==[name of project]==

Service Level Agreement

Policies and Procedures

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CIO Sign-Off:		_____
Approved and Reviewed By:	... ...	_____ _____ _____
Date:		Document ID:	SLA Revision 001
Authors:			

Disclaimer: Document sign-off signifies that parties fully accept the changes as needed improvements and authorizes initiation of work to proceed. It is expected that relevant parties provide unconditional cooperation, feedback, support and enforcement of proposed recommendations.

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Supplementary Documentation:

List here if needed

1. GENERAL INFORMATION

1.1 Purpose

The purpose of this Support Service Level Agreement (SLA) is to formalize an arrangement between SOS GmbH and [customer name], herein after referred to as "the customer", to deliver specific support services, at specific levels of support.

1.2 Policy Objectives

    i.   Defines relationship between SOS GmbH and the customer in regard to technical services.

    ii.   Achieves a specific, consistent, and measurable level of support for the customer.

    iii.   Clarifies, confirms, and details the service level commitments between SOS GmbH and the customer.

1.3 Scope

■ SOS GmbH provides a central point of contact for timely and consistent responses to problems and inquiries related to production application issues experienced by the customer. To ensure the best possible support, SOS GmbH provides the customer with this Service Level Agreement outlining specific services, priorities, and responsibilities related to the support of technology.

■ This document represents a service agreement between SOS GmbH and the customer for the operation of production proprietary application platforms. [application]

1.4 Audience

■ This SLA document applies to [customer name].

1.5 Time Frame

This SLA is effective from [effective date] and will remain in full force and effect for a period of [minimum duration] years through [termination date]. After this date this SLA is respectively prorogated for a further period of [effective prolongation] months should no written notice of termination be issued three months before expiration of the SLA.

This SLA is effective from [date] and will remain in full force and effect for an indefinite period. Either party may terminate this agreement upon written notice period of six full calendar months to the end of the month.

1.6 SLA Change Requests

■ Requests for changes to this agreement may be made in writing to: support@sos-berlin.com

■ Service levels are reviewed every six months. Typically changes to this SLA are implemented only during these review sessions.

2. SERVICES AND PROCEDURES

2.1 SOS GmbH Service Statement

SOS GmbH is committed to deliver quality customer service by:

1. Striving to ensure customer satisfaction

2. Managing customer expectations

3. Responding to requests for support within published time frames

4. Continuously working to improve the quality of service

5. Regularly reviewing and monitoring established performance indicators

2.2 SOS GmbH Services

SOS GmbH provides support to customer who require assistance in the following areas:

- **Root-cause analysis** — Analysis of the root causes of problems should an application not behave as specified by its technical documentation or operations manual. Problems are reviewed to determine their root causes, measures are taken to correct the sources of the problems, and reports are prepared and distributed in a timely fashion.

- **Ticket status updates**— SOS GmbH provides direct input into support tickets of the SOS GmbH Trouble Ticket System according to the trouble ticket flow given below.

- **Monitoring** – Should an application signal failure, then alerts will be sent to a central Network Management Console. SOS GmbH monitors notification from this console and takes immediate action for critical errors and warnings within the corresponding response times.

- **Escalation -** SOS GmbH adheres to the respective escalation levels stated in the operations manual of an application. The respective persons in charge are contacted and measures are taken in compliance with the instructions received from the contact persons.

- **Intervention** — The scope of intervention by SOS GmbH is determined by the operations manual of an application. Typical intervention levels include:

    - Restart batch jobs having verified that the underlying problem is solved

    - Adjust the Job Scheduler [application] configuration should changes to a job schedule be required

    - Restart the server system in case of unsuccessful escalation

- **Program Modification**: SOS GmbH will modify the source code of the Job Scheduler and of job implementations to resolve problems that have been reported. [application]

- **Implementation of Jobs:** SOS GmbH will implement jobs for the Job Scheduler system according to the customers business requirements. [application]

- **Coaching**: SOS GmbH offers training and coaching services for the Job Scheduler system. [application]

2.3 Place of Performance

The primary place of performance for services of SOS GmbH is Berlin. Services are provided by phone, E-Mail and by remote access to the customer's systems. The customer provides access to its server systems as stated in the respective operations manual.
Upon request training and coaching services will take place at the customer's location or alternatively at SOS GmbH, Berlin. This applies as well for specification sessions, should no written business specification be available.

