Categories	Regulation	Unit of Measurement	KOT Service Level
Service Time	Service providing time	Time	**24 hours / 365 days** (Except scheduled shutdown and scheduled maintenance)
	Opening hours	Time	**9:00-18:00** (Except Saturdays, Sundays, PH and the date we designated) We will inform our designated holiday 2 weeks before.
Support Method	Phone call, E-mail and Self-Service type website support	-	We will provide set-up according to HR requirements, advisory to workflow management and follow-up servicing. On-site troubleshooting is free except for any hardware replacement(s) involved. For e-mail support, we accept extra-time as mentioned above, but please note that we might be respond on next business day.
Notice to Scheduled Shutdown Plan	Confirmation of advance notice for regular maintenance shutdown	Yes/No	Yes (Notice via email 2 weeks before. Alerts on system login screen)
Service Operation Rate	The rate for availability of service (Scheduled service time-Shutdown time) / Scheduled service time)	Availability (%)	**More than 99%**
Disaster Recovery	System restoration at the time of the disaster outbreak / Support system	Yes/No	Yes - DR site will be prepared. When the main data centre has been shutdown by disaster, the main data centre will shift to remote DR site
Backup	The contents of backup (Frequency、Recovering method etc)	Yes/No	Yes - Full backup the data by 6:00 on the day at remote data centre
Security	Period of data storage	Year	At least for 3 years
Upgrading Policy	Version upgrading / Change management / Policy of the patch management	Yes/No	Yes - Carried out 3 times a year. FREE upgrades at no additional cost to customers.
External Connectibility	Connection specifications with an outside system(The existing system or Saas)	Yes/No	Yes - Open API Capability
Third-Party Evaluation Of The Application	Objective evaluation of the third party for illegal invasion, illegal operation and illegal data acquisition	Yes/No	Yes- Conducting of vulnerability diagnostic everyday (PCI-DSS、AIS/CISP、SDP Compliance)