

180 Single Sign-On (SSO)

Service Definition

1. Introduction

This document explains the detailed terms and how to get the best from our Single Sign-On (SSO) service and should be read in conjunction with our Terms of Business available at <https://tob.hubkengroup.com>. In the event of any inconsistency between the provisions of this document and our Terms of Business, the terms contained within this document (in respect of such inconsistency) shall prevail.

This is a living document and is subject to updates and changes as and when required by us.

2. What we need from you

We can't provide the Services without your help and so we are relying on you to provide access to all necessary premises, systems, websites (including the right for us to create test user accounts if required) and personnel, ensure that all clearances and conformity with security protocols are in place and, where required provide a suitable end point (e.g. a computer with shared desktop or access via a fire wall) for our use.

3. Working with third-parties

Where liaison with third-parties is necessary for us to provide the Services you must provide a representative (in addition to any third-party representative) with sufficient authority and/or technical expertise to provide input and make decisions on your behalf. Your representative must be present for the whole duration of any meeting or call between us and the third-party.

4. Scope

The service is provided for a single SSO identity provider. If you require set up and support for multiple SSO identity providers, you must purchase the service for each SSO identity provider.

4.1. Initial set up

- Online meeting or call with you to confirm your requirements.
- Configuration, liaison with you and troubleshooting as required to establish a working SSO connection.
- Testing (with you) of the required SSO connection.

4.1.1. Maximum duration of set up phase

12 weeks.

If the initial set-up phase is not completed within 12 weeks, we reserve the right to require payment of an additional initial set up fee.

4.2. Ongoing support

Support activity	Detail
Deal with support requests from current site administrators of the supported application for issues arising from authentication with a single identity provider.	For each support request we will perform one or more of the following actions: <ul style="list-style-type: none"> • Investigate and attempt to resolve the issue.

	<ul style="list-style-type: none"> • Provide relevant information e.g. to explain the solution, steps to prevent reoccurrence. • Signpost information on external sites. • Suggest alternative options or approaches where we feel these may be beneficial. • Make recommendations qualified by the information provided in the support request.
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4.3. Exclusions

- On-site visits.
- Modification of core Supported Application code.
- Modification of any third-party plugin.
- Management, configuration or modification of external systems, identity providers or any other external services.
- Remedy or mitigation of issues caused by any change, limitation, cessation, suspension or lack of availability of any Identity provider.
- Closed systems not accessible by our servers.
- SSO over any VPN.
- SSO service set-up or support of any system or service where provision of SSO is not technically or commercially feasible.
- Set up of an Identity provider (during initial setup or subsequently).
- Ongoing support: Set up of an identity provider (initial or as a change from an identity provider previously connected to the supported application).
- LTI Authentication.
- SSO consultancy: Which is the evaluation of or any recommendation regarding SSO that requires evaluation of an extended range of factors including but not limited to the supported application or Identity provider capabilities, business processes, other external factors.

4.4. Definitions

- Third party plugin: A plugin not included in a Standard distribution.
- Identity provider (IdP) is a system entity that creates, maintains, and manages identity information for users while providing authentication services to relying applications within a federation or distributed network.
- Single Sign On (SSO): Authentication of users of a supported application using username and password credentials validated by an identity provider.
- Standard distribution: Core code downloaded from the supported application's official core code repository without the addition of non-standard plugins or third-party code.
- Supported applications: Standard distributions of Moodle, Totara.
- Support request: A single reported issue with a single fix.

4.5. Access

- We require full administrator access to the Supported application for the duration of the support contract.
- We may create additional user accounts etc. if required to facilitate investigation or troubleshooting.
- You must provide all access required by us to set up, provide and maintain the service.

4.6. Requesting support

When requesting support from us, please email our support desk.

Please provide as much information as possible about the issue and include relevant URLs, server locations, protocols where appropriate.

Please limit each request to a single issue.

4.7. Priorities

When we receive notification of an issue from you, we will prioritise it with a level of severity from 1 (the most serious) to 2 (the least serious). We will then do our best to deal with the issue in accordance with the following timetable:

Severity level	Definition	Our response time
1	Business Critical Failures: An error failure that: a) materially impacts the operations of your business or marketability of its service or product; b) prevents necessary work from being done; or c) disables major functions from being performed.	Level 1 Response: Acknowledge of receipt of notification of the problem within 1 hour. Level 2 Response: We shall try to restore the service to a state that allows users to authenticate within 4 hours after the Level 1 Response time has elapsed.
2	Defect with Workaround: a) a critical error for which a work-around exists; or b) a non-critical error that affects the operations of your business or marketability of its service or product.	Level 1 Response: Acknowledge receipt of notification of the problem within 4 hours. Level 2 Response: We shall try to provide a permanent correction as soon as practicable.
3	Minor Error: An isolated or minor error that: a) does not significantly affect the SSO service; b) may disable only certain non-essential functions; or c) does not materially impact your business performance.	Level 1 Response: Acknowledge receipt of notification of the problem within 8 hours. Level 2 Response: We shall try to provide a permanent correction as soon as practicable.

Please note that the resolution and response times are estimates only. These are the timetables which we will try to work to, but it may not always be possible to abide by them and it may not be possible to correct every issue that you raise. Our judgement on these issues shall be final.

4.8. Service periods

9am to 5pm UK local time, Monday to Friday excluding UK public holidays and working days between 26th December and 1st January.

4.9. Term

The service is provided for one year from the commencement date unless a different Term is stated in our sales invoice.

4.10. Complex requests

A request is complex if:

- the estimated time required to investigate or attempt to resolve the issue is 45 minutes or longer
- the request relates to a third-party plugin

We reserve the right to defer the investigation or resolution attempt for Severity level 2 And 3 issues. We will advise you when we have scheduled time to work on the issue.

4.11. Resolution

If there is any disagreement about whether a support issue raised by you has been fully resolved you agree to raise the issue with us within 2 working days of us stating that the issue has been resolved and agree that, unless you do so within this timescale, we will not be obliged to take any further action in relation to the issue.

5. Termination of the SSO service

5.1. By you

When	SSO Status	Refund
You do not pay our invoice for the SSO service (initial or renewal) or any other service we use to provide SSO support.	<p>Retain: All the existing SSO set up that uses functionality in a standard distribution of a supported application. Any freely available third-party compatible plugin or a plugin you've provided.</p> <p>Remove: All functionality that we've built, any third-party plugins we've adapted and their associated data e.g. server details, secret keys.</p>	Nil
On export or transfer of your supported application's data from our hosting platform.	Export: All the existing SSO set up that uses functionality in a standard distribution of a supported application.	Nil

	Not exported: All functionality that we've built, any third-party plugins we've adapted and their associated data e.g. server details, secret keys.	
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5.2. By us

When	SSO status	Refund
Prior to us establishing a successful connection with your identity provider and the supported application, if we consider it is not commercially or technically feasible for us to provide the Services.	N/A	100% of the SSO service fees we have received from you.
Following our successful establishment of connection with your identity provider and the supported application, if we consider that it is not commercially or technically feasible for us to continue provide the Services.	Retain: All the existing SSO set up that uses functionality in a standard distribution of a supported application. Any freely available third-party compatible plugin or a plugin you've provided. Remove: All functionality that we've built, any third-party plugins we've adapted and their associated data e.g. server details, secret keys.	100% of the SSO service fees (excluding Initial set up fees) we have received from you or, for Multi-Year Services, 100% of the fees for the SSO portion of the current instalment we have received from you (excluding Initial set up fees).

6. Changing the Identity provider

You can change the identity provider to one that is identical for the service at any time provided you have a current subscription to the Single Sign-On service.