragon1 subscriptions. Dragon1 is the enterprise collaboration platform for business professionals, on which they can design concepts, innovations and business models. Users have only access to Dragon1 at <https://www.dragon1.com> with a valid subscription.

To make sure users get the support they need in order to make the best possible usage of the software, Dragon1 v3.x, we offer three levels of services.

In this document we line out these three service levels. If you want more information about what service level fits you best, please contact us via:

Dragon1 Netherlands B.V.

Telephone: +31(0)317 41 13 41

Email: sales@dragon1.com

We are pleased to help you.

1.2 Target User Group

To whom does this document concern and who is the target user of these services?

This document is aimed at persons that are concerned with the procurement, usage and maintenance of Dragon1 subscriptions (i.e. user license).

The services that are described here are aimed at clients and users of Dragon1.

1.3 Three levels of services

The Dragon1 Software Company recognizes three levels of services in the case of Dragon1 v3.x SaaS:

1. Gold – If you use Dragon1 for mission critical business. For example if you are a consultancy company offering architecture services with Dragon1 to client.
2. Silver – If you make very frequent usage of Dragon1.
3. Bronze – If you make professional usage of Dragon1.



1.4 Bronze

The Bronze service level is available to everyone who is in possession of a valid Dragon1 subscription Dragon1 v3.x SaaS. For Bronze no extra fee is charged.

The Bronze Service Level holds the following aspects:

<p>Service Desk (Online Assistance)</p> <p>Availability and Response time</p>	<p>The Dragon1 Service Desk is available for online assistance at working days from 09:00 AM tot 5:00 PM (CET and EST) via email, SMS, chat, Skype/videoconference and phone. You can also submit an Architecture Case (a 2 page description of an Architectural Challenge in your organization) as to find out how you can at best use the Dragon1 tool.</p> <p>Within 4 hours you will be contacted that your question or request was received and being taken care of. Within 2 working days we will respond to your service request of question with answers and actions. You have access to trained, skilled and highly qualified personnel that have the right answer to any question at once.</p> <p>In case you run into an problem with the Dragon1 software, you are enabled to administer the incident directly in our online service system. This speeds up finding and solving the problem.</p> <p>Service and support request in this Bronze Service Level may only be related to correct usage of the software tool, where what functionality can be found and what the functionality can be used for. We support you in using Dragon1 Software optimally.</p> <p>Service and support at the Bronze Service Level does not contain services for training and consultancy in enterprise architecture, in Dragon1 software or the Dragon1 open EA Method.</p>
<p>Online Help and Method Wiki</p>	<p>24 x 7 via https://www.dragon1.com/help a weekly updated Dragon1 Online Help is provided to you.</p> <p>Also the Dragon1 open EA Method Wiki (wiki.dragon1.org) and the Dragon1 platform (with How TO's) on www.dragon1.com makes a lot of sources and knowledge available to you in enterprise architecture, visualization and tooling.</p>
<p>Basic User Tool Instruction</p>	<p>With the provided Basic User Tool Instruction you can get familiar with Dragon1 at your own pace and in your own time.</p>
<p>Continuity (Backup & Restore)</p>	<p>Every dag a backup is created of the shared database (SaaS only). We offer you the possibility to restore data from your cabinets of one week ago.</p>
<p>Availability</p>	<p>Dragon1 is available via online.dragon1.com 24 x 7 having only 2 hours of planned maintenance per week.</p>
<p>Performance</p>	<p>Dragon1 software SaaS is configured to run in a cloud with at minimal 1 vCPU and 4 GB memory. Normally Dragon1 software respond within 3 seconds to user input. Complex tasks can take up to 10 or 20 seconds throughput.</p>
<p>Safety and security</p>	<p>With SSL / HTTPS GEOTRUST EV Certificate, Intruder Detection Lockout, RBAC and ANTI SQL Injection measures taken Dragon1 software offers a safe and secure environment to work with.</p>
<p>Responsibility</p>	<p>We are responsible for solving and preventing errors in the Dragon1 software. That is why in case of a software problem or software incident report, we start trouble shooting and solving it as quickly and professional as possible to us. Normally we start within one working day with trouble shooting.</p> <p>We are not responsible for direct and indirect issues, problems, failures, defects in</p>



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	<p>computer memory, processor speed, client devices, server devices, network devices, networks, internet and internet connections, application server and software platforms (Windows Server, Apache, IIS etc..) and database server and database management system (SQL Server, Oracle).</p> <p>For hardware and software issues, errors or failures you can directly or through us contact the service provider that hosts the Dragon1 software. In case of Dragon1 software this is for the application server and database environment: BIT, www.bit.nl.</p> <p>If we notice problems that are not our responsibility to solve, we will proactively contact the service provider or supplier and also notify you about it as a client.</p>
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For a list of all activities and maintenance actions that are part of this service level, please consult us.

