



cosive

CloudMISP Support

V1.0

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Introduction

Cosive provides support to customers for Cosive CloudMISP. This document outlines the details of that support, describing what is and what is not considered part of this service, when and how Cosive can be contacted, and how we handle escalations to upstream vendors if applicable for that service.

Support Description

Cosive Support provides help to the customer, attempting to determine the cause for any problems and issues, and offers solutions to rectify any problems found. We may provide workarounds for an issue while a permanent fix is under development.

What Support covers

Cosive's support for CloudMISP includes:

- Level 1, 2 and 3 support for its customers to fix issues that customers experience with the Cosive CloudMISP platform.
- Maintaining the underlying CloudMISP Platform and related infrastructure, including upgrading MISP.
- Requests which may require placement of files or configuration on a CloudMISP filesystem for working MISP module operation.
- Other additional CloudMISP-specific features like scheduled jobs run via AWS services.

What Support doesn't cover

Given Cosive does not have login access to your MISP application instance, Cosive's CloudMISP support does not include direct management or configuration of MISP's data or application settings themselves. These include those settings usually set within the MISP Administration screen.

Whilst we will assist you with troubleshooting and guidance, under standard support we do not directly perform:

- Direct administration, configuration and operation of MISP application settings available via UI
 - Creating or administering users within MISP
 - Direct MISP data curation, examination, or processing
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- Adding new integrations into MISP other than standard integrations available via MISP modules repository or offered by Cosive as standard
- Design of complex MISP workflows
- MISP training
- Any other task except those described in the "*What Support covers*" section above.

Professional Services are available as a paid extra if you require complex configuration of MISP, custom workflows, or bespoke integration development work. MISP training is also available for an additional cost.

Support Hours

Cosive regular support hours are:

- Monday to Friday, 07:00-19:00 AEST/AEDT for Severity 1 (Critical) and Severity 2 (High) incidents, and;
- Monday to Friday, 09:00-17:00 AEST/AEDT for Severity 3 (Medium Incidents, and Service Requests)
- Excludes weekends and public holidays in Victoria, Australia.

Cosive Support only operates between the hours outlined above. For the avoidance of doubt, even for Critical and High incidents, Cosive staff will pause work on the incident when the support period finishes on a business day, and will restart working on the incident at the beginning of the next support period on the next business day.

Severity Level Definition

The severity level of a Support Request may be changed by Cosive during the process of resolving the issue. Cosive reserves the right to adjust the Severity Level if the customer-selected Severity Level doesn't meet the criteria listed below. The severity levels are the following:

Severity 1 (Critical)

Criteria: No further work can be performed, or processing capability is so limited that the probability of a serious operational backlog is created. There is no convenient workaround, and the issue requires immediate attention.

Response: Cosive will endeavour to respond within one hour (during regular support hours) of notification by customer and will ensure continuous support within regular support hours until the issue has been resolved to customer's satisfaction.

In addition, Cosive will make every effort to resolve or mitigate the issue within four regular support hours of customer's notification. Please note this may not be possible

due to the nature of the issue. Cosive will provide the contact person designated by the customer with a status report not less than every four hours within regular support hours, unless expressly waived by customer.

Severity 2 (High)

Criteria: Processing capability is limited and the issue has some significant adverse impact on the customer.

Response: Cosive will give high priority (within regular support hours) to the issue and will make every reasonable effort to resolve or mitigate the issue within 8 regular support hours after customer's contact.

Severity 3 (Medium)

Criteria: Day to day operational issues not classified as severity 1 or severity 2.

Response: Cosive will respond to the issue within 24 regular support hours of being notified. Cosive will give prompt attention to the issue and will make every effort to provide a solution as soon as reasonably possible.

Support Service Levels

Cosive will respond to all submitted Incidents within the times as specified below:

Severity Level	Definition	Business Impact	Response Time
1	Critical	No work or data processing can be performed on the Platform & no alternative solution available.	1 hour
2	High	Limited data processing capability with significant impact on Platform operation.	4 hours
3	Standard	Day to day operational issue that is not classified as P1 or P2.	8 hours
N/A	Service Request	Any move, add, change, delete or request for information that is not related to an incident.	24 hours

Notes

- Service Requests will be dealt with on a first-in/first-out basis after severity level 1, 2 and 3 Incidents have been resolved.

Logging a Support Ticket

Customers must create a support ticket via the Support Email address or the Web Support Portal. The details are below:

Access Method	Location
Support Email Address	support@cosive.com
Web Support Portal	https://cosive.atlassian.net/servicedesk/customer/portal/12

Modifications to CloudMISP Support

Cosive reserves the right to make changes to Cosive CloudMISP Support in the future at its sole discretion. Cosive will notify affected parties of changes to the Cosive CloudMISP Support either directly or through the Cosive website at <https://www.cosive.com>.