

SERVICE LEVEL AGREEMENT (SLA)

This Service Level Agreement (SLA) is general and valid for all services provided through the VI-SEEM service catalogue (<https://services.vi-seem.eu>), if no other similar agreements are in place. It may be extended or replaced by specific SLAs.

Service hours and exceptions

VI-SEEM IT services, according to the service catalogue, are in general delivered during 24 hours per day, 7 days per week basis (i.e. 365 days a year or 8,760 hours per day), to seamlessly support the operations. The operating time of the services may be reduced by planned and announced interruptions. The following exceptions apply:

- Customer will be notified via e-mail in a timely manner, (i.e. 24 hours before the start of the outage, using the service registry), about the planned maintenance windows or service interruptions (“scheduled downtimes”);
- Unscheduled downtimes are acceptable and do not require justification as long as their duration does not exceed 24 hours;
- Downtime periods in excess of 24 hours must be justified;
- Human-based services are provided only during support hours.

Support

The services covered by the scope of this Agreement are provided with the following level of support. Support is provided via VI-SEEM Helpdesk (<https://support.vi-seem.eu>). Access to the helpdesk is open and does not require any authentication. Support is available between:

- Monday and Friday.
- 9:00 and 17:00 CET/CEST time.

This excludes public holidays at the same time in all organizations providing the service.

Incident handling times

The Service Levels are given in the table below.

Incident priority	Response time
Less urgent	5 working days
Urgent	5 working days
Very urgent	1 working day
Top priority	1 working day

Service access requests

The VI-SEEM service access request should be handled through the VI-SEEM Login service. The login service is available via the “Login with VI-SEEM”.

Service level targets

Table below shows the service targets VI-SEEM is planning to follow up for its services.

	Service level target	(%)
Service	Service availability	95
	Service reliability	95

The service levels are calculated per each service by the monitoring services and are available through the VI-SEEM Monitoring system (<https://mon.vi-seem.eu/>).

Limitations and constrains

The following limitations and constrains will be in place for the provisioning of the VI-SEEM services:

- Language of the offered support will be English;
- Downtimes caused due to upgrades for fixing critical security issues are not considered Agreement violations;
- Force Majeure as defined in the relevant Clause of the Agreement.

Violations

The Provider commits to inform the Customer, if this Agreement is violated or violation is anticipated. The following rules are agreed for communication in the event of violation:

- In case of violations of the agreed Services targets for two consecutive months, the Provider will provide to the Customer justifications (status report) and a Services enhancement plan.
- This Service enhancement plan will contain some guidelines (actions) for the improvement of the Services within one month from the date of the first notification. The Customer will notify the supporting Resource providers in case of suspected violation via the VI-SEEM Helpdesk. The case will be analyzed to identify the cause and verify the violation.

Information security and data protection

The following general rules for information security and data protection apply:

- Assertion of absolute security in IT systems is impossible. The Provider is making every effort to maximize security level of users' data and minimize possible harm in the event of an incident;
- The Provider must define and abide by an information security and data protection policy related to the service being provided;
- Data Protection as defined in the relevant Clause of the Agreement.