



SeaEvent® Support Process Overview

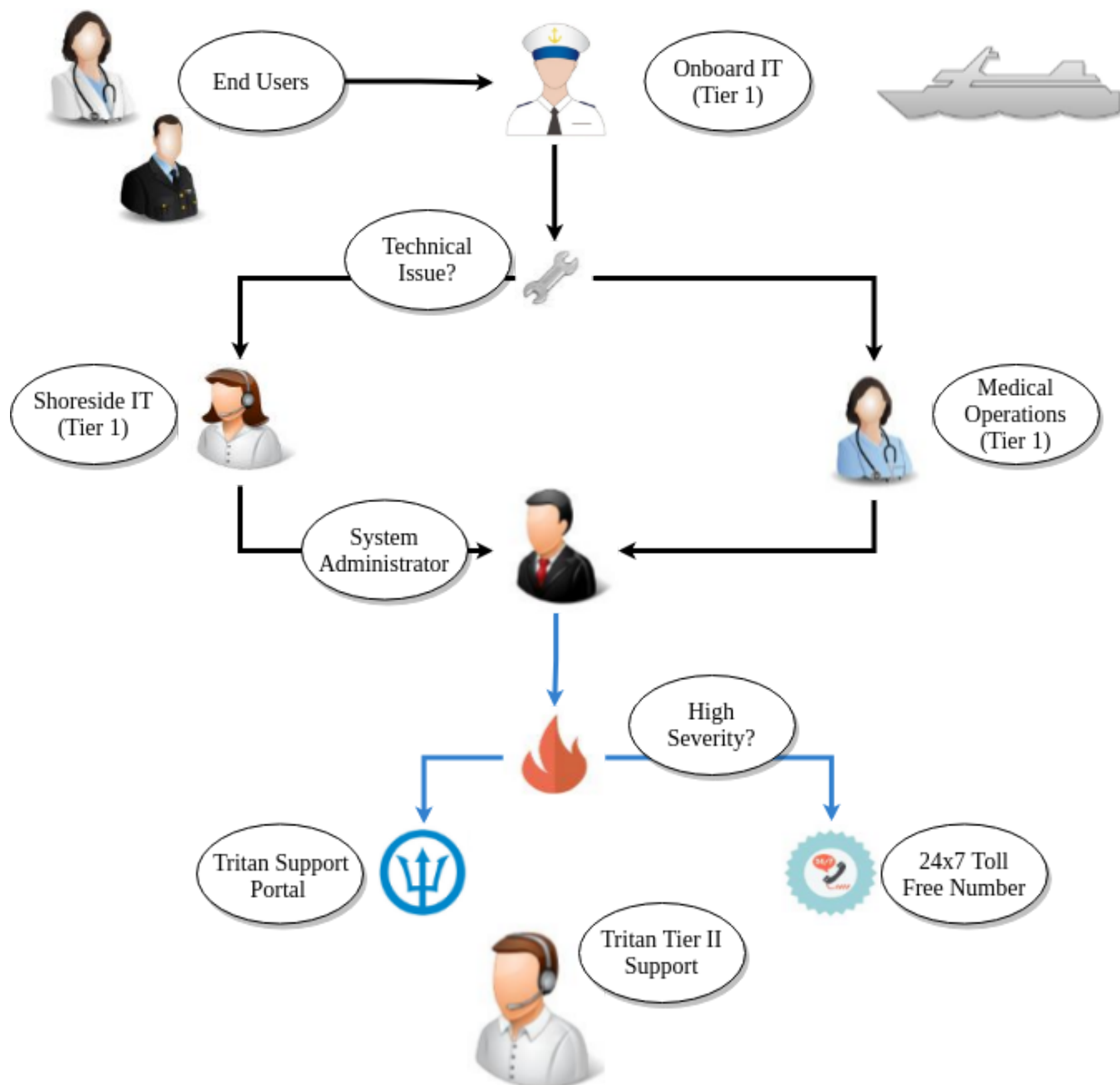
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Objective

This document presents an overview of the type of support Tritan Software Corporation provides for the SeaEvent® platform.

It also outlines the various support tiers and the responsibility in each tier, as well as the process for escalation to TRITAN technical support.

Overview of the Escalation Process



Tier I Support – Shipline

Shipline Tier I support for the SeaEvent® platform is provided by both the SeaEvent Business Administrator and the IT Manager's onboard each ship.

