IFS Copperleaf SaaS Planned Maintenance Policy

1. Introduction and Applicable Services

Regular maintenance activities are a critical element of any cloud service and are vital to maintaining its security, reliability, availability and performance. It is extremely important that these activities take place in a timely manner, both to avoid a growing "backlog" of overdue tasks which may exceed the normal maintenance period, and because they may include time-sensitive changes such as security fixes to critical components.

Some maintenance activities require the SaaS service to be made unavailable for a period of time. In order to aid planning, this IFS Copperleaf SaaS Planned Maintenance Policy ("Policy") provides information about the different types of planned maintenance applicable to IFS Copperleaf SaaS along with standard maintenance window schedules where applicable.

This Policy is a component of the Copperleaf Support and Maintenance Policy found at www.ifs.com/legal, so terms defined in that policy have the same meaning in this Policy. This Policy applies to the following SaaS offerings only:
- Copperleaf Portfolio
- Copperleaf Asset
- RDS/RVI
- IFS Copperleaf Value

2. Platform Maintenance

Platform Maintenance Windows occur on a monthly basis as described in the below table and are used to undertake maintenance activities on the platforms supporting IFS Copperleaf SaaS. IFS will endeavour to minimise the duration of any downtime associated with maintenance, however availability of the SaaS during these scheduled maintenance windows is not assured. The regions referred to in the table (Americas/EMEA/ APAC) are the geographical location of the primary data center used to provide the IFS Copperleaf SaaS. For customers in areas that don't observe daylight savings time, the "standard" time indicates the start time.

Region	Maintenance Start
Americas	Every 3rd Saturday of the month at 4AM America/New York (EST/EDT) time
EMEA	Every 3rd Saturday of the month at 4AM Europe/London (GMT/BST) time
APAC	Every 3rd Saturday of the month at 4AM Australia/Sydney (AEST/AEDT) time

The IFS Copperleaf Value application is a multi-tenant application, so differs from the per-customer application maintenance schedule listed above. IFS Copperleaf Value (and dependent components like GitHub Enterprise) undergoes its scheduled maintenance every 3rd Saturday of the month at 9 AM to 2 PM Pacific time.

3. Deferring Platform Maintenance

Whilst it is not advised, it is nevertheless recognised that there may be abnormal business situations where customers may on rare occasions need to defer a regular *Platform Maintenance Window*. By exception, customers may cancel a given window with a minimum of 72 hours' notice by notifying IFS via the IFS Copperleaf Support Portal. Failure to provide notice in time will result in the maintenance taking place as planned. No more than one window may be cancelled in any calendar quarter.

Maintenance which has been deferred will be undertaken during the next scheduled *Platform Maintenance Window*, along with any other activity required for that window. This may result in maintenance exceeding the normal schedule and will not be regarded as an outage.

4. Scheduled Maintenance

In addition to the regular monthly *Platform Maintenance Windows* outlined above, additional *Scheduled Maintenance* activities may take place from time to time. These *Scheduled Maintenance* activities may be customer-initiated or IFS-initiated and are scheduled with customers on a case-by-case basis dependent on the nature and duration of the maintenance activity required.

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IFS-initiated activities are considered to be *Scheduled Maintenance* if a maintenance downtime has been agreed with the customer prior to said maintenance activity taking place.

5. Emergency Maintenance

In exceptional circumstances it may be necessary to undertake *Emergency Maintenance* in order to protect a customer environment. *Emergency Maintenance* is limited to situations of such severity that, in IFS's view, the activity cannot wait for *Scheduled Maintenance* or a *Platform Maintenance windows*. IFS will notify customers in the event of *Emergency Maintenance* and will undertake the work required without waiting for customer approval.

Examples of *Emergency Maintenance* include addressing a critical zero-day security vulnerability rated >9.0 on the CVSS v2 scoring system, or proactive maintenance required to protect the environment from imminent failure or uncontrolled outage.

6. Downtime

Every effort will be made to minimize downtime (IFS Copperleaf SaaS unavailability) during planned maintenance. However, IFS Copperleaf SaaS availability during these periods is not assured, and the full duration of any *Platform Maintenance* or *Scheduled Maintenance* shall be treated as Scheduled Downtime for the purposes of calculating IFS Copperleaf SaaS availability.