Service Level Agreement Catalog

Novell

Agreement	Objective	Element	Objective Definition
Silver on Portal	Availability - On	DB application Portal	During On periods, ensure 90% availability over 1 hours aligned and threshold condition Critical, Weight = 1
Silver on Portal	Downtime	DB application Portal	During On periods, allow a maximum of 2 minutes of downtime, over 1 hours aligned and threshold condition Critical, Weight = 1
Silver on Portal	Outages	DB application Portal	During On periods, allow a maximum of 2 outages of more than 2 minutes over 1 hours aligned and threshold condition Critical, Weight = 1
Bronze on DNS	Availability - On	DNS Servers	During On periods, ensure 90% availability over 1 hours aligned and threshold condition Critical, Weight = 1
Bronze on DNS	Downtime	DNS Servers	During On periods, allow a maximum of 2 minutes of downtime, over 1 hours aligned and threshold condition Critical, Weight = 1
Bronze on DNS	Outages	DNS Servers	During On periods, allow a maximum of 2 outages of more than 2 minutes over 1 hours aligned and threshold condition Critical, Weight = 1
Bronze	Availability - On	Services by Category	During On periods, ensure 97.5% availability over 1 hours aligned and threshold condition Critical, Weight = 1
Silver on QIP	Availability - On	Corporate QIP network	During On periods, ensure 90% availability over 1 hours aligned and threshold condition Critical, Weight = 1
Silver on QIP	Downtime	Corporate QIP network	During On periods, allow a maximum of 2 minutes of downtime, over 1 hours aligned and threshold condition Critical, Weight = 1
Silver on QIP	Outages	Corporate QIP network	During On periods, allow a maximum of 2 outages of more than 2 minutes over 1 hours aligned and threshold condition Critical, Weight = 1
Silver on Rank	Availability - On	Services by Rank	During On periods, ensure 96% availability over 1 hours aligned and threshold condition Critical, Weight = 1

Agreement	Objective	Element	Objective Definition
Silver on Rank	*Outages*	*Services by Rank*	*During On periods, allow a maximum of 2 outages of more than 2 minutes over 1 hours aligned and threshold condition Major, Weight = 1*
Bronze	*Availability - On*	*Services by Service Level*	*During On periods, ensure 99% availability over 1 hours aligned and threshold condition Critical, Weight = 1*
Gold	*Availability - On*	*IPX Network*	*During On periods, ensure 90% availability over 1 hours aligned and threshold condition Critical, Weight = 1*
Gold	*Downtime*	*IPX Network*	*During On periods, allow a maximum of 2 minutes of downtime, over 1 hours aligned and threshold condition Critical, Weight = 1*
Gold	*Outages*	*IPX Network*	*During On periods, allow a maximum of 2 outages of more than 2 minutes over 1 hours aligned and threshold condition Critical, Weight = 1*
Gold	*Availability - On*	*Java Web Servers*	*During On periods, ensure 90% availability over 1 hours aligned and threshold condition Critical, Weight = 1*
Gold	*Downtime*	*Java Web Servers*	*During On periods, allow a maximum of 2 minutes of downtime, over 1 hours aligned and threshold condition Critical, Weight = 1*
Gold	*Outages*	*Java Web Servers*	*During On periods, allow a maximum of 2 outages of more than 2 minutes over 1 hours aligned and threshold condition Critical, Weight = 1*
Silver1	*Availability - On*	*Deliverable_1_Tests*	*During On periods, ensure 99% availability over 1 hours aligned and threshold condition Critical, Weight = 1*