


CredEntry

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APPENDIX E.1

SERVICE LEVEL AGREEMENT (SLA)

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1. Purpose and Scope

This Service Level Agreement (SLA) defines the minimum service performance targets, incident response times, and remedies applicable to the Digital Wallet and Verifiable Credentials Solution.

The SLA forms part of the Agreement and aligns with:

- **Schedule 5 – Ongoing Services**
- **Schedule 6 – Performance Assessment Regime**
- **Business Continuity & Disaster Recovery Plan (Appendix G)**

The SLA is also aligned with ISO/IEC 20000-1 (Service Management), ITIL v4 service practices, and ACSC Essential Eight requirements.

2. Support Services

CredEntry provides comprehensive support to all stakeholders:

- **Multi-channel support:**
 - Phone & email support: Monday–Friday, 8:00am–5:00pm AWST.
 - 24/7 emergency escalation for Severity 1 incidents.
 - Proof-of-Operation: Business hours only (8am-5pm AWST)
 - Pilot Phase: Business hours + on-call for Severity 1 incidents
 - Production Phase: 24/7 for Severity 1-2, business hours for Severity 3-4
- **Knowledge base & self-help guides:** 24/7 access within the platform.
- **Bug fixes & code corrections:** Timely remediation of defects.
- **Enhancements & updates:** Security patches and functional improvements at no additional charge, delivered under change management processes.

3. Platform Availability and Recovery Objectives

Service Component	Availability Target	RTO	RPO	Measurement
Credential Verification	99.9%	4 hrs	1 hr	Monthly
Revocation Services	99.9%	4 hrs	1 hr	Monthly
Credential Issuance	99.8%	8 hrs	2 hrs	Monthly
SDK/API Endpoints	99.8%	8 hrs	4 hrs	Monthly
Admin Dashboard	99.5%	24 hrs	12 hrs	Monthly

Notes:

- Availability is measured at the API/SDK layer.
- Exclusions: planned maintenance (≤ 8 hrs/month, ≥ 7 days' notice), force majeure, uncontrollable third-party outages, or client-side issues.

4. Incident Response and Resolution

Severity	Definition	Response Time	Resolution Target	Reporting
1 – Critical	Complete outage, credential verification failure, or confirmed security breach.	30 minutes (business hours, 1 hr after-hours)	≤8 hrs workaround; ≤2 days resolution	PIR within 5 business days
2 – High	Major functionality impaired; workaround unavailable.	1 hour (business hours, 4 hrs after-hours)	≤2 days workaround; ≤7 days resolution	PIR within 10 business days
3 – Medium	Moderate issue; workaround available.	4 hrs (business hours)	≤10 business days	Monthly report
4 – Low	Cosmetic/minor issue, enhancement request.	2 business days	Next release cycle	Release notes

Escalation Path:

Incidents follow the escalation matrix in **Appendix E – Emergency Escalation Contacts**: WA-based L1 → Project Delivery Lead → Performance Manager → Customer Contract Manager.

5. Vulnerability Management

- **Scanning:** Automated vulnerability scans at least quarterly and after major releases.
- **Remediation Targets:**
 - Critical: ≤5 business days (with compensating controls within 24 hrs).
 - High: ≤10 business days.
 - Medium: ≤30 business days.
 - Low: Next scheduled release cycle.
- **Tracking:** All remediation actions logged and reviewed as part of monthly SLA reporting.

6. Maintenance and Continuous Improvement

- **Planned Maintenance:** Scheduled outside business hours wherever possible; ≥7 days' notice provided.
- **Emergency Maintenance:** Carried out as required; DPC notified immediately.
- **Continuous Improvement:** Enhancements and roadmap features delivered via ITIL-aligned change processes, ensuring no disruption to citizen services.

7. Performance Assessment and Service Credits

- SLA performance reviewed **monthly** with DPC.
- Failure to achieve minimum service levels results in service credits, applied as a % of monthly fee:

Availability % (monthly)	Service Credit
99.95–99.50%	5%
99.50–99.00%	10%
<99.00%	25% + mandatory Corrective Action Plan

- **Persistent underperformance:**
 - 2 consecutive breaches → Corrective Action Plan (CAP).
 - 3 breaches in 6 months → Performance Remediation Plan (PRP), with escalation under Schedule 6.

8. Alignment with BCP/DRP

- SLA metrics reflect recovery objectives defined in **Appendix E.7 – BCP & DRP**.
- Incident classifications and escalation pathways mirror those in **Appendix E.8 – Recovery Runbooks**.
- SLA performance feeds into quarterly reviews and the annual improvement cycle.