Annual Support and Maintenance Service for the Monokee IAM On-Premises Platform

Monokee software components installed in the Customer's infrastructure

1. Purpose of the Service

This document describes the annual support and maintenance service provided by Monokee S.r.l. ("Monokee") **exclusively for the software components of the Monokee Identity and Access Management (IAM) platform** installed in the Customer's infrastructure.

The service includes specialist technical assistance, request management and the installation of security patches and application updates for the version of the platform in use, including the application front-end and the MongoDB and Redis databases used by the platform.

The correction of software defects (bug fixing) and the management of security vulnerabilities (CVE), including correction release timelines, Zero-Day management and security communications, are governed by the document "Monokee IAM On-Premises Support and Maintenance – Bug Fixing and CVE" (the "**Bug Fixing and CVE Document**"), to which reference is made and which is not repeated in this document. This service is in addition to the provisions of that document, and includes the installation of corrections by Monokee.

A change of version of the platform is not included in the management activities covered by this document (Section 2.4).

The service is provided within the coverage window and with the response times set out in Section 6.

2. Scope of the Service

2.1 Components covered

Component	Description
Monokee application components	Application and back-end services of the platform, distributed by Monokee
Application front-end	Web interfaces of the platform (user portal and administration console)
MongoDB database	MongoDB instances used by the platform, limited to the configuration, the data schema and the versions distributed or certified by Monokee
Redis	Redis instances used by the platform, limited to the configuration and the versions distributed or certified by Monokee

2.2 Included activities

- **Specialist technical assistance** on the use, configuration and operation of the Monokee components.
- **Request management** through the channels set out in Section 5, including registration, classification and acknowledgement.
- **Incident management:** analysis of malfunctions of the Monokee components in the Customer's environment and application of the available Workarounds.
- **Installation of security patches** released by Monokee under the Bug Fixing and CVE Document.
- **Installation of application updates:** Hotfixes, Patches and Maintenance Releases **of the version in use**, which do not involve a change of version of the platform.

2.3 Excluded activities

- Management, maintenance, updating and operation of the underlying infrastructure (hardware, virtualisation, storage).
- Management of operating systems.
- Management of the Docker / Docker Compose platform (runtime engine, host configuration, updates).
- Networking components, perimeter security (firewalls, load balancers, proxies), certificates and the Customer's directory services.
- Backup and restore of the infrastructure, volumes and storage.
- Any other software or component not directly supplied by Monokee.
- **Change of version of the platform**, as set out in Section 2.4.
- Customisations, integrations or developments made by the Customer or by third parties, new features, training and consulting.

Excluded activities may be requested as additional services and are quoted separately.

2.4 Change of version of the platform

A change of version of the platform, meaning the move from one major version to a subsequent version (new release), **is not part of the management activities and services covered by this document**, nor of the related annual fee. The exclusion covers all related activities, including:

- impact analysis and planning of the upgrade;
- installation of the new release in the test and production environments;
- migration of the MongoDB and Redis data and schemas and adjustment of the configurations;
- functional checks, acceptance testing and go-live support for the new version;
- adjustment of integrations and customisations.

A change of version is considered an evolutionary activity and is quoted separately on each occasion, at the Customer's request. Once completed, the new version falls within the scope of the service under the terms of this document.

3. Definitions

Term	Definition
Incident	A malfunction or interruption of the Monokee components that prevents or degrades their intended operation.
New release / Change of version	A new major version of the platform, containing new features or architectural changes; moving to such a version constitutes a change of version and is excluded from the service (Section 2.4).
Response time	The time between the opening of a request and the start of the analysis by a Monokee technician.
Coverage window	Monday to Friday, 9:00 to 18:00 (Italian time), excluding national public holidays.

Terms not defined in this document (including Defect, Workaround, Hotfix, Patch and Maintenance Release) have the meaning given to them in the Bug Fixing and CVE Document.

4. Supported Versions

The service covers the versions of the platform supported under the Bug Fixing and CVE Document: the current release (N) and the two previous releases (N-1 and N-2).

