

1 System Support Agreement – Application A

1.1 Agreement

The terms and conditions as given in this document are endorsed by both parties for the Business Application Services described.

Customer X

Name: Manager
Signature:
Date:

Information Communication Technology

Name: General Manager, Corporate Services
Signature:
Date:

1.2 Introduction

1.2.1 Purpose

The purpose of the System Support Agreement is:

- To detail the services being purchased, level of system performance required, required operating hours, equipment maintenance windows, system backup schedules and other detailed information needed to properly support the hosting of an application/system.
- To set out the roles, responsibilities and management principles of the agreement between ICT and the Application/System owner.

1.2.2 Management of the Agreement

1.2.2.1 Charges

The cost of services provided by ICT under the SLA will be charged to the various business units within Customer X according to the amounts and rates set out in the Business Application Services price list.

ICT will provide from time to time to the Application Owner a statement of account for services used. Such a statement will contain sufficient information to enable the Application Owner to confirm delivery of services claimed.

1.2.2.2 Service Procedures

ICT will produce and maintain from time to time a manual of procedures to follow when requesting Business Application services. ICT will consult with Applications Owners in the preparation and any significant revision of the manual. ICT will make the above procedures available to all persons who may potentially request services under the SLA.

1.2.2.3 Reporting

Each month, ICT will report to the Application Owner as per the standard content and format set out in the manual and including:

The availability and performance of the Applications during the month.

The cumulative and historical availability of the applications since the commencement of the SLA.

The amounts of capacities and services used during the month.

Specific instances of service failures or failures to meet targets, if any, that occurred during the month.

1.2.2.4 Formal Meetings

The ICT Representative and the Application Owner, or their nominees, will hold quarterly meetings each year to monitor the SLA. The meeting will be hosted alternately by each party.

Either party may invite representatives of other parties involved in the delivery of services under the SLA, or in the management and operation of the Application outside of the SLA, to the meetings.

Adequate notice of each meeting's time is to be given to attending parties.

1.2.3 Maintenance Downtime

ICT will give notice to the Application Owner of changes to access to Customer X systems. Such changes include maintenance down-time, alterations in protocols or changes to other technical configurations.

24 hours notice of scheduled down time on servers or network components being used by the Applications will be given unless otherwise detailed in the schedules to this SLA.

Where no downtime is acceptable and redundancy is required, this must be reflected in the attached schedules. Where maintenance downtime is unavoidable on applications which are required 24 hours a day the downtime should be scheduled by mutual agreement.

1.2.4 Service Failures

The Application Owner and ICT Representative may each nominate an officer responsible for reporting faults to the other party, including a telephone contact during agreed hours, otherwise faults are to be reported to and / or by them personally.

The ICT Representative will report to the Application Owner immediately any service failures that compromise the Application's ability to deliver its normal level of service to its users. ICT will provide suitable monitoring tools to ensure that outages are alerted immediately that they occur.

Faults will be recorded by both the Application Owner and ICT at the time they are reported, using the ICT problem management system.

In the event of failure of any ICT system that causes a lack of access to an Application, ICT will inform the Application Owner or their nominated representative, via agreed communications channels, of the impact of the failure and an estimate of recovery time.

ICT will ensure the Application is available again within the maximum outage duration given in Schedule 3 as applicable to the time of outage.

An outage will not be recorded as ceased until the Application Owner agrees that the Application is accessible to users as per normal.

In the event of a failure by ICT to provide services that causes major impact on Customer X, a mandatory meeting will be held by representatives of the involved parties to resolve the issues. Any party may call this meeting where a major impact of failure to provide services is declared. Major impact is defined as any failure to provide service which affects revenue generating applications or internal processes to a greater degree than specified in the attached schedules. Failure to resolve any issue will allow either party to escalate the issue to the appropriate management level.

1.2.5 Disaster Recovery

ICT will declare a formal disaster status if a systemic failure in its application hosting facility (the data center), its surrounding physical infrastructures or essential supplies causes all or a substantial portion of its hosted applications to be rendered unavailable.

