

Service Level Agreement (SLA):

The Servers must be up for 99.5 % of the time in a year with no more than 10 hours of unscheduled shutdown/downtime in per quarter of the year. However this does not include routine prescheduled maintenance shutdown during weekends and downtime due to any hardware failure either in server or network or non-availability of Internet due to fault at Internet service provider.

Downtime, malfunctioning or unavailability of servers due to OS, Software or configuration problems more than 10 hours in respective quarter of the year, vendor will have to pay penalty in terms of deduction of 3 man hour for every additional hour of downtime from total bill presented in corresponding billing quarter. Downtime will be calculated from the time, date of complain reported by ITER-India IT team and resolution time, date confirmed by Vendor support Team.

The IT Services are classified into 2 level accordingly severity, Critical & Non Critical to organisation.

Zimbra Email Server (Including anti-spam software), Web Servers, Indus Documentations server (Web Portal on RHEL), Anti-virus servers and Internet connectivity components like switches, firewall and routers will be considered as critical Services or asset

Rest all servers, services will be treated as non-critical Services or asset.

The problem will be classified into two severity levels.

Severity Level -1 - A problem that affects Group of users

Severity Level – 2 – Installation of software patches and software upgrades in Servers, including any planned downtime with prior approval from ITER-India IT team.

Time Zone is divided into two parts

Critical time zone Time between 8.00 AM to 8.00 PM

Non critical Time zone Time After 8.00 PM to Time before 8.00 AM

	Severity 1		Severity 2	
	Response Time	Resolution Time	Response Time	Resolution Time
Critical Asset	15 Minutes	30 Minutes	15 Minutes	4 Hours
Non Critical Asset	30 Minutes	120 Minutes	30 Minutes	8 Hours



Down Time will be calculated as the difference of time complain log and call resolution time.

Calls that require escalation to OEM like server hardware etc. will not be considered for service level calculations.

Complain registered or informed during non-critical time Zone, Downtime will be calculated after 8.00 AM

Any planned downtime with prior approval from ITER-India IT team will not be considered for service level calculations (Planned downtime up to four hours).

Vendor has to commit uptime of servers up to 99.5 % per quarter of the year

Down time will be calculated every quarter of the year.

Down time more than 10hours/ quarter for critical servers is treated as breach of SLA and will be libel for penalty of 3 hours of man charged for every additional hour of downtime from total bill presented in corresponding quarter billing.
