

HIGHWIRE

INTERNAL

# Highwire Change Requests SLA

FUNDS  AXIS

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| <b>Policy title:</b> | Highwire Change Requests SLA |
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|--------------------------|----------------|
| <b>Issue</b>             | 2.0            |
| <b>Approved by:</b>      | Darren Burrows |
| <b>Approval Date:</b>    | February 2025  |
| <b>Next Review Date:</b> | February 2026  |

|  |   |
|--|---|
| <b>Scope:</b>  | The policy applies to Funds-Axis Group and all contractors and other people working on behalf of the company. |
| <b>Responsibility for Implementation &amp; Training:</b> | <p>Day to day responsibility for implementation: ISO</p> <p>Day to day responsibility for training: ISO</p>   |

|                              |  |
|------------------------------|--|
| <b>Distribution methods:</b> | <p>Methods used to communicate this policy:</p> <ul style="list-style-type: none"> <li>Information Security Training Module</li> </ul> |
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## 1. Change Requests - Standard Charges Summary

The below section summarises the standard effort involved for different change types and the SLA turnaround timeframes that clients should expect.

Where charging applies, unless otherwise agreed, the standard charge for change requests is £1,000 per day / £200 per hour. The specific charges applicable will be agreed with clients in advance.

| #   | Change Type                                       | Standard Effort                       | SLA Turnaround Time  |
|-----|---|---------------------------------------|--|
| i   | New User Setup                                    | < 1 hour                              | 1 business day   |
| ii  | New User Role Setup<br>(Role Management)          | 1 hour                                | 2 business days  |
| iii | Onboarding new Portfolios<br>for existing clients | 2 hours                               | 2 business days  |
| iv  | New Prospectus Rules                              | 1.5 hour for<br>straightforward rules | <b>Initial Prospectus Review:</b><br>1-2 Business Days<br><br><b>Testing &amp; Documentation:</b><br>1-3 Business Days |
| v   | New Reports                                       | 1 Day                                 | 2 business days  |
| vi  | Integration of new<br>Administrator feeds         | 1-3 Days                              | 10 Business days   |

Exact timings will depend on complexity.

Where there is any technology development required, then the development effort will be estimated, and a fixed fee agreed with the client.

Where there are large numbers of changes, this will be priced on a fixed project basis.

## 2. Service Level Framework

### 2.1 Change Request Process

#### Request Submission

- Through application help desk system
- Clear documentation requirements
- Impact assessment requirements
- Priority classification

#### Initial Assessment

- Technical feasibility review

- Resource requirement evaluation
- Timeline estimation
- Cost estimation

## **Approval Process**

- Client review and approval
- Technical team sign-off
- Schedule confirmation
- Resource allocation

## **Implementation**







- Development work
- Testing procedures
- Quality assurance
- Client validation

## **Deployment**






- Scheduled implementation
- Post-deployment testing
- Performance monitoring
- Success verification

## **2.2 Quality Assurance Standards**

All changes undergo:


-  Code review.
-  Security assessment.
-  Performance testing.
-  Integration testing.
-  User acceptance testing.
-  Production validation.

## **2.3 Performance Monitoring**

-  Real-time monitoring of implemented changes.
-  Performance impact assessment.
-  System stability verification.
-  User experience validation.
-  Security compliance checking.

## **2.4 Regular Reporting and Updates**

Clients receive:

-  Monthly change request status reports.

- \ Quarterly performance reviews.
- \ Implementation success metrics.
- \ Impact assessments.
- \ Service improvement recommendations.

## **2.5 Service Review and Updates**

- \ Quarterly review of service levels.
- \ Annual SLA assessment.
- \ Regular fee structure review.
- \ Performance metric evaluation.
- \ Process improvement implementation.

## **3. Additional Services and Costs**

### **3.1 Standard Services (Included)**

- \ Change request processing.
- \ Basic implementation support.
- \ Standard documentation.
- \ Regular status updates.
- \ Post-implementation support.

### **3.2 Premium Services (Additional Cost)**

- \ Expedited processing.
- \ Custom development work.
- \ Enhanced monitoring.
- \ Specialised reporting.
- \ After-hours implementation.

### **3.3 Project-Based Services**

For large-scale changes:

- \ Custom project planning.
- \ Dedicated project management.
- \ Comprehensive documentation.
- \ Extended support period.
- \ Specialised training.



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