

SOA Schedule 8 –

Service Levels

<Contract title and reference number>

<Customer name>

<Supplier name>

Contract established under SOA <SOA title and reference number>

|  |
| --- |
| INSTRUCTIONS FOR USING THIS DOCUMENT (TO BE DELETED IN FINAL VERSION OF SOA SCHEDULE WHICH IS ATTACHED TO EXECUTED CONTRACT):This is a template Service Level SOA Schedule for use with the SOA Comprehensive Contract Conditions - ICT Products and/or Services.The yellow highlighted sections need to be completed. This Service Level SOA Schedule can be used with any of the following SOA Module Order Forms:  SOA Module Order Form 1B – Hardware Maintenance Services  SOA Module Order Form 2B – Software Support Services  SOA Module Order Form 3 – As a Service  SOA Module Order Form 5 – Telecommunications Services  SOA Module Order Form 6 – Managed Services  If the Customer has specific requirements in relation to the Supplier’s response times to telephone and email enquiries generally as part of the performance of Contract, these general Service Levels can be included in this SOA Schedule 8. |

<<The following Service Levels may be completed if the Customer is procuring Hardware Maintenance Services under SOA Module Order 1.>>

# Service Levels for SOA Module Order Form 1B – Hardware Maintenance Services

# Definitions and interpretation

**Defect Update** means the written notification/s provided by the Supplier to the Customer during the Fix Time which provide:

1. an estimate of when a Workaround (if available) will be provided;
2. an estimate of when a Fix will be provided;
3. any actions which can be performed by the Customer to mitigate the impact of the Defect on the Customer’s operations or use of the Supported Hardware;
4. the Supplier’s assigned identification number for the Defect;
5. the current status of the activities being undertaken by the Supplier to provide a Workaround for or to Fix the Defect; and
6. such other information as reasonably requested by the Customer.

**Fix** means the correction of a Defect.

**Fix Time** means the elapsed time between the time:

1. the Customer reports the Defect to the Supplier; or
2. the Supplier identifies the Defect,

and the time the Supplier provides a Fix for the Defect and the Customer provides written confirmation to the Supplier that the Fix has corrected the Defect.

**Response** means the initial written notification provided by the Supplier to the Customer which:

1. notifies the Customer of the existence of the Defect; or
2. acknowledges the Customer’s reporting of the Defect, and

which provides an initial estimate of when a Workaround (if available) and a Fix will be provided.

**Response Time** means the elapsed time between the time:

1. the Customer reports the Defect to the Supplier; or
2. the Supplier identifies the Defect,

and the time the Supplier provides the Response.

**Workaround Time** means the elapsed time between the time:

1. the Supplier is notified about the Defect; or
2. the Supplier identifies the Defect,

and the time the Supplier provides a Workaround for the Defect.

Other capitalised words and expressions used in this SOA Schedule 8 have the meaning given to them in the SOA Comprehensive Contract Conditions - ICT Products and/or Services and SOA Module 1 – Hardware.

# Severity Levels

<<Definition of severity levels for categorising Defects to be inserted below.>>

|  |  |
| --- | --- |
| **Severity level** | **Description** |
| Critical | <<Insert description of what constitutes a “Critical” severity level.>> |
| Urgent | <<Insert description of what constitutes an “Urgent” severity level.>> |
| High | <<Insert description of what constitutes a “High” severity level.>> |
| Low | <<Insert description of what constitutes a “Low” severity level.>> |

# Service Levels

**Rectifying Defects**

| **Severity level** | **Response Time** | **Workaround Time** | **Fix Time** | **Defect Update frequency** |
| --- | --- | --- | --- | --- |
| Critical | <<insert>> | <<insert>> | <<insert>> | <<insert>> |
| Urgent | <<insert>> | <<insert>> | <<insert>> | <<insert>> |
| High | <<insert>> | <<insert>> | <<insert>> | <<insert>> |
| Low | <<insert>> | <<insert>> | <<insert>> | <<insert>> |