2.4 Hours of Operation

Technology support services are available during the following hours:

Days	Hours
Monday – Friday	8 a.m. – 5 p.m. (CET)
After-hour support, weekends, and holidays.	Calls made to the SOS GmbH during non-business hours are directed to voice-Mail and are returned the following business day.

Hours of operation are subject to change. Any modifications to this schedule are announced through E-Mail notifications. For issues that arise when the SOS GmbH staff is not available or when representatives are busy assisting other customers, the customer's representative leaves a request for services by voice-Mail at +49 / 30 / 86 47 90 –21 or can send an E-Mail to support@sos-berlin.com

2.4 Requesting Assistance

When a SOS GmbH representative is not available by telephone, the customer is offered the following options: hold for the next available representative, leave a voice-Mail message, or access the help desk by E-Mail or by trouble ticket system. voice-Mail received during normal hours of operation is responded to within 60 minutes.

Note: SOS GmbH does not guarantee E-Mail service delivery or the timely receipt of requests. E-Mail service levels are based on the time the request actually reaches SOS GmbH.

SOS GmbH services can be accessed in the following ways:

- ■ Phone: +49 / 30 / 86 47 90 - 0
- ■ Voice-Mail: +49 / 30 / 86 47 90 - 21
- ■ E-Mail: customer sends a message with a detailed description of the request for service to support@sos-berlin.com
- ■ Trouble Ticket System: Messages are be submitted by the SOS GmbH Trouble Ticket System at http://www.sos-berlin.com/support/

Requests by phone, voice-Mail and E-Mail have to be added to the SOS GmbH Trouble Ticket System by representatives of SOS GmbH. Requests that have been added to the Trouble Ticket System by representatives of the customer are forwarded by E-Mail to SOS GmbH.
SOS GmbH is obliged to update the respective status of a request in the SOS GmbH Trouble Ticket System.

2.5 Priority, Response and Resolution Times

SOS GmbH makes every effort to resolve issues at the time of the service call. This is the initial method for resolving issues before assigning a priority level. SOS GmbH staff reviews and assigns priority for all support tickets not resolved at the time of the call, based on specific definitions. Requests are handled according to the priority assigned to them.

The following table describes the priority levels assigned to requests for problem resolution with associated response and completion time commitments:

Priority	Definition	Response Time	Completion Time
3 – High	A problem with no known workaround that affects a single user or more.	Within 4 hour	Within 8 hours
2 – Normal	A problem that reduces system functionality; business transactions can still occur.	Within 1 day	Within 2 days
1 – Low	A problem that does not require immediate attention.	Within 5 business days	Within 10 business days

SOS GmbH provides each caller with an estimate of how long it will take to assist with and/or service each issue.

2.6 Levels of Support

There are three levels of support provided under this agreement. These levels are integrated into the support process and are defined as follows:

■ **Level 1**—This is generalist support provided by the SOS GmbH when it receives a support request from the customer. If this level of support cannot resolve the problem, the support request is passed to second-level support, which is the Application Support Specialist.

■ **Level 2**—This is support provided by the SOS GmbH Application Support Specialist. This level of support performs advanced analysis required to resolve problems reported. Operational issues are resolved at this level. If resolution requires code modification, the Support Request is passed to the customer third-level support.

■ **Level 3**—This is support provided by SOS GmbH or a third-party vendor contracted by SOS GmbH. This level of support may perform code modifications if required to resolve problems reported.

2.7 SOS GmbH Responsibility

■ Provides the customer with first, and second-level technical support for all production applications. [application]

■ Responds to telephone calls, E-Mail, and other requests for technical support.

■ Adheres to call-management procedures including escalations. Ensures that the customer is kept informed of progress for each case at all times.

■ Provide access to the SOS GmbH Trouble Ticket System.

