

# Service Level Agreement Summary

## Weather Data Application

### Critical Success Factors

The following points are of utmost importance in successfully keeping the weather data application available and ensuring it meets the Service Level Targets.

- Data must be retained for at least 6 months and available 99.5% of the time on Mondays before 12:00.
- Graphs/Maps related to the queries must load within 1 minute.
- Data must be backed up starting from every midnight (until the next midnight).
- The data may not be viewed or accessed by third parties.

### Key Performance Indicators

The metrics below have been defined from the Critical Success Factors, these metrics will be used to measure the quality of the services.

**Data must be retained for at least 6 months and available 99.5% of the time on Mondays before 12:00.**

Metric	Goal	Source
Uptime service	98%	Measured uptime service.
Uptime service during opening times	99.5%	Measured uptime service.
Uptime service during peak hours	99.5%	Measured uptime service.

**Graphs/Maps related to the queries must load within 1 minute.**

Metric	Goal	Source
Average response time	< 1 minute	Response time measured in tests on a wide variety of systems.
Maximum response time	< 1 minute	Response time measured in tests on a wide variety of systems.

**Data must be backed up starting from every midnight (until the next midnight).**

Metric	Goal	Source
Amount of failed or incomplete backups	0	Amount of incidents involving a corrupt or missing backup.

**The data may not be viewed or accessed by third parties.**

Metric	Goal	Source
Amount of security breaches compromising data	0	Amount of security related incidents involving (suspected) successful retrieving of information by third party.

# Service desk

## Critical Success Factors

The following points are critical for the success of the service desk:

- Responding to new incidents on time.
- Resolving new incidents on time.
- The availability of the service desk.

## Key Performance Indicators

Below you will find the standards that define the Critical Success Factors. These will be used to measure the quality of the service.

### Timely response to new incidents.

Measurement	Goal	Source
Amount of incidents with exceeding IRT	< 15	Amount of incidents without response within the agreed upon IRT from the last 3 months.
Average IRT of incidents with high priority.	< 15 minutes	Average IRT of all solved incidents with high priority from last 3 months.
Average IRT of incidents with medium priority.	< 1 hour	Average IRT of all solved incidents with medium priority from last 3 months.
Average IRT of incidents with low priority.	< 2 hours	Average IRT of all solved incidents with low priority from last 3 months.

### Timely resolving of incidents.

Measurement	Goal	Source
Amount of incidents with exceeding MPT	< 15	Amount of incidents without resolution within the agreed upon MPT from the last 3 months.
Average resolve time of incidents with high priority.	< half an hour	Average resolve time of all solved incidents with high priority from last 3 months.
Average resolve time of incidents with medium priority.	< 4 hours	Average resolve time of all solved incidents with medium priority from last 3 months.
Average resolve time of incidents with low priority.	< 8 hours	Average resolve time of all solved incidents with low priority from last 3 months.

### The availability of the service desk.

Measurement	Goal	Source
Amount of complaints.	0	Amount of complaints recieved by the Service Manager.

# Service Level Packages & Costs

## Implementation costs:

Component	Costs
Development wather data application	€ 10.125,-
Hardware costs weather data application (Webserver)	€ 4.900,-
Hardware costs weather data application (Database server)	€ 8.000,-
Service desk (Hardware)	€ 2.000,-
<b>Total:</b>	<b>€ 25.025,-</b>

## Costs per year:

In this paragraph, the customer- and basic services' KPI's will be listed for each service level. The available service levels are bronze, silver and gold. **The numbers used in this chapter are based on amounts per month.**

### Weather data application:

Weather data application	Bronze	Silver	Gold
General uptime.	95%	97%	98%
Uptime during peak times and opening times.	97%	98%	99.5%
Amount of changes available	6	9	12
General load time for queries.	< 60 seconds	< 30 seconds	< 10 seconds
Maximum amount of incidents with high priority	< 10	< 6	< 3
Maximum amount of incidents with medium priority	< 50	< 35	< 20
Maximum amount of incidents with low priority	< 100	< 75	< 50
Minimum score security report.	n.v.t.	7	9
Maximum amount of unsolved integrity incidents.	5	3	0

In the next table, the risks will be listed along with the measures that will be taken to prevent or react to these risks for each service level package.

Risk	Measure 1	Measure 2	Bronze	Silver	Gold
Internet outage	Contracts with reliable parties	Backup internet connection		1	1 & 2
Server instability (hardware fault)	After trial period, deliver a report evaluating the current hardware and different options	Free periodic hardware upgrade	-	1	1 & 2
DDoS attacks	DDoS protection software	Intervention plan DDoS	-	1	1 & 2
Software fault (security/stability)	Real-time bug reporting to the development and maintenance team.	Set up a dedicated bug-resolving team	-	1	1 & 2
Server software failure	Employees with sufficient expertise	Maintenance contract with supplier	-	1	1 & 2
Server harddrive failure	Raid configuration	Monthly S.M.A.R.T./drive tests	-	1	1 & 2

#### Service desk:

Service desk	Bronze	Silver	Gold
Service desk availability.	95%	97%	99%
Max. amount of incidents that are exceeding the IRT.	< 10	< 8	< 5
Max. amount of incidents that are exceeding the MPT.	< 10	< 8	< 5
IRT of the service desk - priority high.	30 minutes	20 minutes	15 minutes
IRT of the service desk - priority medium.	4 hours	2 hours	1 hour
IRT of the service desk - priority low.	6 hours	4 hours	2 hours
MPT of the service desk - priority high.	90 minutes	1 hour	30 minutes
MPT of the service desk - priority medium.	8 hours	6 hours	4 hours
MPT of the service desk - priority low.	3 working days	2 working days	8 hours
Maximum amount of service desk complaints	5	3	0

Yearly costs for each service level:

Component	Bronze	Silver	Gold
Weather data application	€ 6.900,-	€ 10.350,-	€ 20.700,-
Service desk	€ 2.000,-	€ 6.000,-	€ 12.000,-
Changes and Maintenance of the application	€ 900,-	€ 1.350	€ 2.700,-
<b>Total:</b>	<b>€ 9.800,-</b>	<b>€ 17.700,-</b>	<b>€ 35.400,-</b>