

DevOps SLA

Group J

Marts 2020

1 Service Level Agreement (SLA)

1.1 Version details

Version History		
Version	Date	Comment
1.0	03/25/2020	Initial SLA

1.2 Document change history

Change history		
Version	Date	Comment
1.0	03/25/2020	Published as latex/pdf on git

1.3 Document approvals

This policy is **Valid** from 25 Marts 2020, the policy can be subject to change and hours notice, if we find it necessary to do so.

This document has been review and approved and signed with pride by our prestigious CEO **Mr. Prtigo odboss** and the President of the Board **Dr. Yah Ar Nosy, phd.** on behave of **NoName Inc.**

1.4 Agreement Overview

This document represent a commitment between us (NoName Inc.) as a service provider and you the client.

The policy contains a agreed upon level of service for the acquired product *MiniTwit*, hereafter name the product. The following services aspects will be part of the agreement

- quality (of the usable product)
- availability (of the accessible product)
- responsibilities (of you and us)

1.5 Goals & Objectives

As always we at NoName Inc. strives to deliver a the best possible product within reasonable time and budget as agreed upon.

1.6 Metrics

Common metrics for web apps / services

1.6.1 Uptime/availability

We promise to delivery an up-time of at least 95% of the public web application for the product. A product like this is constantly moving and adjusting to new trends, a service window consuming up to 4% are reserved while 2% are buffer in-case of unexpected outage.

1.6.2 Mean response time

(average time before answer) We guarantee a mean time of less than 11 ms from when we receive a request to we send a response.

1.6.3 Failure frequency

(number of failures/timeouts over time)
We guarantee to respond to 98% of all requests within 500 ms.

1.6.4 Mean time to recover

(time to recover after outage)
Our team is always at stand-by. And because of this they have to be waking up. This means that in case of a breakdown, time to recovery will be in the time frame of a couple of minutes and upwards of 3 business days.

1.7 Limitations & SLA exclusions

Our product is running on someones else computer also known as the cloud. Even if we (the NoName company) do our best developing outstanding code, setting up, maintaining and monitoring our product, we cannot guarantee that external sources like electrical outage, natural disasters or other things resulting in breakdown. If such a thing happens we will claim force major and hide behind the bushes, leaving no refunds or claims to be available.

Partially developed products commission by you as a customer will not be subject to this policy. Software defined as in alpha/beta stage will require a separate agreement to be cover.

For non paying customers this policy does not apply.