
Service Targets

(Service Level Agreement)

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1 Introduction

1.1 Introduction

- 1.1.1 This Service Level Agreement (SLA) is an integral part of the Agreement between the Customer and the Supplier. In accordance with the General Terms and Conditions, the SLA describes the service targets ("Service Targets") that the Supplier must fulfil.

1.2 Reporting

- 1.2.1 Information on the fulfilment of Service Targets in the Supplier's standard setup is collected from the first full calendar month after the Commissioning Date for the individual Services, as agreed Service Targets can only be invoked by the Customer from the Takeover Date.
- 1.2.2 Information on the realised Service Targets will be available to the Customer via the Supplier's Customer portal no later than 5 Business Days after the end of a Measurement Period and for the following 6 months, after which the information will be removed without further notice. It is the Customer's responsibility to secure any copies of the reports before they are deleted.

2 Service Desk

2.1 Service Level and Service Hours

- 2.1.1 The Customer's choice of service level ('Service Level') and agreed service hours ('Service Hours') is stated in the Agreement appendix Prices.

2.2 Service Targets for Service Desk

Type	Response time	Degree of fulfilment
Phone	< 60 seconds	80%
	< 180 seconds	90%
Email	Follows response times for P3 Incident and P3 Service Request, see clause 4 below. If case handling is required faster than this, a call to the Service Desk is required.	

3 Availability

3.1 Configuration Items (CI)

- 3.1.1 The agreed Service Target of availability ("Availability") includes the CIs specified in the Supplier's CMDB at any time during the agreement period, which are available to the Customer on the Supplier's Customer portal.

3.2 Service Hours

Comprised CIs	Agreed Service Hours
All CIs specified with Service Targets in the Agreement, appendix 2.1 (Configuration Items)	24/7-365

3.3 Availability calculation

- 3.3.1 The actual realised Availability is calculated as an average per CI type for the entire Measurement Period according to the formula below:

$$\frac{(\text{Service Hours} - \text{Planned Downtime} - \text{Unplanned Downtime}) * 100}{(\text{Service Hours} - \text{Planned Downtime})}$$

3.4 Definitions

- 3.4.1 Service Hours means the number of minutes included in the agreed Service Hours during the Measurement Period.
- 3.4.2 Planned downtime ("Planned Downtime") means the number of minutes during the Measurement Period when a CI has been unavailable due to the execution of planned interruptions ("Service Windows"), see clause 3.5 below, or as a result of a specific agreement between the parties.
- 3.4.3 Unplanned downtime ("Unplanned Downtime") means the number of minutes within the Service Hours during the Measurement Period when a CI has not been available due to circumstances for which the Supplier is responsible, see clause 3.7. Unplanned Downtime is calculated from the time when the lack of Availability is registered by the monitoring agent and an Incident is automatically created in the Supplier's ITSM system and until the CI is available again.

3.5 Service Windows

- 3.5.1 Service Windows are divided into 4 categories:

Type	Description	Criterion	Frequency
Emergency maintenance	The Supplier has the right to perform	A maximum of 2 hours and preferably	

Type	Description	Criterion	Frequency
	<p>emergency maintenance.</p> <p>The Supplier will notify the Customer's primary contact person by e-mail with a minimum of 2 hours' notice, where possible.</p>	between 00:00 - 06:00 CET, but the Service Window can also be placed outside of this timeframe if deemed necessary.	
Planned maintenance: Unavailability	<p>The Supplier has the right to call Service Windows in connection with planned maintenance where there will be downtime in connection with the Change performed.</p> <p>The Supplier will inform the Customer's primary contact person by e-mail with a minimum of 10 working days' notice.</p> <p>The dates for the 3 Service Windows will typically be in February, June and October. The Supplier will endeavour to announce the exact dates in November/December for the coming year.</p>	Sundays 00.00 - 06.00 CET.	Maximum 3 times per year per datacenter.
Planned maintenance: Reduced usage	The Supplier reserves the right to call Service Windows in connection with scheduled maintenance where no downtime is expected as a result of the	Saturday from 22:00 to Sunday at 06:00 CET.	A maximum of 4 times per month per datacenter.