**Other performance measurement**

|  |  |  |  |
| --- | --- | --- | --- |
| **Key performance indicator** | **Service Level** | **How measured** | **When measured** |
| <<describe the key performance indicator, including how frequently it must be achieved (if applicable)>> | <<detailed performance criteria>> | <<identify objective method or formula for measurement>> | <<identify how often the key performance indicator is assessed>> |

# Reporting against Service Levels

**Frequency the Supplier is required to provide a report to the Customer of the Supplier’s performance of the Service Levels**

<<insert>>

**Reporting requirements**

<<insert, e.g., format of report, minimum content, required level of detail, how it is delivered to the Customer, specified recipient, any requirement for a summary or history of the Supplier’s performance of the Service Levels since the start date.>>

# Service Credits

<<Insert details of applicable Service Credits which are payable if the Supplier does not meet the Service Levels. This needs to include how the Service Credit is calculated and the applicable measurement period.>>

# Escalation procedure

Without limiting the Customer’s rights and remedies under the Contract, the Customer may raise and escalate Defects and any other issues under the Contract which adversely impact upon the Customer in accordance with the following table. The Customer may escalate an issue to the next level where a satisfactory response has not been provided or a resolution has not been reached within the specified timeframe.

|  |  |  |
| --- | --- | --- |
| **Escalation level** | **Representatives** | **Timeframe for response / resolution** |
| 1 | Customer: <<insert name, position and contact details>>  Supplier: <<insert name, position and contact details>> | <<insert>> |
| 2 | Customer: <<insert name, position and contact details>>  Supplier: <<insert name, position and contact details>> | <<insert>> |
| 3 | Customer: <<insert name, position and contact details>>  Supplier: <<insert name, position and contact details>> | <<insert>> |

<<The following Service Levels may be completed if the Customer is procuring Software Support Services under SOA Module Order 2.>>

# Service Levels for SOA Module Order Form 2B – Software Support Services

# 1. Definitions and interpretation

**Defect Update** means the written notification/s provided by the Supplier to the Customer during the Fix Time which provide:

1. an estimate of when a Workaround (if available) will be provided;
2. an estimate of when a Fix will be provided;
3. any actions which can be performed by the Customer to mitigate the impact of the Defect on the Customer’s operations or use of the Supported Software;
4. the Supplier’s assigned identification number for the Defect;
5. the current status of the activities being undertaken by the Supplier to provide a Workaround for or to Fix the Defect; and
6. such other information as reasonably requested by the Customer.

**Fix** means the correction of a Defect.

**Fix Time** means the elapsed time between the time:

1. the Customer reports the Defect to the Supplier; or
2. the Supplier identifies the Defect,

and the time the Supplier provides a Fix for the Defect and the Customer provides written confirmation to the Supplier that the Fix has corrected the Defect.

**Response** means the initial written notification provided by the Supplier to the Customer which:

1. notifies the Customer of the existence of the Defect; or
2. acknowledges the Customer’s reporting of the Defect, and

which provides an initial estimate of when a Workaround (if available) and a Fix will be provided.

**Response Time** means the elapsed time between the time:

1. the Customer reports the Defect to the Supplier; or
2. the Supplier identifies the Defect,

and the time the Supplier provides the Response.

**Workaround Time** means the elapsed time between the time:

1. the Supplier is notified about the Defect; or
2. the Supplier identifies the Defect,

and the time the Supplier provides a Workaround for the Defect.

Other capitalised words and expressions used in this SOA Schedule 8have the meaning given to them in the SOA Comprehensive Contract Conditions - ICT Products and/or Services and SOA Module 2 – Software.