Shipline Tier I responsibilities include:

- Triage User Access Issues
- Initial Triage of Data Feed (Guests/Crew) and Integration Anomalies

Once an issue is reported to the IT Officer, he or she will make every attempt to determine if the reported issue is technology related or simply user education. All user education related issues will be redirected to the applicable Sea Event Business Admin for resolution. All technology related issues will be routed to the appropriate shore side SME IT Organization for resolution.

- Ask questions and consult with the Operating Line's SeaEvent® System Administrator to verify whether the issue can be resolved with additional training (e.g. the user expects a functionality or outcome that SeaEvent® is not designed to deliver).
- Check with the Operating Line's SeaEvent® System Administrator the roles and permissions assigned to the User to verify the alignment of the User's expectations and authorized access.
- Check whether the interfaces sending data to SeaEvent® are operational. When possible, examine the interface logs to determine if there was an error.
- If the reported issue is still not resolved after completing the preliminary checks, the shipboard IT Manager escalates the issue to shoreside IT support by creating a ticket for the Company's IT.

Tier I Support - Shoreside

The Operating Lines' shoreside support for SeaEvent® is provided by the following groups:

- Operating Line's SeaEvent® System Administrator
- Operating Line's Shoreside IT Support

The Operating Line's SeaEvent® System Administrators assist with the following issues:

- Administer SeaEvent® user accounts (e.g. creation of new accounts, defining and assignment of User roles, management of permissions for restricted areas/actions/functionality, resetting passwords, etc.)
- Support SeaEvent® Users and answer Users' questions regarding SeaEvent® functionality, training issues, etc.
- Process and manage Users' feedback and requests for changes, and communicate them to the SeaEvent® Governance Committee.

Operating Line's Shoreside IT Support can help with the following issues:

- Assist with troubleshooting any technical issues, including those related to the integration of SeaEvent® with other applications.
- Escalate technical issues to TRITAN as necessary, and follow up until resolution is verified.

Tier II Support – Tritan Technical Support



If the Operating Line's SeaEvent® System Administrator or Operating Line's Shoreside IT Support cannot resolve the technical issue on their own, they will escalate it to the Tritan Software technical support team for resolution. The System Administrator will contact Tritan Software technical support team by opening a request via the Tritan Support Portal at <https://support.tritansoft.com/> or calling the toll free number.

The Tritan Support Portal will provide the following:

- Support documentation for each product
 - Release Notes
 - Troubleshooting Tips
 - How To Guides
- A solution to open/track support requests
- A secure method to transmit/receive sensitive data

Tritan's support services are available 24 hours a day, 7 days a week, including American and International public holidays for severity 1 and 2 escalations. High severity issues must be reported via telephone to ensure immediate attention.

In general, catastrophic or critical impact issues will be addressed immediately, regardless of time of day or day of week, and non-urgent issues will be addressed during business hours.

Reporting an issue to TRITAN

The way to report non-high severity, "Severity 3" and "Severity 4", support issues to Tritan is **via the Tritan Support Portal** at <https://support.tritansoft.com/>. A high severity issue, "Severity 1" and "Severity 2", should also be reported via telephone, especially if it is reported after hours (as per North American time zones) or during weekends or United States public holidays. Due to the time sensitivity of "Severity 1" and "Severity 2" issues, **reporting by phone is required**.

Issues with a catastrophic or critical operational impact will be responded to immediately, and Tritan will make a continuous effort to resolve it, regardless of the day of week or time of day. All other support issues will be investigated during business hours in order of impact or severity.

Tritan will always strive to resolve all issues in a timely fashion, and always within the SLAs between Tritan Software Corporation and your organization.

Tritan Support Specialists will require help from both IT onboard as well as shoreside IT support in performing reasonable problem determination and resolution activities. A few examples of these include performing network traces, capturing and providing error codes and messages, providing snippets out of logs, changing product configurations, upgrading software versions or modifying processes.

Severity Levels and Response Times

The following table defines the Tier II severity levels and illustrates and corresponding response timeframes for resolution by TRITAN.

Please note that the exact timeframe by which a technical issue can be fully resolved cannot be provided due to the intrinsic diversity of the issues and their causes. TRITAN's support team can, however, guarantee that efforts will be made within the specified timeframes and in alignment with the severity levels towards final

resolution.

