Service Level Agreement (SLA)

Group 2 – EU ECOSmart

1. Overview
This Service Level Agreement (SLA) is established between EU EcoSmart and the Client to outline the services and responsibilities related to the Power Consumption Data Management System with Event-Based Notifications and Advanced Analytics.

2. Project Description
The Service Provider is tasked with implementing a system for managing, cleaning, and visualizing power consumption data from fifteen Western European countries. The system will provide event-based notifications and support advanced analytics capabilities.

3. Scope of Services
The Service Provider will execute the following processes:
1. Data Upload: Analysts upload CSV files for each country to the CSV Data Source.
2. Data Verification: Automated verification of data for completeness, with a loop for requesting additional data if needed.
3. Data Copy to SQL Database: Azure Data Factory will transfer data to the SQL Database and notify stakeholders upon successful database creation.
4. Data Cleaning: Databricks will clean the data, returning cleaned data to the SQL Database.
5. Data Visualization: Tableau will be connected for data visualization, providing interactive dashboards and specific data insights as requested by analysts.

4. Service Performance
4.1 System Notifications
- The Notification System will inform stakeholders about the status of database creation and data readiness.

4.2 Response Times
- Data Upload: Commence within 24 hours of CSV file receipt.
- Data Verification and Additional Data Request: Conducted continuously, with immediate actions on discrepancies.
- Data Copy to SQL Database: Completed within 72 hours of data upload.
- Database Creation Notification: Issued instantaneously after successful data transfer.
- Data Cleaning and Return: Within 7 working days from the completion of data upload.
- Data Visualization and Analysis Requests: Responded to within 2 working days of request receipt.

5. Mitigation Steps

Process	Potential Failure	Mitigation Steps
Data Upload	Failure to upload within 24 hours	Automated reminder sent to analysts; if delay exceeds 48 hours, escalate to management.
Data Verification	Incomplete or incorrect data detected	Automated request for additional data sent to client; follow-up by service team if not resolved within 24 hours.
Data Copy to SQL Database	Delay in data transfer to SQL Database	Investigation initiated within 4 hours of delay; utilize backup data transfer method if necessary.
Database Creation Notification	Failure to issue notification	Manual verification of database creation and immediate issuance of notification; review notification system for faults.
Data Cleaning	Delay in cleaning process	Prioritize task in Databricks queue; if delay exceeds 2 days, assign additional resources to expedite.
Data Visualization	Delay in responding to analysis requests	Immediate allocation of additional analysts; if request volume is high, inform client of revised timeline.

6. Pricing
The project pricing, inclusive of the advanced analytics and notification system, is 478.29 CHF monthly.

7. Confidentiality and Security
The Service Provider will ensure all data is handled with stringent security measures and in compliance with GDPR.

8. Client Responsibilities
The Client is responsible for providing accurate CSV files and for responding promptly to requests for additional data.

9. Termination
Either party may terminate this SLA with a written notice of 30 days.

10. Amendment and Review
The SLA will be reviewed annually and can be amended upon mutual consent.

11. Acceptance
The signatures below represent an agreement to the terms and conditions of this SLA, including the use of an event-based notification system and the provision of advanced analytics.

EU EcoSmart Representative: _____

Client Representative: _____

Date: _____