

اتفاقية مستوى الخدمة (SLA)

- 1.2.1. The support function must be available 18X5 for Service Desk and 24X7 for main production Data Centre.
- 1.2.2. Priority 1 incidents must be resolved within 6 hours or less
- 1.2.3. Priority 2 incidents must be resolved within 24 hours or less
- 1.2.4. Priority 3 incidents must be resolved within 48 hours or less
- 1.2.5. Priority 4/ Service Request should be fulfilled within 72 hours or less
- 1.2.6. The Contractor will have access to HP Service Manager tool owned by PNU IT, to check the raised tickets and should respond through the same tool to the opened tickets (submitted through HP Service Manager, telephone calls or e-mail messages):

Priority	Response time	Resolution time	Breach
1	< 1 Hr	<=6 Hrs	> 6 Hrs
2	< 4 Hrs	<= 24 Hrs	> 24 Hrs
3	< 4 Hrs	<= 48 Hrs	> 48 Hrs
4	< 6 Hrs	<= 72 Hrs	> 72 Hrs
Level - 1 Escalation (75%) of resolution time Level - 2 Escalation (100%) of resolution time Level - 3 Escalation (150%) of resolution time Level - 4 Escalation (200%) of the resolution time			

Main Stakeholder in the Escalation Window

75% of resolution	100% of resolution	150% of resolution	200% of resolution
Service Desk Manager	Contractor Operation Manager	PNU Operation Director	PNU CIO