

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,-
Total:	€ 25.025,-

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
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	Software to prevent DDoS.	Create an intervention plan.	-	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

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,-
Total:	€ 9.800,-	€ 17.700,-	€ 35.400,-