Type	Description	Criterion	Frequency
	<p>executed change request.</p> <p>During the Service Window, interruptions of a few minutes may occur due to fail-over to the redundant hardware.</p> <p>The Supplier shall inform the Customer's primary contact person by e-mail with a minimum notice of 5 Working Days.</p>		
Scheduled maintenance	The Supplier and the Customer agree on a time when the Supplier can perform maintenance within the Customer's control domain. The change must be accepted by Supplier and Customer.	By agreement	By agreement

3.6 Preconditions and exemption from liability

3.6.1 The Supplier's responsibility for the fulfilment of agreed Availability does not include, among other things, the following:

- Unplanned Downtime on Customer CIs without active software and hardware support/maintenance agreements.
- Unplanned Downtime caused by the Customer's failure to respond to notices to expand the capacity of a Service or
- Other matters outside the Supplier's areas of responsibility.

The list is not exhaustive, as reference is made to the terms of the Agreement regarding the parties' liability.

3.6.2 In addition, the following is noted:

- The Supplier only has administrator access to the Customer's IT systems covered by the Services. Administrator access may be transferred to the Customer or a third party for a period of time as agreed¹ between the Customer and the Supplier. When the agreed period expires, the Customer's administrator access will be deactivated by the Supplier. During the period in which the administrator access has been transferred to the Customer and/or its third parties, and any lack of Availability during the period is due to the Customer or its third parties, the Supplier is not responsible for the fulfilment of Service Targets. Any lack of Availability during the period will not be deducted as Unplanned Downtime. Agreed Service Targets will not be reinstated until (a) the Customer has provided detailed Documentation of the changes made by the Customer and/or third parties to the system during the period and the Supplier has approved these, and (b) it can be established that the Customer and/or third parties have "handed back" an operational system where event logs have been cleaned up and all necessary Services are running. The Supplier's liability for availability will be suspended until this is the case.
- If the Customer has not signed an agreement for redundant access routes, this may result in Unplanned Downtime in connection with planned maintenance, for which the Supplier is not responsible.
- Supplier does not accept any liability for Unplanned Downtime caused by errors in Standard Third Party Services or circumstances attributable thereto.
- Furthermore, the Supplier is not liable for Unplanned Downtime caused by circumstances beyond the Supplier's control, such as unavailability caused by the Customer or third parties, e.g. waiting time in relation to third-party support, etc. or errors that occur on the Customer's own equipment/public network (internet connections, networks, etc.) or parts of the Customer's IT environment for which the Supplier is not responsible.

4 Incident Management

4.1 Definition of Incident

- 4.1.1 An Incident is an event that deviates from normal. In other words, there is a disruption to a given Service where it is either reduced or completely interrupted. In short: "if it worked yesterday, it should work today."
- 4.1.2 The prioritisation is based on the 2 criteria, Urgency and Impact, in combination. When prioritising Security Incidents, the Supplier's assessed potential Urgency and Impact is used, even if the Incident has not yet resulted in Service impairments.

¹ An access agreement must be concluded for any access to the Customer's IT environment by a third party and/or the Customer itself.

4.2 Prioritisation

Urgency	Impact			
		High	Medium	Low
	High	P1	P2	P3
	Medium	P2	P3	P4
	Low	P3	P4	P5

4.3 Definition of Urgency

- 4.3.1 Urgency is defined as the speed deemed appropriate to resolve an Incident with a given Impact. For example, an unresolved Incident where there is a high risk of disrupting business activities (High Impact) may have a relatively low urgency if a temporary solution or option is available.

Urgency	High	The consequences of an Incident increase rapidly or are imminent. It is extremely time-critical to resolve as it relates to business-critical activities handled by many or all of the Customer's users.
	Medium	The consequences of an Incident increase significantly over time and relate to business-critical activities handled by a few of the Customer's users.
	Low	The consequences of an Incident only marginally increase over time and relate to non-critical business activities handled by a single user of the Customer.

