



SERVICE LEVEL AGREEMENT - GOLD

Service Level Agreement History

Revision History

Revision date	Author	Summary of Changes	Changes marked
22/06/16	Aimee Short, Services Manager, IT Services	First issue	
21/09/16	Aimee Short, Services Manager, IT Services	Minor text amendments and updated document location link.	

Approvals

This document requires the following approvals:

Name	Date of Issue	Version
IT Standards Board	1/07/16	1

Distribution

This document has been distributed to:

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IT SMT	01/07/16	1

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1. Availability

Availability	Metric	Description
	Target availability = 99.5% for 24 hours a day, 7 days per week.*	Availability metrics are the targets for the time that services will be available, sometimes referred to as “uptime”. The availability figure is a minimum target level and does not imply that services would be limited to the availability outlined; e.g. services may operate at higher levels than the target.
	Equivalent to no more than 3h 39m hours down-time per month	<p>Where monitoring capability exists, availability will be measured on a monthly basis and will be used indicatively to suggest the level of service availability users have experienced or to highlight any issues with a service during a reporting period.</p> <p>* The reporting periods for Availability metrics do not include University closure days or public holidays nor include periods of agreed downtime.</p>

2. Service support

Category	Metrics	Description of category
Support hours (Interactive)	The hours of support where normal support staff will be able to support an incident - usually 8am to 6pm, Monday to Friday.	Interactive Support hours are where a user is able to contact IT Services about their service and ask a question, report minor operation faults or request assistance for a specific issue that does not globally affect the service. Requests can be logged outside of these times via the IT Service Desk tool, but will not be addressed until the next working period.
Support Hours (EMT Emergency Response)	The hours of support where support staff will work out of hours - usually 6pm to 8am weekdays and at weekends.	Emergency or out of hours support will seek to address critical faults in systems and restore them to service; i.e. where a service has an outage or becomes unavailable. Emergency response would not, for example, deal with a fault affecting a single user where the service was still operational.

3. Incident / fault management

IT Services' incident/fault management process is described within its Generic Service Level Agreement, (indicate version), found at <http://www.bristol.ac.uk/it-services/about/policies/genericsla.pdf>

4. Service interruptions

Scheduled service interruptions (Planned maintenance)	8 agreed, planned outages per year	Agreed planned outages to support the service or infrastructure component. These would be via Change Advisory Board (CAB) and have a minimum 2 week notification period. <i>These changes would, where practical, be carried out of core service hours.</i>
Unscheduled service interruptions (Unplanned maintenance)	2 short notice reactive outages for critical maintenance (there is less than 14 days notification)	Reactive outages will be carried where there is an unacceptable risk to the University meaning that normal notice period could not be adhered to. Examples of this may be where there is a security breach and there is a risk that confidential data may be exposed, or loss of data due to a hardware failure.

5. Changes and change requests

IT Services resource allocation	IT services will negotiate with the Service Owner an allocated number of days per year for changes and software configuration, to be reviewed on an annual basis. Details of this agreement will be held in the Service Catalogue.
Technical maintenance and supplier-led change	Requested technical maintenance and supplier-led changes will be channelled through the Service Manager and Technical Service Manager for review and prioritisation, and will require authorisation by the Service Owner. Any changes, which affect IT Services 'resources will need to go through the IT Services', change management process.

Requests for user-led change	Requested user-led changes will be channelled through the Service Manager and Technical Service Manager for review and prioritisation, and will require authorisation by the Service Owner. Any changes, which affect IT Services 'resources will need to go through the IT Services', change management process.
Additional change requests	Where a change requires significant resource or system changes over and above IT Services total allocation, this will need approval to proceed. Information about approval routes is given by the Strategic Projects Office http://www.bristol.ac.uk/strategic-projects/ .
Change management process	IT Services' change management process involves all changes being considered at regular Change Advisory Board meetings to ensure any changes to services are introduced in a controlled and coordinated manner. More information at https://wikis.bris.ac.uk/display/ITIL/Change+Management .

6. Restoration of Service

Restoration Time	<p>Recovery Time Objective - the maximum time allowed for initial service recovery after a service interruption is a max of 2 hours irrespective of the time of day that a failure occurs (e.g. 24 x 7)</p> <p>Short interruptions may occur for Data Centre failovers</p>	This indicates how long a service would take to recover (at maximum) from a failure in a particular service component. They do not represent the worst-case recovery times in the event of major disruption.
Restoration Point	<p>Recovery Point Objective - the maximum time allowed for the point where data loss is acceptable – is 90 minutes loss</p>	The Recovery Point represents a maximum value for how much data could be lost, if a service was required to be restored from a service failure where data was affected. It does not target Recovery point scenarios in the event of major disruption.

N.B The restoration times are also not indicative of a disaster recovery scenario where multiple services are lost, e.g. A flood or fire in the data centres. Prioritisation of service restoration will be based on patterns of activity within the academic calendar. E.g. if multiple services are lost in early

August, restoration priority may be given to the services supporting Confirmation and Clearing activities.

7. Security

Security

IT Services will provide this service in accordance with the University's Information Security Policy <http://www.bristol.ac.uk/infosec/policies/>. Service users are also required to adhere to this policy, including, for example, data protection.

(Contact: Information Security Manager, IT Services)

8. Service Review

A service review will be held annually on the anniversary of the first deployment date.

The service scope may change over time. System performance and support will be reviewed between;

Service owner,
Technical Service Manager,
Operations Service Manager,

9. Roles

Each service will have named Service Managers and Technical Service Managers within the Service Catalogue (with the exception of underpinning services which will only have Technical Service Managers). Details of the responsibility of these roles are documented on our [Service Level Agreements](#) page.