Release Notes

SmartyGrants Support and Maintenance Policy

V9 to V10 Updates

July 2023

Updates

Original Clause/Definition		New Clause/Definition	
1.1	Our Community provides **Customers** and their **Users** with standard support for as long as the Customer has paid the **Annual Access Fee** (terms in bold are defined in the SmartyGrants Agreement).	1.1	Our Community provides **Customers** (you, the grantmaker) and your **Users** with standard support for as long as you have paid the **Annual Access Fee**.
1.1 (a)	All aspects of the operation of SmartyGrants are guided by Our Community's Manifesto – see www.ourcommunity.com.au/files/community_manifesto.pdf	1.1 (a)	All aspects of our operations are guided by Our Community's Manifesto – see www.ourcommunity.com.au/files/community_manifesto.pdf
N/A	Added	1.2	Terms in bold are defined in the SmartyGrants Agreement.
3.1	Our Community's standard support offering provides Customers with high quality customer support services, consisting of the following:	3.1	Our Community's standard support offering provides high quality customer support services, consisting of the following:
3.1 (a)	Support for your Users to enable them to use SmartyGrants' functionality (**Customer Support**). Refer to clause 4.	3.1 (a)	Technical support for you and your Users (**Customer Support**). Refer to clause 4.
3.1 (b)	Standard updates to SmartyGrants, free of additional fees, to all Customers who have an active subscription to SmartyGrants (**Product Updates**). Refer to clause 8.	3.1 (b)	Standard updates (**Product Updates**), free of additional fees. Refer to clause 9.
4.1 (d)	access to the SmartyGrants Forum, where funders and grantmakers can ask and answer questions, at: forum.smartygrants.com.au	4.1 (d)	access to the SmartyGrants Forum, where Customers can ask and answer questions, at: forum.smartygrants.com.au.
N/A	Added	4.2	Users and Customers can email service@smartyfile.com.au for SmartyFile support; these emails are directed to SmartyGrants Customer Support.
4.2	Email and telephone support is available from 9:00am to 5:00pm (Australian Eastern Standard time), Monday to Friday, excluding public holidays in Australia (**Business Hours** or **Support Hours**).	4.3	Email and telephone support is available from 8:00am to 6:00pm (Australian Eastern Standard/Daylight Time, Monday to Friday, excluding Australian national public holidays (**Business Hours** or **Support Hours**).
4.6	We do our best to respond to support requests within eight business hours. Usually, we can respond within two hours. Response times are calculated during the Support Hours listed in clause 4.2. For example, if a request is received at 2pm on a Friday, we aim to provide a response by 4pm that day and no later than 2pm the following Monday (assuming neither day is a public holiday in Australia).	4.7	We do our best to respond to support requests within ten business hours. Usually, we can respond within two business hours. Response times are calculated during the Support Hours listed in clause 4.3. For example, if a request is received at 2pm on a Friday, we aim to provide a response by 4pm that day and no later than 2pm the following Monday (assuming neither day is a public holiday in Australia).

Original Clause/Definition		New Clause/Definition	
4.7 (d)	We may (at our discretion) determine that the resolution of the support request relates to functionality not currently supported by SmartyGrants. In such circumstances, we are not obliged to resolve the support request. However, we do try to offer any applicable work-arounds that may assist you.	4.8 (d)	We may (at our discretion) determine that the resolution of the support request relates to functionality not currently supported. In such circumstances, we are not obliged to resolve the support request. However, we do try to offer any applicable work-arounds.
N/A	Added	5.1 (a)	The Uptime Warranty extends to SmartyFile to the extent that: Users must be able to register an account, reset password, log in, fill in forms and submit.
5.2 (a)	any maintenance undertaken by us or our service providers, where maintenance takes place between 8:00pm and 2:00am Australian Eastern Standard Time;	5.2 (a)	any maintenance undertaken by us or our service providers, where maintenance takes place between 8:00pm and 2:00am (**Standard Maintenance Window**) Australian Eastern Standard/Daylight Time;
5.2 (b)	any maintenance undertaken by us or our service providers, where seven days' notice has been provided by email and prior notice has been published on the Status Page (see clause 6);	5.2 (b)	any maintenance undertaken by us or our service providers, where seven days' notice has been provided by email and prior notice has been published on the Status Page (see clause 7).
5.2 (d)	any of your software, internet or network access;	5.2 (d)	any of your software, internet or network access, or computing devices;
5.3	The Uptime Warranty is calculated by subtracting from 100% the percentage of minutes during the calendar month (Australian Eastern Standard/Daylight Time) in which SmartyGrants was not publicly accessible for more than one minute, excluding interruptions as set out in clause 5.2.	5.3	The Uptime Warranty is calculated by subtracting from 100% the percentage of minutes during the calendar month (Australian Eastern Standard/Daylight Time) in which SmartyGrants was not publicly accessible, or Users were unable to perform the functions set out in clause 5.1(a), for more than one minute, excluding interruptions as set out in clause 5.2.
5.4	Where we fail to meet the Uptime Warranty, and you have complied with provisions of the Agreement, you are entitled to claim the following credits against the next Annual Access Fee (Service Credit)	6 / 6.1	Service Credits Where we fail to meet the Uptime Warranty, and you have complied with provisions of the Agreement, you are entitled to claim the following credits against the next Annual Access Fee (Service Credit)
5.5	To claim a Service Credit for a particular month, you must notify us in writing within thirty days of the end of the affected month. If you fail to provide written notice in accordance with this clause, you waive your rights to claim a Service Credit.	6.2	To claim a Service Credit for a particular month, you must notify us in writing within thirty days of the end of the affected month. If you fail to provide written notice in accordance with this clause, you waive your rights to claim a Service Credit. Service credits can only be claimed by you, the Customer, and not your Users.