# 2. Severity Levels

<<Definition of severity levels for categorising Defects to be inserted below.>>

|  |  |
| --- | --- |
| **Severity level** | **Description** |
| Critical | <<Insert description of what constitutes a “Critical” severity level.>> |
| Urgent | <<Insert description of what constitutes an “Urgent” severity level.>> |
| High | <<Insert description of what constitutes a “High” severity level.>> |
| Low | <<Insert description of what constitutes a “Low” severity level.>> |

# 3. Service Levels

**Rectifying Defects**

| **Severity level** | **Response Time** | **Workaround Time** | **Fix Time** | **Defect Update frequency** |
| --- | --- | --- | --- | --- |
| Critical | <<insert>> | <<insert>> | <<insert>> | <<insert>> |
| Urgent | <<insert>> | <<insert>> | <<insert>> | <<insert>> |
| High | <<insert>> | <<insert>> | <<insert>> | <<insert>> |
| Low | <<insert>> | <<insert>> | <<insert>> | <<insert>> |

**Other performance measurement**

|  |  |  |  |
| --- | --- | --- | --- |
| **Key performance indicator** | **Service Level** | **How measured** | **When measured** |
| <<describe the key performance indicator, including how frequently it must be achieved (if applicable)>> | <<detailed performance criteria>> | <<identify objective method or formula for measurement>> | <<identify how often the key performance indicator is assessed>> |

# 4. Reporting against Service Levels

**Frequency the Supplier is required to provide a report to the Customer of the Supplier’s performance of the Service Levels**

<<insert>>

**Reporting requirements**

<<insert, e.g., format of report, minimum content, required level of detail, how it is delivered to the Customer, specified recipient, any requirement for a summary or history of the Supplier’s performance of the Service Levels since the start date.>>

# 5. Service Credits

<<Insert details of applicable Service Credits which are payable if the Supplier does not meet the Service Levels. This needs to include how the Service Credit is calculated and the applicable measurement period.>>

# 6. Escalation procedure

Without limiting the Customer’s rights and remedies under the Contract, the Customer may raise and escalate Defects and any other issues under the Contract which adversely impact upon the Customer in accordance with the following table. The Customer may escalate an issue to the next level where a satisfactory response has not been provided or a resolution has not been reached within the specified timeframe.

|  |  |  |
| --- | --- | --- |
| **Escalation level** | **Representatives** | **Timeframe for response / resolution** |
| 1 | Customer: <<insert name, position and contact details>>  Supplier: <<insert name, position and contact details>> | <<insert>> |
| 2 | Customer: <<insert name, position and contact details>>  Supplier: <<insert name, position and contact details>> | <<insert>> |
| 3 | Customer: <<insert name, position and contact details>>  Supplier: <<insert name, position and contact details>> | <<insert>> |

<<The following Service Levels may be completed if the Customer is procuring As a Service under SOA Module Order 3.>>

# Service Levels for SOA Module Order Form 3 – As a Service

# Definitions and interpretation

**Availability** means all features and functionality of the As a Service are available to the Customer’s users in a live production environment in accordance with the Requirements.

**Defect Update** means the written notification/s provided by the Supplier to the Customer during the Fix Time which provide:

1. an estimate of when a Workaround (if available) will be provided;
2. an estimate of when a Fix will be provided;
3. any actions which can be performed by the Customer to mitigate the impact of the Defect on the Customer’s operations or use of the As a Service;
4. the Supplier’s assigned identification number for the Defect;
5. the current status of the activities being undertaken by the Supplier to provide a Workaround for or to Fix the Defect; and
6. such other information as reasonably requested by the Customer.

**Fix** means the correction of a Defect.

**Fix Time** means the elapsed time between the time:

1. the Customer reports the Defect to the Supplier; or
2. the Supplier identifies the Defect,

and the time the Supplier provides a Fix for the Defect and the Customer provides written confirmation to the Supplier that the Fix has corrected the Defect.

**Response** means the initial written notification provided by the Supplier to the Customer which:

1. notifies the Customer of the existence of the Defect; or
2. acknowledges the Customer’s reporting of the Defect, and

which provides an initial estimate of when a Workaround (if available) and a Fix will be provided.

**Response Time** means the elapsed time between the time:

1. the Customer reports the Defect to the Supplier; or
2. the Supplier identifies the Defect,

and the time the Supplier provides the Response.

