

Service level Agreement SLA for server management (Basic)

Appliance

This SLA is applicable for clients having software in own property and running on client own property/contracted data and hardware servers and require support by server specialists for maintaining, modifying or setting-up their server configuration.

Objectives

The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent IT serve support and delivery to the Customer by Young-dogs.

The goal of this Agreement is to obtain mutual agreement for IT service provision between the Service Provider and Customer.

The objectives of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

Service Scope

The following Services are covered by this Agreement;

- Ticket and chat support
- Monitored server alerts and email support
- Remote assistance for server infrastructure using ssh or remote desktop i.e RDP
- Planned or Emergency assistance
- Monthly system health check and reports

Customer Requirements

Customer responsibilities and/or requirements in support of this Agreement include:

- Payment for all support costs at the agreed interval.
- Reasonable availability of customer representative when resolving a service related incident or request.

Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Root/Full access for the network infrastructure as agreed
- Meeting response times associated with service related incidents.
- Appropriate notification to Customer for all scheduled maintenance.

Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Ticket or msTeams Support : 24 hours, 7 days a week
- Email support: 24 hours, 7 days a week through support@young-dogs.com

Contract term

Contract is month to month and will renew automatically depending on the payment methods, unless termination of service notice is received at least 30 days prior.

Access authorization

Young-dogs requires administrative access to the servers in order to provide server administration, helpdesk logins to work on ticket issues.

Young-dogs must also be authorized to contact the data center personnel responsible for hardware maintenance and technical support. Without the appropriate access rights – administrative access and authority to contact the appropriate data center personnel – Young-dogs cannot provide the highest quality services.

Response Time vs. Resolution Time:

It is critical to understand that response time and resolution time are separate and distinct the majority of the time. Response time is the time it takes to return contact to you and start working on the resolution. Resolution time is the date and time a given problem is resolved or question answered. Because of the potential for 3rd parties and unknown situations, Young-dogs cannot provide a guaranteed resolution time when dealing with critical events or down systems. Young-dogs is responsible only for the software-level (operating system and application software) operation of servers it is contracted to manage. Young-dogs must be notified of all applications that are required to function in order for the system to be declared "in working order." Young-dogs cannot be held accountable for system down time caused by hardware failures for ex. (CPU fan issues, Disk issues , RAM Issues) or connectivity issues.

Response time

Young-dogs is processing reported incidents with the following prioritization:

Low (Level 1)

Long-term or strategic developments without any direct impact on operations and without a specific deadline. Examples: system upgrades or process optimization.

Response time: No response time

Medium low (Level 2)

Development of new features and normal development of projects. These incidents are programmed week by week and will be resolved, in normal conditions, within two to three weeks.

Response time: Two to three weeks

Normal (Level 3)

Incidents which have a slight financial impact on business. Also included in this level are minor changes which can be undertaken within a limit of three hours. The standard processing time is two business days.

Response time: Two business days

Critical (Level 4)

Incidents which cause the downtime or malfunction of the basic functions of a website. The aim is to resolve incidents like this within two hours, if they are reported during office hours. After office hours, SUPPLIER will devote all available resources to resolving the incident.

Response time:

- *Office hours: Two hours.*
- *After office hours: all resources to resolve the incident in the shortest possible time.*

Urgent (Level 5)

The most serious type of incident. This is applied when the system does not work, the financial impact on business is serious and strategic goals are jeopardised. Incidents at this level will be treated with absolute priority, with other work being halted and all available resources being used to resolve the incident.

Response time:

- *Office hours: instantly with a maximum of One hour.*

After office hours: all resources to resolve the incident in the shortest possible time.

Software support

Young-dogs provides services on maintenance, configurations, module updates or optimizations on software packages:

- CentOS Linux
- Ubuntu/Debian Linux
- MariaDB 10.x
- MySQL 5.6 +
- Elastic Server Linux 7.4+
- Redis
- SOLR
- Php72
- VMware

Non defined software packages are supported upon best effort and could be considered “out of scope” of this Service Level Agreement.

Uptime Monitoring

Young-dogs actively monitors the server on availability and processes running. In case of failure automatically an incident with level Urgent will be communicated to the server operators.

Performance analysis.

This SLA will not include performance analysis of end user software.

Billing Procedures

All bills will be due on the start date of the services of each month.

Billing questions or problems should be reported to our accounting department by emailing facturatie@young-dogs.nl

It is the intent of Young-dogs to avoid disputes, claims and other matters in question related to this contract and, when unavoidable, to resolve them amicably. Where it cannot be reasonably accomplished, disputes shall be subject to and governed by the laws of Spain and to the exclusive jurisdiction of the Oviedo Court.