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Original Clause/Definition		New Clause/Definition	
5.6	To the extent permitted by law, the Service Credit procedure in clause 5.5 is your only remedy for any failure to meet the Uptime Warranty in any particular month.	6.3	To the extent permitted by law, the Service Credit procedure in clause 6.2 is your only remedy (other than the ability to terminate the Agreement) for any failure to meet the Uptime Warranty in any particular month.
5.7	Our Community is not responsible for any aspect of your network or computing devices	N/A	Removed
6.3	We recommend that you subscribe to receive email alerts from the Status Page so that you are notified of updates, maintenance and incidents that affect the availability of SmartyGrants.	7.3	We recommend that you subscribe to receive email alerts from the Status Page so that you are notified of important updates, scheduled maintenance requiring an outage, and incidents that affect the availability of SmartyGrants.
N/A	Added	9.3	SmartyFile has independent version numbers and follows the format of <major>.<minor>.<patch>.
8.3 (a)	We provide details of a Major or Minor Release at least seven days before release.	9.4 (a)	We provide details of a Major or Minor Release at least seven days before release, via SmartyNews.
8.3 (b)	We update the Status Page at least one business hour (refer clause 4.2) before the Major or Minor release. For example, if the release is scheduled for 9pm, we update the Status Page before 4pm of the same business day (i.e. one hour before the close of business).	9.5 (c)	We update the Status Page at least one Business Hour (refer clause 4.3) before each release. For example, if the release is scheduled for 9pm, we update the Status Page before 4pm of the same business day (i.e. one hour before the close of business).
8.3 (c)	We may provide online webinars/videos to convey the changes, if appropriate.	9.4 (c)	We may provide online training resources to convey the changes, if appropriate.
8.3 (d)	We may provide online webinars/videos to convey the changes, if appropriate.	9.4 (d)	We may provide online training resources to convey the changes, if appropriate.
8.4	Releases are generally scheduled on Tuesdays. Additional Patch Releases may be scheduled as required, depending on the number and urgency of reported issues. Also:	9.5	Releases are generally scheduled on Wednesdays. Additional Patch Releases may be scheduled as required, depending on the number and urgency of reported issues. Also:
8.4 (a)	If a security issue or serious Defect arises and we consider that it is in everyone's best interest to fix the issue as soon as possible, a Patch Release may occur within an hour of the notification on Status Page.	9.5 (a)	Patch Releases that do not require an outage ('hot release') are typically carried out during Business Hours. Users can continue using SmartyGrants and SmartyFile during this time.