ICT will give notice to Application Owner whether the Applications are directly affected by the disaster or not, of the declaration of disaster status.

On declaration of disaster status, the normal restoration times given in the Availability specifications in Schedule 3 are subsumed by the Disaster Recovery levels, if any, given in Schedule 3.

In the absence of CUSTOMER X Executive direction to the contrary, applications with Disaster Recovery specifications in an agreed service level agreement have priority over those that have no such specification or no service level agreement.

1.2.6 Dispute Resolution

Where a resolution to a failure to provide services under the SLA fails to be reached or appears unlikely to be reached, the matter will be referred to the Executive of each party. Mutual agreement of an inability to resolve an issue is not required for this action to be taken.

1.2.7 Definitions

Application Support Team –	Provides the next level of support when the Service Desk cannot resolve the problem or request.
Call Logging –	This is the documentation captured requests, symptoms, priorities, contacts and relevant information.
Capacity Planning –	Identification and development of future capacity requirements to meet system business requirements and budgeting cycles. (eg. Capacity planning requirements will be identified and reviewed at least twice annually as part of an overall resource optimization and budgetary planning process.
Customer Required Hours of Operation –	The hours that the system needs to be operational. This includes online availability for end users and batch processing capabilities (if required)
Data Replication –	A service which provides for the duplication of databases for the purpose of distribution to multiple servers
Data Storage Capacity –	The amount of exclusive and contiguous, on-line disk storage required to maintain the required data to run the application.
Database Capacity –	The capacity of the Proprietary Database to handle the number of required registered users and/or concurrent users. This will depend on the type of contract signed with the vendor and the design and scalability of the database product
Escalation Procedures –	The escalation process is a management notification procedure that is invoked when a problem persists after the problem resolution Target time frame is exceeded.
Media Handling –	A service which provides for the storage, cataloguing, retrieval, transport and loading of data media. (e.g. Tapes, Disks, CDs, etc.)
Network Availability –	Refers to the availability of the connectivity from servers to the customer workstation (eg. Must be consistent with Customer Required Hours of Operation. Target is 99.9%)
On-Request Data Recovery –	A service which provides for “on request” restoration of data from archive storage, and includes a service which allows for taking ad hoc snapshots of data for recovery purposes.
Operating Capacity –	The combination of CPU (Central Processing Unit) and Operating System (e.g. Solaris, Unix, etc) which provides the physical operating environment for the application and therefore determines the speed and efficiency of the application.
Resolution Target –	The target time it will take to resolve each call depending on the severity (business impact).
SLA Reporting –	Reporting of key metrics provide server availability and incident tracking. (Eg reporting will be provided monthly)
System Availability Locations –	Sites that the system supports. Locations of workstations.

Table 1 - Definition of Terms

1.3 Service Details

1.3.1 Scope

ICT Corporate Application Hosting Service

1.3.2 Specific Exclusions

None

1.3.3 General Information

Business Unit	
Application name	Application A Services (Application A)
Application Manager:	
Work Location	
Contact Number	
Delegate details (name, location & contact no.)	
Application/system owner to complete	

Table 2 - General System Information – System Owner

ICT Representative	
Work Location	
Contact Number::	
Delegate details (name, location & contact no.)	
Alternate Contact:	
Term of SLA	
ICT Representative to complete	

Table 3 - Table 2 - General System Information – ICT

System definition

This section provides a brief summary of the system and its purpose, the type of users that will interact with it and by what method(s).

System Purpose	Application A is key initiative of the	
User profile	Internal users	All CUSTOMER X staff
	External users	Service targets both the.....
Interaction	Internet / WEB	Yes
	CUSTOMER X Intranet	Yes
	Client Service	No
Application/system owner to complete		

System Description

Application/system owner to complete.....

This section provides a technical overview of the application/system to be hosted. Details should be an accurate extraction of the application or systems technical documentation and provide the appropriate references where possible to the supporting technical documentation, otherwise attaching the technical documentation is sufficient.