MCP Inc. Service Standards & Operations Handbook

Last Updated: June 2024

1. Purpose and Scope

This handbook outlines MCP Inc.'s operational standards, monitoring practices, and customer interaction principles.
It defines both **customer-facing SLAs** and **internal operational reference guidelines**.
Sections marked as "**Internal Policy**" are **not** part of the externally-committed SLA and are included for operational completeness only.

2. Internal System Availability Policy (Internal Use Only)

MCP maintains several internal benchmarks for monitoring service uptime across APIs, admin consoles, and core infrastructure.

2.1 Console and API Availability

- Automated health checks run every **five minutes** for API endpoints and management consoles.
- Availability is calculated on a **monthly rolling average** excluding approved maintenance windows.
- Any HTTP 5xx response or abnormal payload is logged as a service disruption in internal systems (not public SLA).

2.2 Maintenance Window

- A recurring **Maintenance Window** is scheduled on the **second Thursday of each month from 3:00 PM–4:00 PM (PT)**.
- During this period, some dashboards or administrative functions may be temporarily unavailable.
- Any downtime in this window is excluded from end-user SLA metrics.

3. Incident Priority Definitions (Internal Classification)

Although distinct from customer SLA response levels, MCP internally categorizes incidents to support triage:

Priority	Description	Example
P1	Major service outage or resource unavailability that halts mission-critical functions.	API gateway offline
P2	Service available but degraded or failing key functions.	Search returning incomplete results
P3	Minor issues with negligible customer impact.	Cosmetic UI defect

Note: These internal priority levels are for technical operations and do not override customer response time commitments.

4. Environment Recovery Guidelines (Internal Operations)

- In the event of Availability Zone (AZ) unavailability affecting internal test or pre-production environments, MCP will initiate recovery within **12 hours** of detection or authorization.
- Recovery involves:
  - Redeploying stacks from baseline templates
  - Restoring data from the last approved restore point
- This is a **best-effort** objective and independent of customer ticket processing.

5. Patch Management Policy (Internal Reference)

- **Critical security updates** are applied to internal assets within **10 business days** of vendor release.
- **Important updates** are applied within **two months** of vendor release.
- Applies to:
  - Supported operating systems
  - Pre-installed core application software
- This policy is unrelated to customer-facing ticket turnarounds.

6. Core Service Level Agreement — Customer-Facing Commitment

This section contains the agreed standards for customer communication and ticket handling.

6.1 User Levels and Response Times

User Level	First Reply Time	Second Reply Time (if first reply is overdue)
Basic	72 hours	72 hours
Pro	36 hours	36 hours
Max	24 hours	18 hours

Notes:

- **First Reply Time**: Maximum time from ticket creation to the first customer contact.
- **Second Reply Time**: If the first reply exceeds the deadline, you must send an apology email stating that the next reply will be sent within this time frame.

6.2 Templates

Note: The Placeholder in this section should be replaced to real values.

6.2.1 Customer Apology Email Template

Subject: Update on Your Service Request {TICKET_NUMBER}

Dear Customer,

We sincerely apologize for not responding to your service request {TICKET_NUMBER} within the promised timeframe.

We commit to providing an initial solution or the latest status update within {SECOND_REPLY_TIME} hours, and will continue following up until the issue is fully resolved.

For urgent matters, please contact us directly:
Phone: 400-772-1234

We apologize again for any inconvenience this may have caused.

Best,
MCP Inc., Customer Support Team

6.2.2 Manager Reminder Template

*Note: Please list tickets in **max → pro → basic** order.*

Subject: [Overdue Alert] Tickets Exceeding First Reply SLA

Dear Manager,

The following tickets have exceeded the SLA first reply time. Please prioritize and coordinate processing:

{TICKET_NUMBER}: {Level}
{TICKET_NUMBER}: {Level}
{TICKET_NUMBER}: {Level}

Best,
MCP Inc., Customer Support Team

7. Additional Operational Metrics (Non–SLA)

These performance metrics are tracked for internal monitoring purposes only and have no bearing on customer SLAs.

7.1 Conformance Rate

- Calculated monthly as the percentage of internal performance targets achieved.
- Segmented by:
    - Infrastructure uptime
    - Average incident resolution by internal priority
    - Patch cycle completion rate

7.2 Service Credit Eligibility (Internal Reference to AWS Model)

- Service Credits (if issued) are applied as a **percentage discount** on future internal cross-department billing.
- Maximum internal service credit per month: **30% of the allocated operational budget for the affected service**.
- Credits are not transferable outside the organization.

8. Internal Reporting Workflow

1. **Detection**: Automated systems log uptime and incident metrics every five minutes.
2. **Classification**: Technical operations team assigns internal priority levels (P1, P2, P3).
3. **Action**: Appropriate recovery, patching, or monitoring adjustments.
4. **Documentation**: Metrics stored for quarterly performance review.

9. SLA Exclusions

The following do **not** count towards SLA performance metrics:

- Authorized maintenance during the scheduled monthly window.
- Downtime due to third-party upstream providers beyond MCP's control.
- Customer-requested delays or refusal of recommended action.
- Failures in unsupported third-party software.

10. Glossary

- **First Reply Time:** Interval between ticket creation and first customer contact.
- **Second Reply Time:** Interval to follow-up after overdue first reply.
- **Maintenance Window:** Designated time for pre-scheduled service work.
- **Incident Recovery:** Process to restore unavailable systems or services.
- **Conformance Rate:** Measure of how often internal targets are met.

11. Revision History

Version	Date	Changes	Author
1.0	Jun 2024	Initial release	Ops Team
1.1	Jun 2024	Added internal operational sections & glossary	Ops Team