Tier II Severity levels and Response Times					
Severity Level	Impact	Definition	Method of submission	Initial Response	Resolution Timeline
Severity 1	Catastrophic Business Impact	Complete loss of a core business process and work cannot reasonably continue. Needs immediate attention.	via web portal, AND phone	within 1 hour	Continuous effort on a 24x7 basis, until resolution
Severity 2	Critical business impact	Significant loss or degradation of services; Needs attention within an hour	via web portal, AND phone	within 1 hour	Continuous effort on a 24x7 basis, until resolution
Severity 3	Moderate business impact	Moderate loss or degradation of service but work can reasonably continue in an (albeit impaired) manner. Needs to be looked into within 4 business hours	via web portal, or phone	within 6 hours	Effort during business hours until resolution
Severity 4	Minimum business impact	Substantially functioning with minor or no impediments of services, needs to be looked into within 6 business hours	via web portal	within 12 hours	Effort during business hours until resolution

Third Party Support

In many cases, such as critical service interruptions due to onboard network connectivity issues, or issues related to onboard systems or interfaces, TRITAN will require troubleshooting support from IT or other third parties.

The Client's team (Onboard IT, Shoreside IT Support or the Operating Line SeaEvent® System Administrator, as appropriate) will ensure that adequate third party resources are made available to resolve issues on a timely basis. TRITAN commit to reaching out to the established points of contact and subject matter experts identified. However, access and escalation plans with these third parties should also be established to ensure availability after normal business hours and weekend support.

Types of Support provided by Tritan

Tritan Software Corporation will provide the following types of support to SeaEvent:

Problem Resolution Support

This is assistance for problems with specific symptoms encountered while using the Software, where there is a reasonable expectation that the problem is caused by the Software.

Assistance Support

Short-term advice and guidance for issues not covered within Problem Resolution Support as well as requests for consultative assistance for design, development and deployment issues.

Account Management Support

Assistance with Service delivery planning, resource facilitation, support planning, escalation management, support usage and planning reviews. Tritan will also suggest best practices for support of the Software.

Remote Support

Support shall be provided by TRITAN via remote access to your computing environment.

Onsite Support Services

In some cases, you can request Onsite Support Services as an additional Service at the rates set forth in the Master Service Agreement. TRITAN will use reasonable commercial efforts to provide Onsite Support Services and will be subject to resource availability. Tasks performed will vary depending on the situation, environment, and business or operational impact of the issue.

SeaEvent® Maintenance Services

TRITAN fully supports the entire SeaEvent® platform. SeaEvent® is installed on board ships as a “virtual machine”. Client’s IT is responsible to ensure that the virtual environment (VM) is functional, the onboard network is operational and the integrations are operational, Client’s IT is not responsible for maintaining the SeaEvent® platform.

TRITAN is responsible for the following maintenance of the SeaEvent® platform:

Operating System Maintenance

TRITAN is fully responsible for maintaining the operating system of the SeaEvent® platform. TRITAN will periodically provide OS updates to the onboard servers, security patches, performance tuning etc. on the OS. Client’s IT will not need to engage a system engineer on their side to maintain any aspect of SeaEvent®, nor will anyone require administrator access to the SeaEvent® platform.

Database Support

TRITAN’s database administrators are fully responsible for maintaining the shipboard and shoreside SeaEvent® databases. Schema changes, performance tuning, updates and upgrades will be performed by TRITAN DBAs at their discretion, though any potential for planned or unplanned outages will be coordinated with the Operating Line’s SeaEvent® System Administrators.

At no point over the Software’s lifetime will Client’s IT need to engage a DBA to perform maintenance or

diagnostics on SeaEvent® databases.

Web Server Support

TRITAN system engineers are fully supporting and administering the SeaEvent® web servers, both shipboard and shoreside. Onboard IT will only be responsible for making sure that all required ports remain open, and that there are no network or browser configuration issues blocking onboard access to SeaEvent®, and ensuring that a reasonable portion of the available satellite connection is available to SeaEvent® wherever available.

Please note, that TRITAN system engineers will, at their discretion, make changes to the OS type, version, database technology, database schema, table structure or programming framework or platform without requiring prior permission from the Client, as long as:

- SeaEvent® functionality is not going to degrade or be otherwise impacted in a negative way.
- SeaEvent® platform resource consumption remains within the agreed technical parameters.

