

# PSDC Service Level Agreement



## Service Level Agreement for PSeGS Online Hosting Services

### 1. IT Infrastructure related service levels

Data Centre Server Uptime	$\geq 99.9\%$
Data Centre Network Uptime	$\leq 99.9\%$
Data Centre Helpdesk Availability	(9AM-6PM) Monday-Friday

### 2. Incident/Problem Resolution Timeframe

The following table serves as the guideline for resolving an incident, depending on the various support structure.

Support Category	Maximum Response Time	Maximum Resolution Time
Critical (Issues resulting in failure of normal business processes and may effect multiple users due to system outage).	-	1 Hour
Medium (Issues needing attention as quickly as possible	1 Hour	24 Hours

but will not cause business process to fail).		
Low (Issues that do not prevent a user from finishing a task, or do not have an impending deadline).	2 Hour	48 Hours