Where the Customer's installation uses a version that is no longer supported, or a correction is available only in a later release, the necessary change of version is not included in the service and is quoted as an evolutionary activity under Section 2.4. Until the change of version, Monokee provides only the information already available for the unsupported version.

5. Channels and Request Management

- **Support portal:** the ticket is opened in the "Support and Assistance" section.
- **Email to the Service Desk:** the request is registered on the ticketing system.
- **Dedicated telephone number:** reserved for critical Incidents, which must always be confirmed by opening a ticket.

Each request receives a unique number and goes through the phases of registration, classification, acknowledgement, analysis, resolution and closure. The Customer can follow the status of its tickets from the portal.

6. Coverage Window and Response Times

6.1 Coverage window

The service is provided **Monday to Friday, from 9:00 to 18:00**, excluding national public holidays. Response times are calculated only within the coverage window: requests opened outside it are deemed received at the start of the next window.

6.2 Classification and response times

Priority	Definition	Response time
Critical	An Incident that causes the total blocking of the service or prevents the use of a primary function of the platform (for example authentication, access to applications or provisioning) for all users or a significant part of them, with no Workaround available.	**Within 1 hour**
Non-critical	All other Incidents: performance degradation, malfunction of secondary functions, malfunctions for which a Workaround is available, as well as requests for technical assistance.	**Within 4 hours**

The priority is proposed by the Customer when opening the request and confirmed by Monokee during classification. Critical Incidents must be reported through the dedicated telephone number.

6.3 Resolution

For critical Incidents, Monokee works without interruption within the coverage window until operation is restored, including through a Workaround, and provides the Customer with updates at least every two (2) hours. The times set out above refer to the start of the intervention: Monokee does not guarantee a time for definitive resolution. Where the Incident is caused by a software defect, its correction follows the Bug Fixing and CVE Document and its installation takes place under Section 7.

Where the analysis establishes that the cause of the Incident lies in a component outside the scope (Section 2.3), Monokee informs the Customer, providing the evidence collected, and, with the Customer's approval, may continue the activity as a chargeable intervention.

7. Incident Management and Installation of Updates

Under this service, Monokee:

- **Analysis:** analyses the logs and the information provided by the Customer and reproduces the malfunction where possible.
- **Workaround:** where available, applies the Workaround to the Monokee components in the Customer's environment.
- **Installation:** installs Hotfixes, Patches, Maintenance Releases and security patches released under the Bug Fixing and CVE Document, first in the test environment and then in production, in intervention windows agreed with the Customer and with a rollback procedure. Security patches are installed with a priority proportionate to the severity stated in the related security advisory.
- **Closure:** closes the ticket after installation and verification with the Customer.

Installation is carried out by updating the images and configuration of the Monokee components on Docker / Docker Compose. The operation of the Docker platform and of the host remains the responsibility of the Customer.

8. Customer Responsibilities

- Provide secure remote access to the environments concerned, with the necessary privileges on the Monokee components and on the Docker host, and supervise its use.
- Make available a test environment aligned with production.
- Ensure that a full backup of the platform data and volumes is performed before each installation.
- Keep the infrastructure, operating systems and Docker platform in a configuration that complies with the requirements of the Monokee documentation.
- Designate technical and security contacts authorised to open requests and approve intervention windows.
- Provide the logs, evidence and information needed for the analysis and cooperate in reproducing malfunctions.
- Promptly approve the installation windows for security patches.

Monokee is not responsible for any failure to meet the response and installation times caused by the Customer not fulfilling the above obligations.

9. Data Protection

Where, in performing the service, Monokee personnel access personal data processed by the platform, Monokee acts as Processor on behalf of the Customer, under the Data Processing Agreement in force between the parties. Monokee personnel access only the data strictly necessary for the intervention, under the Customer's supervision, and do not extract copies of personal data from the Customer's environment unless agreed in writing.

10. Term and Fees

The service has a term of one year and is provided against the fee set out in the commercial offer. Excluded activities, including a change of version of the platform, and interventions requested outside the coverage window are quoted separately.