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N/A	Added	9.5 (b)	Patch Releases that require an outage ('cold release') are typically carried out during our Standard Maintenance Window, unless a security issue or serious Defect arises and we consider that it is in everyone's best interest to fix the issue as soon as possible.
N/A	Added	9.5 (c)	A Patch Release may occur within an hour of the notification on Status Page.
N/A	Added	10 / 10.1	Tips for avoiding disruption We recommend grantmakers take the following actions to minimise disruption to users due to system maintenance. (a) Subscribe to SmartyNews. (b) Subscribe to notifications from the Status Page. (c) Set round closing times to be outside the Standard Maintenance Window. We also recommend setting round closing times to be during business hours, to ensure there is support available to your users, from you and from us.
N/A	Added	11	System Monitoring
N/A	Added	11.1	Our Community engages Anchor Systems Pty Ltd to manage our production systems. Anchor provides monitoring, configuration management and security updates.
N/A	Added	11.2	Systems are monitored 24x7 with personnel always on call to respond to incidents.
12	Backup		Removed *Information about backup is captured in our Disaster Recovery Plan.*
13	Disaster Recovery	12	Disaster Recovery
13.1	SmartyGrants is run on load-balanced virtual machines and can continue with limited interruption if a subset of servers becomes unavailable. If a server becomes unavailable, real-time monitoring alerts Anchor and SmartyGrants, who take immediate steps to restart the affected server.	12.1	SmartyGrants and SmartyFile are hosted in Amazon Web Services (AWS) in Sydney, Australia. Service can continue with limited interruption if a subset of servers becomes unavailable
13.2	The SmartyGrants database is replicated in real-time, so if there is an outage of the database server, the system is switched over to the replica with limited interruption.	12.2	Data is backed up daily and retained for a minimum of thirty-five days. In the event of a disaster, the database is restored using the daily backup and transaction logs to minimise data loss. *Information about data replication is captured in our Disaster Recovery Plan.*

Original Clause/Definition		New Clause/Definition	
13.3	If SmartyGrants encounters a major failure: (a) Backups of system configuration can be called upon at short notice and a new server can be built within a few hours. (b) In the case of database corruption, where the replica is also affected, the most recent available backup would be restored. Database restore points are taken at five minute intervals to limit data loss. Backups are retained for seven days.	12.3	You can request weekly backups of your Customer Data in SmartyGrants, to be made available for download from SmartyGrants or via Secure File Transfer Protocol (SFTP). a) Further details on this process can be found here: help.smartygrants.com.au/backups b) Further details on pricing can be found here: www.smartygrants.com/pricing
13.4	We conduct a disaster recovery test each calendar year	12.4	We conduct a disaster recovery test each calendar year, including loss of Availability Zone, restoring the database, and rebuilding servers from scratch.
10.1	SmartyGrants provides Role Based Access Control (RBAC). Details of the different roles can be found at: help.smartygrants.com.au/using-smartygrants/account-settings/user-acces	13.1	SmartyGrants and SmartyFile provide Role Based Access Control (RBAC).
N/A	Added	13.1 (a)	Details of the different roles for SmartyGrants can be found at: help.smartygrants.com.au/using-smartygrants/account-settings/user-access
N/A	Added	13.1 (b)	Details of the different roles for SmartyFile can be found at: applicanthelp.smartygrants.com.au/smartyfile/#SmartyFile-Userroles
10.2	Users log into the SmartyGrants system with a username and password.	13.2	Users log in with a username and password.
10.2 (c)	Users are able to reset their own password	13.2 (c)	Users can reset their own password.
10.2 (d)	Automatic expiry rules for passwords can be configured for each Customer, by contacting SmartyGrants support.	13.2 (d)	You can request a stricter password policy, by contacting SmartyGrants support using the contact details provided in section **Error! R eference source not found.** and **Error! Reference source not found.**.
10.2 (e)	Single Sign On is available for an additional charge.	13.2 (e)	Single Sign On to the SmartyGrants Manage Site is available for an additional charge.
10.3	Users are automatically logged out of the system after thirty minutes of inactivity on the Manage Site and sixty minutes of inactivity on the Applicant Site.	13.3	Users are automatically logged out of the system after twenty minutes of inactivity on the Manage Site, Applicant Site and SmartyFile.

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10.4	Files and attachments uploaded into SmartyGrants are scanned for viruses. Virus definitions are checked hourly for updates, which are automatically downloaded and applied		Removed. *Information about virus scanning is captured in our System Security Plan.*
10.5	Penetration tests are regularly performed on SmartyGrants. If you would like to commission a penetration test, we will provide technical assistance	13.4	Penetration testing is conducted at least once per calendar year. We are happy to provide technical assistance for any penetration testing commissioned by Customers.
NA	Added	13.5	More information about our security policies and controls can be requested by contacting SmartyGrants support using the contact details provided in section 4.1(b) and 4.1(c).
N/A	Added	14	Accessibility
N/A	Added	14.1	Forms in the SmartyGrants Applicant Site have been certified WCAG 2.0 Level AA compliant, and compliant with Vision Australia's standards.
		1, 3, 4, 5, 7, 9, 11	Removed references to SmartyGrants
		2, 3, 4, 5, 9, 11, 12	Added references to SmartyFile