**Workaround Time** means the elapsed time between the time:

1. the Supplier is notified about the Defect; or
2. the Supplier identifies the Defect,

and the time the Supplier provides a Workaround for the Defect.

Other capitalised words and expressions used in this SOA Schedule 8 have the meaning given to them in the SOA Comprehensive Contract Conditions - ICT Products and/or Services and SOA Module 3 – As a Service.

# Severity Levels

<<Definition of severity levels for categorising Defects to be inserted below.>>

|  |  |
| --- | --- |
| **Severity level** | **Description** |
| Critical | <<Insert description of what constitutes a “Critical” severity level.>> |
| Urgent | <<Insert description of what constitutes an “Urgent” severity level.>> |
| High | <<Insert description of what constitutes a “High” severity level.>> |
| Low | <<Insert description of what constitutes a “Low” severity level.>> |

# Service Levels

**Rectifying Defects**

| **Severity level** | **Response Time** | **Workaround Time** | **Fix Time** | **Defect Update frequency** |
| --- | --- | --- | --- | --- |
| Critical | <<insert>> | <<insert>> | <<insert>> | <<insert>> |
| Urgent | <<insert>> | <<insert>> | <<insert>> | <<insert>> |
| High | <<insert>> | <<insert>> | <<insert>> | <<insert>> |
| Low | <<insert>> | <<insert>> | <<insert>> | <<insert>> |

**Availability**

| **Availability** | **Measurement period** |
| --- | --- |
| <<insert availability percentage>> | <<insert measurement period (eg “monthly”)>> |

**Other performance measurement**

|  |  |  |  |
| --- | --- | --- | --- |
| **Key performance indicator** | **Service Level** | **How measured** | **When measured** |
| <<describe the key performance indicator, including how frequently it must be achieved (if applicable)>> | <<detailed performance criteria>> | <<identify objective method or formula for measurement>> | <<identify how often the key performance indicator is assessed>> |

# Service Credits

<<Insert details of applicable Service Credits which are payable if the Supplier does not meet the Service Levels. This needs to include how the Service Credit is calculated and the applicable measurement period.>>

# Escalation procedure

Without limiting the Customer’s rights and remedies under the Contract, the Customer may raise and escalate Defects and any other issues under the Contract which adversely impact upon the Customer in accordance with the following table. The Customer may escalate an issue to the next level where a satisfactory response has not been provided or a resolution has not been reached within the specified timeframe.

|  |  |  |
| --- | --- | --- |
| **Escalation level** | **Representatives** | **Timeframe for response / resolution** |
| 1 | Customer: <<insert name, position and contact details>>  Supplier: <<insert name, position and contact details>> | <<insert>> |
| 2 | Customer: <<insert name, position and contact details>>  Supplier: <<insert name, position and contact details>> | <<insert>> |
| 3 | Customer: <<insert name, position and contact details>>  Supplier: <<insert name, position and contact details>> | <<insert>> |

<<The following Service Levels may be completed if the Customer is procuring Telecommunications Services under SOA Module Order 5.>>

# Service Levels for SOA Module Order Form 5 – Telecommunications Services

# Definitions and interpretation

**Availability** means all features and functionality of the Telecommunications Services are available to the Customer and its Users in accordance with the Requirements (including any Service Levels).

**Defect Update** means the written notification/s provided by the Supplier to the Customer during the Fix Time which provide:

1. an estimate of when a Workaround (if available) will be provided;
2. an estimate of when a Fix will be provided;
3. any actions which can be performed by the Customer to mitigate the impact of the Defect on the Customer’s operations or use of the Telecommunications Services;
4. the Supplier’s assigned identification number for the Defect;
5. the current status of the activities being undertaken by the Supplier to provide a Workaround for or to Fix the Defect; and
6. such other information as reasonably requested by the Customer.

**Fix** means the correction of a Defect.

**Fix Time** means the elapsed time between the time:

1. the Customer reports the Defect to the Supplier; or
2. the Supplier identifies the Defect,

and the time the Supplier provides a Fix for the Defect and the Customer provides written confirmation to the Supplier that the Fix has corrected the Defect.

