

Service Level Agreement

If customer choses the managed services option, following service levels will be applicable.

A. Service Availability

Service	Key Performance Indicator	SLA Target
Nournet Cloud	Availability of Virtual server Infrastructure	99.95%

B. Service level Definitions

Severity 1 (S1 – Critical): Showstopper. Application breakdown/crash. Has serious implications on running the production server and has impacted all business-critical processes. It has affected or may affect >50% of the user community will be classified as S1 Emergency. Only Production server/network devices can be classified under this category. Root Cause will be provided within 5 days from the resolution of the incident.

Severity 2 (S2 – High): High-impact incidents affecting Service Levels and/or critical applications but still been able to continue the operations with the system limitations. It has affected or may affect, around 10% to 50% of the user community. The resolution of these incidents requires serious and sustained attention during normal business hours until the incidents are circumvented or corrected.

Severity 3 (S3 – Low): Moderate degradation in the application performance. No implications on the data integrity. Has no impact on the normal operations/day-to-day workflow.

Severity 4 (S4 – Low): Incidents of an informational nature or requiring a minor action. These priority tickets are addressed after all other priority tickets have been completed. Examples: intermittent incidents in non-critical service; internet access etc. Service request for new work: scheduled as per estimated service request turnaround times.

C. Incident Response and Resolution

Incident Severity	Definition	Scenario	Response Time	Resolution Time	Support Type
1	Business operation is impacted.	Complete system / equipment down.	15 minutes	6 hours	24 X 7
2	Business operation is degraded.	System unstable, high errors. (One Branch or all)	30 minutes	10 Hour	8 X 5
3	Moderate impact on business operation.	Some errors on system.	1 Hours	16 Hours	8 X 5
4	Low impact on business operation.	Some errors on system.	1 Hours	24 Hours	8 X 5

Notes:

- All Response & Resolution time mentioned above are related to Business hours, except for Severity 1 which is 24x7.
- The resolution time is based on best effort. Nournet will provide continuous efforts to resolve all severity 1 or service availability issues until a workaround or resolution can be provided or until the incident can be downgraded to a lower severity.

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D. Service Requests

Urgency	Definition	Applicability
Critical	A service request or activity with a strict deadline and a high level of urgency.	Production Services
High	Security Patches, Changes in Production & Storage related requests and Production Network Devices	Production Servers
Medium	Requests that are excluded from above list related to production is Classified as Medium	All Environments
Low	Low Priority requests of Test and Development environments are classified as Low	Test& Integration

E. Service Request Response

Category	Urgency	Response Time	Resolution Time
Service Requests	Critical	15 Min	Within 4 Hours
	High	30 Min	Within 1 Day
	Medium	1 H	Within 2 Days
	Low	1 H	Within 3 Days

Notes: Timelines mentioned are business hours only.

F. Service Level Exclusions

The SLA measurement excludes the below –

- Scheduled Downtimes.
- Emergency changes/crisis out breaks /Virus outbreaks.
- Vendor non-compliance & Delays.
- Any delays caused due to force majeure.
- Delays due to approval lifecycles.

