

# CRFCA ITT

## Appendix G – SLAs for Managed Service

This Schedule describes the minimum Service Levels that are required for the Managed Service. Suppliers are requested to ensure that their proposed service meets or exceeds these minimum Service Levels and to outline any alternative or additional service levels they propose.

The minimum set of Service Levels required for the MSP are in the following three areas:

1. Incident Management
2. Availability of system components and applications
3. Change management

SLAs and the Service Credit regime for each of these are described in the following sections but CRFCA is interested in suggestions from suppliers for SLAs to cover other aspects of the service. Final SLAs and the detailed Service Credit regime will be agreed as part of contract negotiations.

### 1. SLAs for Incident Management:

Criteria	SLA	Description	Level 1	Level 2	Level 3
Incident Management	1.1	Telephone calls receiving a human response within 30 seconds.	>99%	>99%	>99%
	1.2	Response time with update and resolution plan	15 minutes	15 minutes	1 hour
	1.3	Incident resolution	2 hours	8 hours	16 hours
	1.4	Root Cause Analysis (RCA)	5 days	10 days	30 days
	1.5	RCA fix	10 days	20 days	60 days

Incident levels are defined as follows:

- Level 1: Major outage affecting >25% of users or access to main applications
- Level 2: Significant outage affecting multiple sites or significant numbers of users
- Level 3: Minor incident

### 2. Availability SLAs

2.1 Availability of major system components to be >99.9%

2.2 Availability of other applications >99%

### 3. Change Management SLAs

3.1 All change requests to be implemented within the agreed timescale for that change.

#### **4. Service Credits**

If the above SLAs are not achieved in any given month, service credits will be awarded to CRFCA as follows. Service credits will be capped at 100% of the monthly service charge for any given month and will be applied to the following month's invoice.

##### Incident Management:

- Within any given month, any failure to achieve the response times or other element of the Service Level for a Severity Level 1 critical incident will result in a credit of 10% of the monthly service charge for each incident failure.
- Within any given month, any failure to achieve the response times or other elements of the Service Level for a Severity Level 2, major incident will result in a credit of 5% of the monthly service charge for each incident failure.
- Within any given month, the supplier may miss the response times or other elements of the Service Level for a Severity Level 3 incident for up to 3 incidents, without penalty. After 3 such failures in a month, any further failure to meet the defined service levels for a Severity Level 3 incident will result in a credit of 5% of the monthly service charge, regardless of the number of such additional failures.

##### Availability:

Availability of major system components and applications falling below 99.9% in any given month will result in a service credit as follows:

- Between 99% and 99.9% availability: 5% of the monthly charge for the service
- Each additional 1% loss of availability will result in an additional 5% service credit

Availability of "non-major" system components and applications falling below the SLA of 99% in any given month will result in a service credit of 5% for every 1% loss of availability.

##### Change Requests:

Any failure to meet the agreed timescales on more than one occasion within a month will result in a service credit of 5% of the monthly service charge.