■ Reviews, prioritizes, and processes support tickets; documents the progress of support issues to ensure a timely resolution.

■ Tracks problem life cycle and ensures resolution of problems when escalation is required.

■ Maintains high customer service standards in dealing with and responding to customer issues and questions.

■ Identifies and reports problem trends to development and project management as stated in the operations manual of an application.

■ Works with internal and external service providers to expedite and resolve any issues impacting user productivity.

■ Provides verbal and written status reports with emphasis on high-level impact issues.

2.8 Customer Responsibility

In order to facilitate the support process, the customer must:

■ Provide detailed information regarding the support incident

■ Allow access to log files residing locally on servers

■ Make every effort to be available and\or provide necessary information required by SOS GmbH representatives

3.0 System-wide Outages and Service Disruptions

There are two types of outages: emergency and service disruptions. When possible, SOS GmbH notifies the customer during outages.

Emergency Outages

Emergency outages happen when the technical infrastructure of SOS GmbH should not be capable to accept messages or submit solutions to the customer.

Service Disruption

A service disruption occurs when one of the SOS GmbH computer systems goes down accidentally or is not working correctly and is causing problems with connectivity that prevent service levels from being fulfilled.

SOS GmbH is responsible for reporting system-wide outages to the customer using the following methods:

■ By Phone

■ By E-Mail Notification

3.1 Trouble Ticket Flow

1. Request Capture and Support Verification
2. Trouble Tracking
3. Acknowledge Request
4. Update Ticket
5. Problem Resolution
6. Escalate request (if necessary)
7. Log Resolution into Trouble Ticket
8. Verify Customer Satisfaction (when possible)
9. Close Ticket

3.2 Quality of Service Measurement Tools

SOS GmbH utilizes the following measurement tools to ensure customer satisfaction:

- Trouble Ticketing System
- Call Documentation
- Customer Feedback

A. ROLES AND RESPONSIBILITIES

SOS GmbH Support Manager

The SOS GmbH support manager provides the overall direction of the activities of the Service Representatives, participates directly in the production of the associated deliverables, and schedules tasks. His or her duties include:

- Ensuring SLA targets are met—coordinating activities to make certain that all tasks are performed in a consistent manner and on schedule.

- Ensuring all work is performed according to the agreed-upon work methods and standards in effect within the customer's organization.

- Acting as point of escalation for issues beyond usual scope (e.g., attending application outage meetings, coordination among groups for implementing cross-application solutions, etc.).

- Ensuring Service Representatives have all required tools to perform their function.

- Performing resource management and scheduling, including provision of overall direction of the activities of the Service Representatives.

- Creating and implementing standard training program for all support resources.

- Conducting continuous process improvements.

- Assessing the workload for each support request and assigning work to the team member with the appropriate technical knowledge.

SOS GmbH Services Representative

The SOS GmbH Services Representative is an integral part of a dynamic team of support professionals who provide first-level application support for the customer production applications. Reporting to the customer Support Manager, they are responsible for the timely submission of all deliverables. Their duties include:

- Conducting all root-cause analysis and bug fix isolation and resolution activities, and writing associated documentation for the individual tasks, as assigned by the SOS GmbH support manager.

- Acting as a point of contact for all application issues.

- Identifying all tasks associated with each support request and deriving time estimates for the completion of each task.

- Responding to and updating tickets.

- Preparing monthly status reports.

B. QUALITY OF SERVICE MEASUREMENT TOOLS

Metrics Reporting

- SOS GmbH conducts regular reporting based on available metrics as related to target performance. The SOS GmbH ticketing system produces these reports.

- Metrics reporting against the SLA resolution targets identified in the SOS GmbH ticketing system focuses on the time to resolve tickets by priority. This metric includes only the support requests that are transferred to SOS GmbH for resolution. They do not include support requests resolved by other organizations. Results are reported via existing standard ticket system reports as available.

C. SIGNATURES

Software- und Organisations-Service GmbH   [customer name]

Giesebrechtstr. 15

D-10629 Berlin

Date: Date:

Name: Name:

Title: CEO   Title:

Signature: Signature: