

	PSSA SLA Document	Group Technology
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Title:	Group Technology Application Operations PSSA	Unique Identifier:	240-130825747
		Alternative Reference Number:	N/A
		Area of Applicability:	E
		Documentation Type:	IS
		Revision:	1
		Total Pages:	16
		Next Review Date:	January 2026
		Disclosure Classification:	CONTROLLED DISCLOSURE

Compiled by	Functional Responsibility	Authorized by	Vendor
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CONTROLLED DISCLOSURE

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1. INTRODUCTION

This working instruction outlines the activities required for effectively handling support queries (incidents and requests) to ensure the reliability of the PSSA tool. The aim of this working instruction, along with its supporting annexes, is to facilitate the efficient and effective management of incidents, requests, and performance on a regular basis. This ensures that from the moment any anomaly occurs until its resolution, corrective and preventive measures are developed and implemented.

2. SUPPORTING CLAUSES

2.1 SCOPE

This working instruction is applicable to the vendor(s) performing tasks to maintain and support the PSSA for Eskom. This Service Level Agreement (SLA) describes the process and requirements for the management of incidents and requests raised by the business to the vendor. The process includes activities initiated in a manner ensuring that calls are attended to and resolved.

2.2 PURPOSE

The purpose of this SLA is to document all necessary tasks and information to ensure the smooth daily operation of support activities regarding call management, aimed at delivering excellent service to the business. This will help ensure that the highest levels of service quality and availability are maintained.

The process begins when an end-user logs an incident via telephone or email. The call is registered in the Helix system and routed to the ITCare Help Desk. From the ITCare Help Desk, the call is assigned to an IT Analyst Officer within Group Technology, who investigates, acts upon, and resolves the call. If the issue is not resolved within the business and requires third-party resolution, the services identified within the SLA with the vendor will be initiated.

This document shall apply to the vendor performing tasks for the business.

3. NORMATIVE/INFORMATIVE REFERENCES

Parties using this document shall apply the most recent edition of the documents listed in the following sections.

3.1 DEFINITIONS

3.1.1 Classification:

Public Domain	Published in any public forum without constraints (either enforced by law or discretionary).
Controlled Disclosure	Controlled disclosure to external parties (either enforced by law or discretionary).
Confidential	Information that could harm the objectives and functions of Business Holdings Limited if used by malicious or hostile entities.
Secret	Information that could disrupt the objectives and functions of Business Holdings Limited if used by malicious or hostile entities.
Top Secret	Information that could neutralize the objectives and functions of Business Holdings Limited if used by malicious or hostile entities.

3.1.2 Abbreviations:

Helix	Service Desk fault management system
RFS	Request for Service
SLA	Service Level Agreement
AO	Analyst Officer Support
Incident	An unplanned interruption to an IT service or reduction in the quality of an IT service
Incident Management	The process responsible for managing the lifecycle of all incidents
Request for Service (RFS)	A request from a user for information, advice, a standard change, or access to an IT service
Problem	The cause of one or more incidents
Problem Management	The process used to manage the lifecycle of problems
Response	Time elapsed between the reporting of the incident and its assignment for resolution
Application Support Management	Policies, practices, procedures, and processes used in managing application support

3.2 SUPPORT LEVELS:

1st Line Support	ITCare Helpdesk.
2nd Line Support	Group Technology
3rd Line Support	Vendor

4. ROLES AND RESPONSIBILITIES

Role	Responsibilities
Analyst Officer	Investigate calls Communicate with end-users Resolve calls within SLA Escalate unresolved issues to Senior Analyst Officer Monitor calls in the Fault management system Create new calls (incidents, requests, problems, change requests) Provide testing coordination over SMEs and testers
End-User	Report problems via ITCARE email or phone Provide email reference number to Analyst Officer Respond to communication from Analyst Officer or Group Technology staff.
Application Support Manager	Support and guide Analyst Officers and the vendor Provide clear instructions on SLA goals and objectives Manage escalations and monitor problems. Communicate changes regarding support.
Contracts Manager	Provide strategic framework and vision Offer budget and governance guidance Support contract renewal and initiation.
Supplier/Vendor	Repair software defects Assist with software testing and patch application Provide general troubleshooting support and consulting services.

5. PROCESS FOR MONITORING

The vendor will send monthly reports to business end-users and Group Technology, detailing the reported and outstanding calls.

5.1 RELATED/SUPPORTING DOCUMENTS

- Monthly Report on Resolutions and Outstanding Problems.