**Response** means the initial written notification provided by the Supplier to the Customer which:

1. notifies the Customer of the existence of the Defect; or
2. acknowledges the Customer’s reporting of the Defect, and

which provides an initial estimate of when a Workaround (if available) and a Fix will be provided.

**Response Time** means the elapsed time between the time:

1. the Customer reports the Defect to the Supplier; or
2. the Supplier identifies the Defect,

and the time the Supplier provides the Response.

**Workaround Time** means the elapsed time between the time:

1. the Supplier is notified about the Defect; or
2. the Supplier identifies the Defect,

and the time the Supplier provides a Workaround for the Defect.

Other capitalised words and expressions used in this SOA Schedule 8have the meaning given to them in the SOA Comprehensive Contract Conditions - ICT Products and/or Services and SOA Module 5 – Telecommunications Services.

# Severity Levels

<<Definition of severity levels for categorising Defects to be inserted below.>>

|  |  |
| --- | --- |
| **Severity level** | **Description** |
| Critical | <<Insert description of what constitutes a “Critical” severity level.>> |
| Urgent | <<Insert description of what constitutes an “Urgent” severity level.>> |
| High | <<Insert description of what constitutes a “High” severity level.>> |
| Low | <<Insert description of what constitutes a “Low” severity level.>> |

# Service Levels

**Rectifying Defects**

| **Severity level** | **Response Time** | **Workaround Time** | **Fix Time** | **Defect Update frequency** |
| --- | --- | --- | --- | --- |
| Critical | <<insert>> | <<insert>> | <<insert>> | <<insert>> |
| Urgent | <<insert>> | <<insert>> | <<insert>> | <<insert>> |
| High | <<insert>> | <<insert>> | <<insert>> | <<insert>> |
| Low | <<insert>> | <<insert>> | <<insert>> | <<insert>> |

**Availability**

| **Availability** | **Measurement period** |
| --- | --- |
| <<insert availability percentage>> | <<insert measurement period (eg “monthly”)>> |

**Other performance measurement**

|  |  |  |  |
| --- | --- | --- | --- |
| **Key performance indicator** | **Service Level** | **How measured** | **When measured** |
| <<describe the key performance indicator, including how frequently it must be achieved (if applicable)>> | <<detailed performance criteria>> | <<identify objective method or formula for measurement>> | <<identify how often the key performance indicator is assessed>> |

# Service Credits

<<Insert details of applicable Service Credits which are payable if the Supplier does not meet the Service Levels. This needs to include how the Service Credit is calculated and the applicable measurement period.>>

# Escalation procedure

Without limiting the Customer’s rights and remedies under the Contract, the Customer may raise and escalate Defects and any other issues under the Contract which adversely impact upon the Customer in accordance with the following table. The Customer may escalate an issue to the next level where a satisfactory response has not been provided or a resolution has not been reached within the specified timeframe.

|  |  |  |
| --- | --- | --- |
| **Escalation level** | **Representatives** | **Timeframe for response / resolution** |
| 1 | Customer: <<insert name, position and contact details>>  Supplier: <<insert name, position and contact details>> | <<insert>> |
| 2 | Customer: <<insert name, position and contact details>>  Supplier: <<insert name, position and contact details>> | <<insert>> |
| 3 | Customer: <<insert name, position and contact details>>  Supplier: <<insert name, position and contact details>> | <<insert>> |

<<The following Service Levels may be completed if the Customer is procuring Managed Services under SOA Module Order 6.>>

# Service Levels for SOA Module Order Form 6 – Managed Services

# 1. Definitions and interpretation

**Defect Update** means the written notification/s provided by the Supplier to the Customer during the Fix Time which provide:

1. an estimate of when a Workaround (if available) will be provided;
2. an estimate of when a Fix will be provided;
3. any actions which can be performed by the Customer to mitigate the impact of the Defect on the Customer’s operations or use of the System;
4. the Supplier’s assigned identification number for the Defect;
5. the current status of the activities being undertaken by the Supplier to provide a Workaround for or to Fix the Defect; and
6. such other information as reasonably requested by the Customer.