1.5 Silver

The Silver service Level is available to everyone who is in possession of a valid Dragon1 subscription Dragon1 v3.x SaaS and has paid the fee for the Silver service level. For Silver you pay 30% of your subscription costs.

The Silver service level hold the following aspects:

Service Desk (Online Assistance)	<p>7 days per week you have access to our Dragon1 Service Desk (between 09:00 AM and 5:00 PM EST and between 09:00 AM and 5:00 PM CET).</p> <p>Within 4 hours you will be contacted that your question or request was received and being taken care of. Within 8 hours we will respond to your service request of question with answers and actions. You have access to trained, skilled and highly qualified personnel that have the right answer to any question at once.</p> <p>We help you proactively (by tracking and tracing) in the creation of useful architecture products in Dragon1 software and we help you to keep your Dragon1 software and data tidied up, consistent and clean.</p>
eLearning en Video Conference training	<p>In addition to the Basic User Tool Instruction we offer you a Basic User Tool training (via eLearning or Video Conference) in Dragon1 v3.x SaaS and Dragon1 open EA Method for you to get the most out of Dragon1.</p> <p>Also if you want we compose a Dragon1 architecture tool learning plan.</p>
Continuity (Backup & Restore)	<p>Twice a day backups are made. Backups are archived for 1 month.</p> <p>Application log files are monitored proactive.</p>

For a list of all activities and maintenance actions that are part of this service level, please consult us.

1.6 Gold

The Gold service level is available to everyone who is in possession of a valid Dragon1 subscription Dragon1 v3.x SaaS and has paid the fee for the Gold service level. The fee for Gold will negotiated with you, because the Gold service level is tailor made.



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The Gold Service level holds the following aspects:

Service Desk (Online Assistance)	<p>7 days per week you have access to our Dragon1 Service Desk (between 09:00 AM and 5:00 PM EST and between 09:00 AM and 5:00 PM CET).</p> <p>Within 4 hours you will be contacted that your question or request was received and being taken care of. Within 4 hours we will respond to your service request of question with answers and actions. You have access to trained, skilled and highly qualified personnel that have the right answer to any question at once.</p> <p>We help you proactively (by tracking and tracing) in the creation of useful architecture products in Dragon1 software and we help you to keep your Dragon1 software and data tidied up, consistent and clean.</p> <p>You will be appointed to a personal service desk employee that monitors your activity in the software tool on a daily basis. You can view this like your own remote functional systems administrator.</p> <p>Your personal service desk employee will contact you proactively if the situation requires this. Also this service desk employee will leave hints, tips and messages behind in the Dragon1 software tool. For example what the next step would be to take in creating a visual enterprise product.</p>
eLearning en Video Conference training	<p>In addition to the Basic User Tool Instruction we offer you a Basic User Tool Training (via eLearning or Video Conference) in Dragon1 software and Dragon1 open EA Method for you to get the most out of Dragon1.</p> <p>Also if you want we compose a Dragon1 architecture tool learning plan and an action plan to setup and create an architecture baseline and keep it up to date.</p>
Continuity (Backup & Restore)	<p>Every hour backups are made. Backups are archived for 1 month.</p> <p>Application log files are monitored proactive.</p>

For a list of all activities and maintenance actions that are part of this service level, please consult us.

1.7 Contact Information

Dragon1 International Service Center (DISC)

Phone: +31(0)317 42 08 42

Email: servicedesk@dragon1.com

Skype: servicedesk.dragon1

URL: <https://www.dragon1.com/support>

Dragon1 Incident System (Mantis)

URL: http://mantis.wm-advies.eu/login_page.php