

APPENDIX B: SERVICE LEVEL AGREEMENTS

Table 1: User Management

DEFINITION	RESPONSE TIME	SERVICE MEASURE
Create/Update User Account	Three (3) business days	90%
Disable/Delete User Account	One (1) business day	95%

Table 2: Hardware Management

DEFINITION	RESPONSE TIME	SERVICE MEASURE
Provision/replace broken or out of support hardware	Two (2) business days	95%

Table 3: Software Management

DEFINITION	RESPONSE TIME	SERVICE MEASURE
Monitor software patch cycle; apply patches to SDCERA installation.	Monthly	95%
Monitor fix pack and minor/major upgrade cycle; apply upgrades to SDCERA installation.	As agreed upon with SDCERA IT	95%

Table 4: Incident Response

PRIORITY	DEFINITION	RESPONSE TIME	SERVICE MEASURE
Critical	Business critical functionality, services, hardware, or interfaces have failed.	1-2 business hours	> = 95% of total critical incidents resolved w/in response time.
Urgent	Business critical functionality, services, hardware, or interfaces are severely restricted. The issue represents a moderate impact on operations.	3-4 business hours	> = 92% of total urgent incidents resolved w/in response time.
Important	Business critical functionality, services, hardware, or interfaces are usable. The issue does not represent a critical impact on operations.	5-16 business hours	> = 90% of total important incidents resolved w/in response time.