6. DOCUMENT CONTENT

Ongoing, steady, and reliable support is what ensures the system remains operational and functional. This document outlines how support is provided, and the strategies used to maintain consistent support. It serves as a tool for learning the usage and importance of the system in the business. It is not intended to assign blame or monitor vendor performance but rather to identify and address weaknesses to reduce future risks. Support, as discussed in this document, refers to the software on the client, application server, database, and network (where applicable).

7. AIMS AND OBJECTIVES

7.1 THE AIMS AND OBJECTIVES OF THE SLA ARE AS FOLLOWS:

- Provide a seamless process for resolving problems.
- Establish measurable tasks to guide support personnel towards effective support.
- Clarify roles and responsibilities regarding support.
- Maintain visibility and availability for the business.
- Instill confidence in the business as a reliable and trustworthy source for timely problem resolution.
- Ensure vendors understand their duties regarding reporting and intellectual property usage.
- Report to the business as appropriate and communicate with all stakeholders.

7.2 SERVICES AND DEFINITIONS

Application Components	All components that form part of the Enterprise PSSA
External Component	Components interfacing with the system through APIs, plug-ins, and database level integrations.
Enterprise Development	The development environment at the vendor, including a continuous integration server.
System Defects	is a configuration fault, error or failure associated with embedded system software or custom build
Code Defect	Are defect in code that result in the software not functioning properly or operating as designed. Code defects refer to software error.
Product Defect	Third party software product anomalies, interoperability and integration. Product defects refer to improper system operation.

7.3 SEVERITY LEVELS OF DEFECTS

Severity 1 (Critical)	System crashes; failure to meet requirements; inability to continue a business transaction. System is unusable.
Severity 2 (Major)	Application does not function correctly, and no workaround exists
Severity 3 (Minor)	Application has issues, but a workaround is available.
Severity 4 (Enhancement)	Cosmetic improvements to the user interface.
Severity 5 (Documentation)	Functionality is acceptable, but documentation needs updates.

7.4 SUPPORT LEVELS

1st Line Support	Logging and classifying incidents, attempting resolution or escalation as necessary.
2nd Line Support	Receipt and escalation of calls for resolution.
3rd Line Support	Investigation and resolution of escalated issues, including software defect fixes and feature development.

7.5 HELPDESK SUPPORT SERVICES

- All incidents will be logged via ITCare Helpdesk and assigned to technical specialists.
- Support is available through telephone, email, and web, with priority given based on severity.

7.6 ESCALATION PROCEDURE

Escalation may occur when service levels are violated, there is poor customer service, or response delays. If unresolved, the issue will be escalated to higher management for resolution. An NCR (Non-Conformance Report) can be filed for unresolved issues.

7.7 DISPUTE MANAGEMENT

If escalation does not resolve the issue, a dispute may be declared. Senior management from both the service recipient and provider will attempt to resolve the issue.

7.8 SOFTWARE PRODUCT MAINTENANCE & UPDATE SERVICE

The vendor will remedy software defects and provide corrected versions to the business, notify representatives about new releases, and maintain the software products throughout the agreement's term.

7.9 SOFTWARE DEFECT CATEGORIES AND RESOLUTION TIMES

Defects are categorized into four types: code defects, product defects, system defects, and operational defects. The resolution times vary based on severity, with detailed tracking and updates on the open issues list.

Defect Category	Description	Acknowledgement and solution scoping	Resolution (Severity Level 1)	Resolution (Severity Level 2)	Resolution (Severity Level 3)	Resolution (Severity Level 4)	Resolution (Severity Level 5)
Code defect	Are defects in code that result in the software not functioning properly or operating as designed. Code defects refer to a software error.	24hrs / 1 day	2 Days	3 Days	5 Days	Based upon agreed scope	Based upon agreed scope
Product defect	Third party software product anomalies, interoperability and integration. Product defects refer to improper system operation.	24hrs / 1 day	2 Days	3 Days	5 Days	Based upon agreed scope	Based upon agreed scope
System defect	is a configuration fault, error or failure associated with embedded system software or custom build	24hrs / 1 day	2 Days	3 days	5 Days	Based upon agreed scope	Based upon agreed scope
Operation defect	defect related to user misunderstanding or incorrect use of the software and/or operational end-user error	Case by Case	Based upon agreed scope	Based upon agreed scope	Based upon agreed scope	Based upon agreed scope	Based upon agreed scope