4.4 Definition of Impact

- 4.4.1 Impact is defined as the potential influence an unresolved Incident has on the Customer's ability to effectively perform its activities or deliver its services. For example, a breakdown of a server that supports a core service for the Customer could be considered a critical impact on the Customer's business.

Impact	High	The consequences of the Incident affect a majority of the Customer's employees, who are unable to perform their work.
	Medium	The consequences of an Incident affect a moderate number of the Customer's employees who are unable to perform parts of their work.
	Low	The consequences of an Incident affect a minimal number of the Customer's employees, who will still be able to perform their work, though perhaps with extra effort.

4.5 Service Targets for Incident

Priority	Service Hours	Response time	Degree of fulfilment Response time	Solution time	Degree of fulfilment Solution time
P1	24/7-365	1 hour	100 %	12 hours	100 %
P2	24/7-365	2 hours	100 %	20 hours	100 %
P3	Monday-Friday 08.00-16.00	8 hours	90 %	40 hours	80 %
P4		24 hours	90 %	80 hours	80 %
P5		40 hours	90 %	120 hours	80 %

4.6 Definitions

4.6.1 Response time ("Response Time") means the elapsed time from the time of registration of the Incident in the Supplier's system until the Supplier starts working on the case.

4.6.2 Solution time ("Solution Time") means the elapsed time between the time when the Incident is registered in the Supplier's system and until the Supplier notifies the Customer that the error has been resolved, alternatively the earlier time when the solution is available to the Customer.

4.7 Calculation of degree of fulfilment

4.7.1 The actual degree of fulfilment achieved ("Degree of Fulfilment") is calculated per priority for calendar month (Measurement Period) according to the formula below:

$$\frac{(\text{Number of Incidents with Service Targets met} * 100)}{(\text{Number of Incidents})}$$

4.7.2 The Degree of Fulfilment is calculated at any given time based on a minimum of 5 Incidents per priority.

4.8 Preconditions and exemption from liability

4.8.1 The Supplier shall not be liable for Incidents caused by circumstances beyond the Supplier's control, including:

- liability for Incidents caused by errors in Standard Third Party Services or circumstances attributable thereto.
- Incidents caused by circumstances beyond the Supplier's control, such as unavailability caused by the Customer or third parties, e.g. waiting time in relation to third-party support, etc. or errors occurring on the Customer's own equipment/public network (internet lines, networks, etc.) or parts of the Customer's IT environment for which the Supplier is not responsible.

4.8.2 If a case is awaiting information or action from a third party or the Customer itself, the Solution Time is suspended until the Supplier receives notification from the Customer that the matter has been resolved.

5 Request Fulfilment

5.1 Definition of Service Request

5.1.1 A Service Request includes the Customer's request for assistance with tasks that are not covered by predefined Services, such as the provision of information, ad hoc advise, etc. Unlike Incidents, these are tasks that are not related to missing or defective Services.

5.1.2 Unlike Incident management, the Service Request process relates to the handling of non-urgent requests from end users.

5.1.3 A Service Request can only be requested by an authorised user of the Customer.

5.2 Prioritisation

5.2.1 The processing of a Service Request is based on the prioritisation matrix below.

Urgency	Impact			
		High	Medium	Low
	High	P1	P2	P3
	Medium	P2	P3	P4

	Low	P3	P4	P5
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5.2.2 Prioritisation is based on the 2 criteria, Urgency and Impact, in combination.

5.3 Definition of Urgency

5.3.1 Urgency is defined as the speed deemed appropriate to resolve a Service Request with a given Impact. For example, an unresolved Service Request with a high risk of disrupting business activities (High Impact) may have a relatively low urgency if a temporary solution or option is available.

