

Services Guide (including SLA)

This Services Guide forms part of and are incorporated by reference into the Platform and Service Terms and Conditions: Enterprise Customers. This Services Guide sets out the services we provide to our customers; the overall standard which we aim to achieve in the provision of our services; and a mechanism for resolving any problems relating to the delivery of the service.

1. OBJECTIVES OF THE SERVICE

The Immersive Labs web platform is used for equipping, exercising and evidencing the cyber skills of entire workforces, preparing businesses to counter the latest cyber threats. Immersive Labs offers a fully interactive, on-demand and gamified cyber skills platform, with a huge range of cyber skills topics mapped against industry frameworks.

This Services Guide contains a description of the different licence types we offer and the functions and features they comprise. It also contains details of the support we provide, our service level commitments and how you can contact us.

2. PLATFORM FEATURES AND LAB TYPES

Workforce Security Awareness Labs

These labs cover the fundamentals of cybersecurity, such as staying safe online, phishing and password management, aimed at the general working population. These fun practical labs help users develop good cyber security hygiene and keep your business safe.

Knowledge Labs

This content covers the basics of cyber security, assisting users to master the fundamentals including a series of introductory labs on compliance, cyber for board members, executives, ethics and risk.

Techniques Labs

These labs allow users to practice their cyber skills techniques on real-life challenges from ethical web hacking to malware analysis.

Tools Labs

Tools labs teach users the tools of the cyber security trade and includes labs covering a variety of network scanning tools, linux command lines, encoding and encryption methods and techniques for packet analysis.

Immersive Originals Labs

These are gaming labs written by Industry leaders and our own elite hackers to put users' knowledge to the test and include capture the flag style challenges.

Cyber Threat Intelligence Labs

Labs in this series are based on real-time threat intelligence and give users hands-on experience of real-world attacks and how to defend against them.

Application Security Labs

Application Security Labs are aimed at developers and engineers and teach them how to code securely to mitigate the risk of a cyber breach. The Application Security Labs create a realistic development environment which give users live code to identify, exploit, change, analyse and validate security vulnerabilities. Once the user submits their revised code, the labs scan for vulnerabilities and detect bugs. The user must fix all detected bugs and redeploy the code to pass all functional checks before they can complete a lab.

Management, reporting and objective setting

These are functions reserved for managers within an organisation, allowing the generation of reports on user performance and activity and objective setting.

Cyber Crisis Simulations

Cyber Crisis Simulations throw decision-makers into an emerging attack scenario and are based on traditional table-top scenario exercises that encourage the key stakeholders in business continuity and crisis management roles, to come together and validate or test the processes, technology, and personnel they have in place to react to a real cyber incident. The aim of the Cyber Crisis Simulator is to enable security professionals and senior managers to learn what to do if the worst should happen.

3. LICENCE TYPES

Cyber Professional

This licence provides users with access to all of our on-demand cybersecurity skills content and labs, save for management and reporting, application security labs and cyber crisis simulations.

Cyber Crisis Simulator

This licence gives users access to our cyber crisis simulations and cyber crisis scenario content, the wider 'on-demand skills content' (being Workforce Security Awareness, Knowledge, Techniques, Tools, Immersive Originals, Cyber Threat Intelligence, Application Security labs) and management and reporting features however do not form part of this access.

Manager Only

This licence enables use of the Immersive Labs platform for the purpose of assigning skills objectives to users and other management and reporting features only. This license does not enable access to the on-demand skills content itself.

Secure Code / Application Security

This licence encompasses all of our on-demand skills content plus labs related to secure coding. This license does not include access to management and reporting features or Cyber Crisis Simulations.

Workforce Security Awareness

This license encompasses content within our Workforce Security Awareness series only but not labs within our wider on-demand skills content. This license does not include access to management and reporting features or Cyber Crisis Simulator

Digital Cyber Academies

Our Academies are trimmed down versions of our larger commercial platform that provide basic cyber awareness training, using objectives and learning pathways aligned to industry frameworks and designed to prepare individuals for a career in cyber security or to assess their aptitude for roles within your organisation. Our Academies have access to a handpicked selection of labs from the commercial platform across the lab types set out in the table below.

The table below sets out our licence types and the features/lab types they embody.

	Cyber Professional	Manager Only	Cyber Crisis Simulator	Application Security/Secure Code	Workforce Security Awareness	Digital Cyber Academies
Workforce Security Awareness Labs	✓				✓	✓
Knowledge Labs	✓				✓	✓
Techniques Labs	✓					✓
Tools Labs	✓					✓
Immersive Originals Labs	✓					✓
Cyber Threat Intelligence Labs	✓					✓
Application Security Labs				✓		✓
Management, Reporting and Objective Assigning	✓	✓				
Cyber Crisis Simulations			✓			

4. SUPPORT

Immersive Labs provide support for both the web application and underlying content served in the platform. We maintain an online support function through an email address: support@immersivelabs.com

Immersive Labs monitor the support inbox and aim to respond to queries within 2 working days.

Working hours are 09.00 to 17.30 GMT/BST (as applicable) Monday to Friday (excluding UK bank and public holidays).

5. SERVICE AVAILABILITY

The Immersive Labs Platform is designed to be available 24 hours a day, 7 days a week, 365 days a year.

Immersive Labs operate on a target minimum service availability of **99.5%** uptime. We monitor the uptime of our services using a third party company who generate alerts in the event the site is unavailable.

6. WHAT WE NEED FROM CUSTOMERS

In the event you or your Authorised Users experience a fault with the Platform, they need to report it as soon as possible to support@immersivelabs.com

Immersive Labs use four tiers of incident depending on the scale and severity of the issue. A target response time and resolution time is defined for each priority level and will apply during working hours only.

Where development work is required, the target resolution times may be extended. We attempt to achieve the following target response and resolution times across each priority level once we have classified the incident.

	Description	How incident reported	Response target
Priority 1	The production system is unavailable for all users	Immersive Labs notified via uptime monitor	Support team working inside and outside of working hours until resolved.
Priority 2	Multiple users cannot access multiple labs.	Notification to support@immersivelabs.co.uk	Investigated inside working hours with a 0.5 day target to resolve.
Priority 3	A single user cannot access multiple labs.	Notification to support@immersivelabs.co.uk	Investigated inside working hours with a 1 day target to resolve.
Priority 4	A single user cannot access a single lab.	Notification to support@immersivelabs.co.uk	Investigated inside working hours with a 5 day target to resolve.

7. MONITORING SUCCESS

We use a third party monitoring tool (Uptime Robot) to generate reports, alerts and dashboards for the uptime of our application.

8. COMPLAINTS

Complaints with Immersive Labs support services should be addressed to the Immersive Labs account manager or to support@immersivelabs.co.uk who will then forward the complaint on to our Sales and Commercial Manager.

9. SERVICE CREDITS

For the avoidance of doubt, Immersive Labs does not offer service credits.

10. CHANGES

The Platform is provided as a software as a service solution, we may make changes (including procedural and functionality changes) without prior notice. If these changes result in a material degradation to performance, accessibility or available functionality, you may write to the Supplier and raise a query with your account manager or by emailing support@immersivelabs.com

We may modify this Services Guide at any time by posting a revised version on our website or otherwise notifying you. All modified terms will become effective upon posting or as otherwise stated in the notice. By continuing to use the Platform after that date, you agree to be bound by the modified terms and conditions

