



# eInfraCentral Service Catalogue: Corporate Level SLA

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*This document is a Corporate Level SLA. Version 1.0 (2018-11-15)<sup>1</sup>*

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<sup>1</sup> The SLA has been based on the FitSM series of standards for lightweight service management in federated IT infrastructures ([www.fitsm.eu](http://www.fitsm.eu)). This work is licensed under a [Creative Commons Attribution 4.0 International License](https://creativecommons.org/licenses/by/4.0/).

# Corporate Level SLA

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## 1. General

This corporate service level agreement (SLA) is valid for all IT services provided by the **eInfraCentral Service Catalogue (abbr. Catalogue)** – available at [www.einfracentral.eu](http://www.einfracentral.eu) - to support business processes according to the current service catalogue, if no other agreements are in place. The Corporate Level SLA may be extended or replaced by specific SLAs. The **IT services** that the Catalogue provides, include registration, cataloguing, search and access to e-service descriptions provided by Service providers, such European e-infrastructures, research projects and enterprises. It does not offer any transactional part with an e-service, such as registration, ordering or operation of an e-service; such IT services are solely provided by each Service Provider and conform to their specific SLAs.

## 2. Service delivery & operating times

IT services provided by the Catalogue are in general delivered during 24 hours per day, 7 days per week (i.e. 365 days or 8,760 hours), to seamlessly support business operations. Planned and announced interruptions may reduce the effective operating time of a service.

Services, for which even a short downtime has significant impact on business operations, are marked in the service catalogue as either a high-criticality service or a medium-criticality service.

## 3. Overall availability target

For each IT service provided, the minimum annual availability target is 99.5%, independent from the criticality of the service. This means that in one year, the Catalogue must not be unavailable for more than 43 hours, if the effective operating time is 8,760 hours. Planned and agreed interruptions (e.g., for maintenance) are not considered as unavailability, since they are not part of the effective operating time.

## 4. Planned interruptions, incidents & support

For planned interruptions and (unplanned) incidents, the following targets apply:

- High-criticality services:
  - Planned interruptions only on non-business days
    - Maximum of 4 planned interruptions per year
    - Maximum duration of planned interruption: 1 hour
  - Support and incident handling 24 hours per day, 7 days per week
  - Target resolution time in case of incidents: less than 4 hours

*There are no High-criticality services offered by the current service catalogue*

- Medium-criticality services:

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- Planned interruptions only on non-business days
- Support and incident handling between 8:00 and 18:00 on Mondays to Fridays
- Target resolution time in case of incidents: less than 1 working day

*There are no Medium-criticality services offered by the current service catalogue*

- All other services:
  - Planned interruptions only on non-business days or between 18:00 and 8:00
  - Support and incident handling between 8:00 and 18:00 on Mondays to Fridays
  - Target resolution time in case of incidents: depending on the individual priority according to incident prioritization guidelines – up to 7 business days (less than 2 business days in more urgent cases).

*All IT services offered by the current service catalogue fall into this category.*

Any planned interruption will be announced in advance via the change schedule and agreed communication channels.

Any incident reported through approved channels will be acknowledged and reacted upon within less than 3 business days (target reaction time) during support hours. To accelerate the response to critical incidents, users recognizing a potentially critical or major incident are obliged to report this incident through dedicated emergency channels, allowing for a target reaction time of less than 1 business day.

## 5. Document control

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