**Fix** means the correction of a Defect.

**Fix Time** means the elapsed time between the time:

1. the Customer reports the Defect to the Supplier; or
2. the Supplier identifies the Defect,

and the time the Supplier provides a Fix for the Defect and the Customer provides written confirmation to the Supplier that the Fix has corrected the Defect.

**Response** means the initial written notification provided by the Supplier to the Customer which either:

1. notifies the Customer of the existence of the Defect; or
2. acknowledges the Customer’s reporting of the Defect, and

which provides an initial estimate of when a Workaround (if available) and a Fix will be provided.

**Response Time** means the elapsed time between the time:

1. the Customer reports the Defect to the Supplier; or
2. the Supplier identifies the Defect,

and the time the Supplier provides the Response.

**Workaround Time** means the elapsed time between the time:

1. the Supplier is notified about the Defect; or
2. the Supplier identifies the Defect,

and the time the Supplier provides a Workaround for the Defect.

Other capitalised words and expressions used in this SOA Schedule 8 have the meaning given to them in the SOA Comprehensive Contract Conditions - ICT Products and/or Services and SOA Module 6 – Managed Services.

# 2. Severity Levels

<<Definition of severity levels for categorising Defects to be inserted below.>>

|  |  |
| --- | --- |
| **Severity level** | **Description** |
| Critical | <<Insert description of what constitutes a “Critical” severity level.>> |
| Urgent | <<Insert description of what constitutes an “Urgent” severity level.>> |
| High | <<Insert description of what constitutes a “High” severity level.>> |
| Low | <<Insert description of what constitutes a “Low” severity level.>> |

# 3. Service Levels

**Rectifying Defects**

| **Severity level** | **Response Time** | **Workaround Time** | **Fix Time** | **Defect Update frequency** |
| --- | --- | --- | --- | --- |
| Critical | <<insert>> | <<insert>> | <<insert>> | <<insert>> |
| Urgent | <<insert>> | <<insert>> | <<insert>> | <<insert>> |
| High | <<insert>> | <<insert>> | <<insert>> | <<insert>> |
| Low | <<insert>> | <<insert>> | <<insert>> | <<insert>> |

**Other performance measurement**

|  |  |  |  |
| --- | --- | --- | --- |
| **Key performance indicator** | **Service Level** | **How measured** | **When measured** |
| <<describe the key performance indicator, including how frequently it must be achieved (if applicable)>> | <<detailed performance criteria>> | <<identify objective method or formula for measurement>> | <<identify how often the key performance indicator is assessed>> |

# 4. Reporting against Service Levels

**Frequency the Supplier is required to provide a report to the Customer of the Supplier’s performance of the Service Levels**

<<insert>>

**Reporting requirements**

<<insert, e.g., format of report, minimum content, required level of detail, how it is delivered to the Customer, specified recipient, any requirement for a summary or history of the Supplier’s performance of the Service Levels since the start date>>

# 5. Service Credits

<<Insert details of applicable Service Credits which are payable if the Supplier does not meet the Service Levels. This needs to include how the Service Credit is calculated and the applicable measurement period.>>

# 6. Escalation procedure

Without limiting the Customer’s rights and remedies under the Contract, the Customer may raise and escalate Defects and any other issues under the Contract which adversely impact upon the Customer in accordance with the following table. The Customer may escalate an issue to the next level where a satisfactory response has not been provided or a resolution has not been reached within the specified timeframe.

|  |  |  |
| --- | --- | --- |
| **Escalation level** | **Representatives** | **Timeframe for response / resolution** |
| 1 | Customer: <<insert name, position and contact details>>  Supplier: <<insert name, position and contact details>> | <<insert>> |
| 2 | Customer: <<insert name, position and contact details>>  Supplier: <<insert name, position and contact details>> | <<insert>> |
| 3 | Customer: <<insert name, position and contact details>>  Supplier: <<insert name, position and contact details>> | <<insert>> |