Urgency	High	The missing functionality resulting from a Service Request not being implemented is very time-critical and relates to critical business activities handled by multiple users.
	Medium	The lack of functionality resulting from a Service Request not being implemented increases significantly over time and relates to critical business activities handled by individual users.
	Low	The missing functionality resulting from a Service Request not being implemented increases only marginally over time and relates to non-critical business activities handled by a single user.

5.4 Definition of Impact

5.4.1 Impact is defined as the potential influence an unresolved issue has on the Customer's ability to effectively perform its activities or deliver its services. For example, failure to update a server that supports a core service for the Customer could be considered a critical impact on the business.

Impact	High	The lack of functionality as a result of a Service Request not being implemented affects a majority of the Customer's employees, who will not be able to perform their work.
	Medium	The lack of functionality as a result of a Service Request not being implemented affects a moderate number of the Customer's employees, who will then not be able to perform parts of their work.
	Low	The lack of functionality as a result of a Service Request not being implemented affects a minimal number of the

	Customer's employees, who will still be able to do their job, though perhaps with extra effort.
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5.5 Service Targets for Service Request

Priority	Service Hours	Response time	Degree of fulfilment Response time	Solution time	Degree of fulfilment Solution time
P1	Monday-Friday 08.00-16.00	8 hours	80 %	40 hours	80 %
P2		16 hours	80 %	80 hours	80 %
P3		24 hours	80 %	120 hours	80 %
P4		32 hours	80 %	160 hours	80 %
P5		40 hours	80 %	200 hours	80 %

5.5.1 Response Time means the elapsed time from the time of registration of the Service Request in the Supplier's system until the Supplier starts working on the case.

5.5.2 Solution Time means the elapsed time between the time when the Service Request is registered in the Supplier's system and until the Supplier notifies the Customer that the task has been solved, or alternatively the earlier time when the solution is available to the Customer.

5.6 Service Targets for Standard Service Request

The following deviates from above Service Targets for Service Request:

Standard Service Request	Service Hours	Solution time	Degree of fulfilment Solution time
Create virtual server – Windows	Monday-Friday 08.00-16.00	40 hours	80 %
Operation of virtual server – Windows		40 hours	80 %

Standard Service Request	Service Hours	Solution time	Degree of fulfilment Solution time
Create virtual server – Linux		40 hours	80 %
Operation of virtual server – Linux		40 hours	80 %
New application in Intune/Endpoint Manager		40 hours	80 %
Installation of a single site SSL certificate		40 hours	80 %
Installation of a wildcard SSL certificate		40 hours	80 %
Create new .dk domain		16 hours	80 %
Create new .com domain		16 hours	80 %
Whitelist store's public IP address		40 hours	80 %
Remove whitelist store's public IP address		40 hours	80 %
Modify DNS records		16 hours	80 %
Change capacity of virtual server – Windows		40 hours	80 %
Decommission virtual server		40 hours	80 %
Create VPN connection to third party		56 hours	80 %
Create firewall opening		40 hours	80 %
Remove firewall opening		40 hours	80 %
Alter backup policies on server		16 hours	80 %

Standard Service Request	Service Hours	Solution time	Degree of fulfilment Solution time
Perform extra backup of server		16 hours	80 %
Restore file or folder		24 hours	80 %
Restore single database		24 hours	80 %

5.6.1 Solution Time means the elapsed time between the time when the Service Request is registered in the Supplier's system and until the Supplier notifies the Customer that the task has been solved, or alternatively the earlier time when the solution is available to the Customer.

5.7 Calculation of degree of fulfilment

5.7.1 The actual degree of fulfilment achieved is calculated per priority for calendar month (Measurement Period) according to the formula below:

$$\frac{(\text{Number of Service Requests with fulfilled Service Targets} * 100)}{(\text{Number of Service Requests})}$$

5.7.2 The degree of fulfilment is calculated at any given time based on a minimum of 5 Service Requests per priority.

5.8 Preconditions and exemption from liability

5.8.1 If a Service Request is awaiting information or actions from a third party or the Customer itself, the Solution Time is suspended until the Supplier receives notification from the Customer that the matter has been resolved.