SeaEvent® Software Updates

TRITAN may provide routine Software Updates for SeaEvent® which may include improvements, enhancements, replacements and/or supplements to the Software. These will be provided at TRITAN's discretion. However, the release of these updates shall be reviewed by and coordinated with Client's IT and the SeaEvent® Governance Committee.

TRITAN will always strive to ensure that these updates do not inconvenience the users on board, and wherever possible, perform the updates during periods where SeaEvent® is not being heavily used. Please note that, due to the unpredictable nature of connecting remotely over a satellite connection, SeaEvent® might be temporarily left in a maintenance state, in which case TRITAN will need to wait until the connection is restored to complete the update and restore SeaEvent® to its normal state. Any impact to operations, if any, will always be communicated to Client's IT and the SeaEvent® Governance Committee.

These periodic updates will include:

- New features designed to improve the SeaEvent® platform
- Performance enhancements designed to improve the SeaEvent® performance
- New features based on feedback from the end users
- New functionality built to address compliance requirements
- New functionality requested by Client's IT and/or the SeaEvent® Governance Committee

User Accounts

User accounts are always managed by the Operating Line SeaEvent® System Administrators. If a certain user on board needs access to SeaEvent®, or they need permissions to perform certain actions in SeaEvent®, the user must submit a request to the Operating Line SeaEvent® System Administrators following the internal process established by the Operating Line or ABG.

Onboard Interfaces (Troubleshooting)

A few examples of symptoms of issues related to interfaces would be as follows:

- Incorrect voyage showing in SeaEvent®
- Crew or Guest information is missing in SeaEvent®

In these situations, the shipboard IT manager should:

- Verify the shipboard system to ensure that the correct voyage is active and that the correct counts of crew and guests are showing.
- Attempt to resend the interface messages to SeaEvent® wherever possible
- Examine the integration logs for the shipboard systems, wherever possible.
- Check for onboard network or DNS issues that may be blocking integration messages.

If the steps above do not help, the IT manager on board should create a ticket with the Operating Line shoreside IT Support. It will be up to the Operating Line to ensure that the support request is routed to the appropriate support specialists who are familiar with troubleshooting and supporting SeaEvent®.

Operating Line Shoreside IT Support will:

- Refer to their compiled SeaEvent® support notes and suggest further resolution steps.
- Contact the appropriate resources, including third parties if necessary..... at the third-party vendors supporting onboard systems where necessary.
- Open a support ticket with TRITAN through the Portal and/or phone depending on severity or impact.

TRITAN will:

- Troubleshoot the interface issues by remotely checking SeaEvent®
- Work with the onboard IT manager and/or the appropriate third party contact to resolve the issue.

SeaEvent® Availability

If SeaEvent® is inaccessible on board the ship, it should be treated as a “Severity 1” issue. In this case, the onboard IT manager will:

- Check browser settings to see if a configuration setting is blocking access to SeaEvent® or one of its features.
- Ping the SeaEvent® server to diagnose any network issues.
- Check onboard firewalls to see if any necessary ports are being blocked.
- If the steps above do not help, the IT manager on board should create a ticket with the Operating Line shoreside IT Support.

Shoreside IT Support will:

- Open a support ticket with TRITAN through telephone.

TRITAN will:

Troubleshoot the interface issues by remotely checking SeaEvent® Work with the onboard IT manager/Operating Line shoreside IT Support to resolve the issue.

Bugs

“Bugs” may be defined as any scenario where a certain feature or module of SeaEvent® may not be working as designed, and may be preventing users from successfully completing certain actions.

If a user on board reports a bug, it should be reported to the Operating Line SeaEvent® System Administrator.



The Operating Line SeaEvent® System Administrator will:

- Confirm whether the reported issue qualifies as a bug or is a case where the user was expecting a different outcome than the intended one.
- Determine if the issue is due to the user not having certain permissions.
- Determine if the situation is being caused by certain procedures or policies not being followed (e.g. if the user decides to take a “short cut”)
- Submit the bug to TRITAN, through mutually established channels

TRITAN will:

- Determine if the issue really is a bug or is a case where the user was expecting a different outcome than the intended one.
- For a true bug, develop a solution.
- Depending on the severity of the issue, either release an unscheduled update to SeaEvent® (called a hotfix), or communicate a timeframe for the fix.
- Suggest a viable workaround in the meantime
- TRITAN will always strive to fix bugs as soon as possible.