Service Level Agreement (SLA)

Enterprise Team Foundation Server (ETFS)

Last Update: 9/24/2014

# Introduction

This is a Service Level Agreement for Enterprise Team Foundation Server services. The principles outlined below are for the launched ETFS Service, and apply to any 3M division, business unit or team that uses the Enterprise Team Foundation Server (ETFS). More information can be found on the ETFS Website: <http://tfs.mmm.com>

# Support

Support will be provided for the system from the IT Support hotline (651) 733-1000 and website (<http://ithelp.mmm.com>). Support requests will be handled using the common IT Service Manager (ITSM) framework. Below are the goal times for responding and closing support requests.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| SLA Name | From | To | Duration (Mins) | Calendar |
| Fix – Priority 1 | Open | Closed | 120 | 24 x 7 x 365 |
| Fix – Priority 2 | Open | Closed | 360 | 24 x 7 x 365 |
| Fix – Priority 3 | Open | Closed | 2,880 | 24 x 7 x 365 |
| Fix – Priority 4 | Open | Closed | 4,320 | 24 x 7 x 365 |
| Response – Priority 1 | Open | Work In Progress | 30 | 24 x 7 x 365 |
| Response – Priority 2 | Open | Work In Progress | 60 | 24 x 7 x 365 |
| Response – Priority 3 | Open | Work In Progress | 720 | 24 x 7 x 365 |
| Response – Priority 4 | Open | Work In Progress | 1,440 | 24 x 7 x 365 |

# System Maintenance Service Windows

Necessary maintenance will be performed during scheduled service windows during non-business critical times. Service windows will be announced 30 days prior on the ETFS website.

# Uptime

Predicted up time for the service will be 99.9% or better. Below is a correlation of % availability to calendar downtime.

|  |  |  |  |
| --- | --- | --- | --- |
| Acceptable availability percentage | Downtime per day | Downtime per month | Downtime per year |
| 90 (one nine) | 144.00 minutes | 72 hours | 36.5 days |
| 99 (two nines) | 14.40 minutes | 7 hours | 3.65 days |
| 99.9 (three nines) | 86.40 seconds | 43 minutes | 8.77 hours |
| 99.99 (four nines) | 8.64 seconds | 4 minutes | 52.60 minutes |
| 99.999 (five nines) | 0.86 seconds | 26 seconds | 5.26 minutes |

# Security Patches

Operating System and Software Security patches need to be applied to comply with 3M Security Policies. Patches and necessary system reboots will be performed without service interruption.

# Team Foundation Server Upgrades

As new versions of Team Foundation Server are released, they will go through a trial period that will test for a successful upgrade of the service to a fully operational service. Installation of new versions will be done within the scheduled System Maintenance Service Windows.

# Database

The database hardware, operating systems, database patches, and data backups are handled by the 3M Database Services team and IT server admins.

# Monitoring

ETFS is actively monitored by the 3M IT SCOM team using a SCOM Management Pack constructed by the Team Foundation Server development team. System Center Operations Manager (SCOM) is a leading industry tool for monitoring of servers and systems, and is used throughout 3M. All system components of the ETFS system are within scope, including the Application Tier (AT), Data Tier (DT), build machines, and proxy machines.

For an identified issue, 3M SCOM creates an ITSM support ticket for resolution and tracking purposes.