AppenDix B - Service Level Requirements

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Table of Contents

Page

[1 Service Level Requirements 2](#_Toc79666054)

[Service Level Requirements Overview 2](#_Toc79666055)

[2 Service Level Requirements 4](#_Toc79666056)

# Service Level Requirements

## Service Level Requirements Overview

The Tenderer/s shall provide written reports to Eskom regarding the Provider's compliance with the Service Level Requirements (SLRs) specified in the SOW.

Eskom requires three possible levels of services for the managed services component i.e. server, storage and backup support services:

1. Standard
2. Advanced
3. Premium

The level of service is determined based on the Business criticality for a specific environment.

For hardware support and maintenance, a 24x7 service coverage is required.

For the service items described in this document (i.e. the individual services listed in the SOW), Eskom has defined and determined, as is set out in SLR Tables below:

* A Target Service Level
* A Defective Level
* A Material Default Level
* A Measurement Period relevant for the applicable Service Level
* A Minimum Performance Target

The following definitions are relevant for the interpretation of the different Performance Standards:

* **Major changes** (to be defined during negotiation phase) in the application landscape can trigger grace periods (to be defined during negotiation phase) during which Tenderer/s’s Service Level Performance will be monitored without Service Level Defaults qualifying towards Service Credits.
* The Tenderer/s will measure application-level KPIs before and after the implementation of Changes initiated by Eskom and/or by the Tenderer/s or Eskom Service Providers.
* **System Uptime** measures the availability of Eskom’s environment to provide the required computational support. A “system” is defined as a server or a cluster of servers (including hardware and OS). A system is up when it allows middleware or database software to deliver a nominal level of service. If middleware running on a clustered system is not able to hand off in case of a single node failure, it will not be considered as a system failure but as a middleware failure (and therefore not constitute a Service Level Default). The average uptime of Eskom’s environment that makes up the system will determine the System Uptime.
* **An impact analysis is considered to be completed** when a request owner (on Tenderer/s’s side) has been assigned, understands the request and commits to a Resolution time lower than the Target Service Level and start working on it (alone or with a team). Troubleshooting and analysis (as determined by Eskom and agreed with the Tenderer/s) may be necessary before reaching a completion milestone.
* **Time to complete** a request is the total lead time starting from the time that a ticket is opened on the Service Desk (after the impact analysis has been done) until fulfillment thereof. The average time to complete Service Requests within the Measurement Period is measured to determine Tenderer/s’s Service Level Performance.
* **Time to resolve** an Incident is the total lead time starting from the time that either an incident monitoring alert is triggered or a ticket is opened by Eskom on the Service Desk until Resolution thereof. The average time to resolve Incidents within the Measurement Period is measured to determine the Tenderer/s’s Service Level Performance. The average time for other time-based KPIs will be measured in a similar manner.

