Service Level Requirements (SLR)

1. SSO Implementation

Fonteyn Vakantiepark will implement a Single Sign-On (SSO) solution to enable users to access multiple applications with one set of credentials.

SSO implementation should be completed within two months from the date of this SLA.

2. Cloud Migration

Fonteyn Vakantiepark will migrate critical IT services, including the website and booking module, to cloud-based platforms for scalability and improved performance.

Cloud migration should be completed within three months from the date of this SLA.

3. User Access Automation

User access and permissions will be automated based on HR records. When an employee's position changes or they leave the company, access will be updated automatically.

User access automation should be implemented within three months from the date of this SLA.

4. Cost Transparency

Fonteyn Vakantiepark will implement a cost allocation and reporting system to provide transparent insights into ICT costs.

Cost transparency should be achieved within four months from the date of this SLA.

5. Security Enhancements

Enhanced security measures, including regular security audits, will be implemented to ensure the safety of data and systems.

Security enhancements should be completed within three months from the date of this SLA.

6. Disaster Recovery Testing

Regular disaster recovery testing and drills will be conducted to verify the effectiveness of the Business Continuity Plan (BCP).

Disaster recovery testing should occur quarterly.

This Service Level Agreement is effective from the date of agreement and will be reviewed annually or as needed. Any changes to the SLA will be communicated to all relevant parties in advance.