

RECaS BARI



UNIVERSITÀ
DEGLI STUDI DI BARI
ALDO MORO



ReCaS-Bari: Corporate Level SLA

This Corporate Level Service Level Agreement (SLA), the Agreement, is valid for all services provided to support business processes according to the current valid ReCaS-BARI services, if no other agreements are in place. The Agreement may be extended or replaced by specific SLAs.

Document ID	ReCaS-Bari_Corporate_SLA_v1.0
Document title	ReCaS-Bari Corporate Level SLA
Definitive storage location	https://www.recas-bari.it/ ReCaS-Bari_Corporate_SLA_v1.0.pdf
Document owner	Giacinto Donvito
Version	1.0
Last date of change	10/10/2019

Corporate Level SLA

1. General

This corporate service level agreement (SLA) is valid for all IT services provided to support business processes according to the current valid IT service catalogue, if no other agreements are in place. The Corporate Level SLA may be extended or replaced by specific SLAs.

2. Service delivery & operating times

IT services according to the service catalogue are in general delivered during 24 hours per day, 7 days per week (i.e. 365 days or 8,760 hours), to seamlessly support business operations. Planned and announced interruptions may reduce the effective operating time of a service.

3. Support

The services covered by the scope of this Agreement are provided with the following level of support.

The support is provided via email to

support@recas-bari.it

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.

4. Service level targets & support

The following service targets apply:

- **Monthly availability:**
Defined as the ability of a service or service component to fulfil its intended function at a specific time or over a calendar month
 - Service level target (as a percentage per month): 90%
 - Minimum (as a percentage per month): 80%
- **Monthly reliability:**
Defined as the ability of a service or service component to fulfil its intended function at a specific time or over a calendar month, excluding scheduled maintenance periods.
 - Service level target (as a percentage per month): 95%
 - Minimum (as a percentage per month): 85%

ReCaS-Bari Corporate Level SLA

Any planned interruption will be announced in advance via the change schedule and agreed communication channels.

5. Limitations and constraints

The provisioning of the service under the agreed service level targets is subject to the following limitations and constraints:

- Support is provided in following languages: English or Italian.
- Downtimes caused due to upgrades for fixing critical security issues are not considered Agreement violations.
- Force Majeure. A party shall not be liable for any failure of or delay in the performance of this Agreement for the period that such failure or delay is due to causes beyond its reasonable control. Means any of
 - fire, flood, earthquake or natural phenomena,
 - war, embargo, riot, civil disorder, rebellion, revolutionwhich is beyond the Provider's control, or any other causes beyond the Provider's control.