# Service Level Requirements

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| **Server Support** | **Description of the main service KPIs** | | **Target service level** | | | **Lower bound service level** | | | **Critical service level** | | | **Measurement period (months)** | **Minimum Performance Target** | | |
| **Standard** | **Advanced** | **Premium** | **Standard** | **Advanced** | **Premium** | **Standard** | **Advanced** | **Premium** | **Standard** | **Advanced** | **Premium** |
| **Management** | Availability - System uptime (excluding scheduled downtime) | | 98.5% 10x7 | 99.5% 24x7 | 99.9% 24x7 | 97.5% 10x7 | 98.5% 24x7 | 98.5% 24x7 | 95% 10x7 | 97.5% 24x7 | 97.5% 24x7 | 1 | Measure as an average across all servers.  No more than 1% of all servers may exceed 3.03hrs downtime and no server may be down for more than 8 hours | 100%  of all servers measured per server | 100%  of all servers measured per server |
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| **Maintenance and refresh** | Mean time to apply all approved patches (from time of approval to install) | | 5 days | | | 5 days | | | 5 days | | | 1 | 98% | 98% | 98% |
| Serviceability - Mean Time to Restore (MTTR) 99% of devices | | 6 hours | 4 hours | 2 hours | 8 hours | 6 hours | 4 hours | 10 hours | 8 hours | 6 hours | 1 | 99% | 99% | 99% |
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| Reliability - Number of repeat allowed faults on a CI per quarter | | 3 | 2 | 2 | 4 | 3 | 3 | 5 | 4 | 4 | 3 | 100% | 100% | 100% |
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| Mean time to provision a virtual server and associated storage and backups (if required) | | 3 business days | | | 4 business days | | | 5 business days | | | 1 | 100% | | |
| Mean time to decommission a server from final approval | | 8 business days | | | 10 business days | | | 12 business days | | | 1 | 100% | | |
| **Incident and Problem Management** | **Mean time to resolve tickets** | Mean time to resolve critical (P1) incident | 6 hours | 2 hours | 1 hour | 8 hours | 6 hours | 4 hours | 16 hours | 12 hours | 8 hours | 1 | 98% | 100% | 100% |
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| Mean time to resolve major (P2) incident | 8 hours | 6 hours | 4 hours | 12 hours | 10 hours | 8 hours | 24 hours | 20 hours | 16 hours | 1 | 97% | 100% | 100% |
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| Mean time to resolve minor (P3&P4) incident (Non-CI linked) | 12 hours | 10 hours | 8 hours | 18 hours | 14 hours | 12 hours | 36 hours | 28 hours | 24 hours | 1 | 95% | 99% | 99% |
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| **Mean time to submit reports** | Mean time to submit the information for the first draft Root Cause Analysis Report (from resolution of the incident) | 2 days | | | 3 days | | | 5 days | | | 1 | 95% | | |
| **Configuration management** | Mean time to provide information regarding any update on system configuration to enable the update of the Configuration Management System | | 1 business day | | | 2 business days | | | 3 business days | | | 1 | 95% | | |
| **Information Security** | Anti-malware agents deployed and active on entire server estate | | 99% | | | 98% | | | 95% | | | 1 | 100% | | |
| Mean time to conduct vulnerabilities scans and remediate findings on servers | | 30 days | | | 45 days | | | 60 days | | | 3 | 98% | | |
| **Customer Satisfaction** | Minimum percentage of satisfied users | | 90% | | | 80% | | | 70% | | | 1 | 100% | | |
| **Inclusions** | Input to Service Improvement Plans | | 2 business day | | | 3 business days | | | 5 business days | | | 1 | 100% | | |
| Successful execution of Service Improvement Plans within agreed timelines | | 99% | | | 98% | | | 95% | | | 3 | 100% | | |
| Delivery on Adhoc reports when requested | | 98% in 3 days | | | 95% in 3 days | | | 90% in 3 days | | | 1 | 100% | | |
| Report on recalls for resolved Incidents | | >=2% | | | >=3% | | | >=5% | | | 1 | 100% | | |
| Report on the number of incidents caused by change requests | | 2 | | | 4 | | | 6 | | | 1 | 100% | | |
| Update information about Problems, workarounds and resolutions in the Knowledge Management System and the Known Error Database | | 1 business day | | | 2 business days | | | 5 business days | | | 1 | 95% | | |
| Number of incidents caused by threshold breaches relating to capacity and performance management | | 1 | | | 2 | | | 3 | | | 1 | 100% | | |
| **Server Backups** | Backup Success Rate | Number of Successful Backups per System per month | 95% | | | 93% | | | 90% | | | 1 | 99% | | |
| Restore Success Rate | Number of Restores as per the Business or Application Request | 99% | | | 97% | | | 95% | | | 1 | 100% | | |
| **Disaster Recovery  \* Only applies to servers with DR** | **Recovery time (RTO)** | HA | N/A | 0 Hours | 0 Hours | N/A | 0 Hours | 0 Hours | N/A | 0 Hours | 0 Hours | 1 | 100% | 100% | 100% |
| DR | < 48 hours | 8 – 24 hours | 0-1 Hours | < 48 hours | 8 – 24 hours | 0-1 Hours | < 48 hours | 8 – 24 hours | 0-1 Hours | 1 | 100% | 100% | 100% |
| **Allowed data loss (RPO)** | HA | 0 | N/A | N/A | 0 | N/A | N/A | 0 | N/A | N/A | 1 | 100% | 100% | 100% |
| DR | < 24 hours | 0 | 0 | < 24 hours | 0 | 0 | < 24 hours | 0 | 0 | 1 | 100% | 100% | 100% |
| **Service Asset and Configuration Management** | CMDB accuracy | | 98% | | | 95% | | | 90% | | | 1 | 100% | | |
| **Change and Release Management** | Successful changes (within time, no roll back required, within scope) | | 99% | | | 98% | | | 95% | | | 1 | 100% | | |
| **Priority Incident Management** | Number of P1 incidents | | 1 | | | 1 | | | 1 | | | 12 | 100% | | |
| Number of P2 incidents | | 2 | | | 2 | | | 2 | | | 3 | 100% | | |
| **Risk and Compliance Management** | **Risks** | Percentage (%) of Risks and Non-conformances successfully mitigated against the total | 98% | | | 95% | | | 90% | | | 1 | 100% | | |
| **Audits** | Number of repeat audit findings | 0 | | | 1 | | | 2 | | | 3 | 100% | | |
| Percentage (%) of Audit Findings successfully mitigated against the total | 98% | | | 95% | | | 90% | | | 3 | 100% | | |
| **Information Security** | Contain virus/malware outbreak | 2 hours | | | 4 hours | | | 6 hours | | | 1 | 100% | | |
| **Customer Satisfaction** | Minimum percentage of satisfied users during annual survey | | 90% | | | 80% | | | 70% | | | 12 | 100% | | |
| **Supplier Relationship** | Supplier satisfaction rating | | 90% | | | 80% | | | 70% | | | 12 | 100% | | |
| **Capacity Management** | Reports delivered on time | | 98% | | | 95% | | | 90% | | | 1 | 100% | | |
| **Service Level Monitoring** | Overall SLA Achievement per Eskom Supplier | | 99% | | | 95% | | | 90% | | | 1 | 100% | | |
| KPI’s reported on | | 100% | | | 99% | | | 98% | | | 1 | 100% | | |
| **Server Agent Management** | SCCM Agent installed and active on Windows servers | | 99% | | | 95% | | | 90% | | | 1 | 100% | | |
| **Hardware Support and Maintenance** | Mean time to repair (24x7) | | 2 hours | | | 4 hours | | | 6 hours | | | 12 | 100% | | |