

Document

Version	Date	Who	Changes
0.1	23/08/2021		First draft
0.2	26/11/2021	James Wilson	First draft
0.3	29/11/2021	James Wilson	Simple edits made on behalf of RSpace
0.4	30/11/2021	James Wilson / Rory McNeil (RSpace)	More detailed text for Business Continuity section
0.5	30/11/2021	James Wilson	Final modifications before Beta go live

Template

Version	Date	Who	Changes
0.1	27/08/2021	Mike Haward	First draft

This SLA describes the following

Third party support is invoked by the Service user, Service Owner, SOM, or ARC Research Data team, and managed by the Service Owner or SOM.

Level	Description	Response Target	Resolution Target	Notes
1	Category A - Support requests that can be resolved entirely by the support team without escalation to the engineering	1 day during business hours (9am-5pm)	48 hours	
2	Category B - Non-time-sensitive support requests that require escalation to the engineering team, via creation of an engineering issue ticket, but which does not require immediate attention	1 day during business hours (9am-5pm)	Variable depending on urgency. 2 days for single feature patch	
3	Category C - Time-sensitive support requests that require escalation to the engineering team, via creation of an engineering issue ticket, and which require immediate attention	<1 hour during business hours (9am-5pm); As soon as possible outside of business hours	4 hours	Please include the "EMERGENCY" in the subject header of your request. Emergency situations include the complete failure of the system rendering user login impossible or other situations that make it impossible for users to access their data. In the event of an emergency ResearchSpace will contact the customer or send an initial response regarding the emergency call within one hour

Notebook Service		Monthly feature release
RSpace	RSpace	Under normal circumstances: Four to five-week sprints and release schedule

If you are unhappy with the support you have received,

backup due to its exceptional durability of data at scale. In this scenario, the average data loss would be similar to that of Scenario 2 - a mean of 6 hours loss. However, the recovery time will be longer depending on the volume of data to be recovered from backup. Database recovery would typically be less than hour; recovery of files from S3 to live storage would proceed incrementally. The current rate of recovery observed during our testing is approx. 200-300Gb per hour of files.

Number of Incidents and Service Requests created
Number of Incidents and Service Requests closed
Number of open incidents and service requests by age
Customer satisfaction scores from RemedyForce feedback
Response Times
System Outages (uptime)

RSpace provides a single service level that of support for all users that includes all necessary live help desk

Minor, non-critical issues that do not require creation of new code, installation of new software, connection via Webex, or additional customer actions such as transmission of log files will typically be resolved within 24-48 hours. Approximately 80% of all minor calls are resolved during the same business day.

B) Non-time-sensitive support requests that require escalation to the engineering team, via creation of an engineering issue ticket, but which does not require immediate attention.

RESPONSE:

The target time for responses for this type of issue would be between an hour and a day during normal business hours, and as soon as possible outside business hours.

RESOLUTION:

The fix time would depend on the severity of the issue and the need to release a solution as a single feature patch which might take 1-2 days vs. lower priority cosmetic features that we would include in the next scheduled release. Scheduled releases are delivered approximately every 1 to 2 months.

C) Time-sensitive support requests that require escalation to the engineering team, via creation of an engineering issue ticket, and which require immediate attention. These issues are flagged as urgent in our issue manager database, and this flag automatically triggers notifications to the on-duty engineers. Resolution of critical customer issues is prioritized above all other staff responsibilities

RESPONSE:

The target response time for these issues is always less than an hour during normal business hours, and as soon as possible outside business hours.

RESOLUTION:

Fix time would be 1 – 4 hours depending on the nature and severity of the issue.

Emergency service calls for critical problems must be clearly identified as such, and will receive the highest priority. Please include the term "CRITICAL" or "EMERGENCY" in the subject header of your request.

Emergency situations include the complete failure of the system rendering user login impossible or other situations that make it impossible for users to access their data. In the event of an emergency ResearchSpace will contact the customer or send an initial response regarding the emergency call within one hour

Customers with an onsite installation may wish to enable instant emergency access to your RSpace server to minimize emergency response time, in which case ResearchSpace will need SSH access at all times. If you do NOT want us to perform this service, please let us know. Be aware that disallowing permanent SSH access

- The issue has been resolved and a confirming communication has been received from the customer.
- Ten business days have elapsed and there has been no further follow-up from the customer and no response to ResearchSpace emails. ResearchSpace assumes the case is resolved. Cases presumed to be resolved can be re-opened, if needed.
- The issue cannot currently be resolved. ResearchSpace has suggested workaround workflow solutions.
- The case requires no attention from the support team and has been transferred to the relevant ResearchSpace consultant. This might occur if the request is for c hSbTQe11 Tf1 0 0 1 58.025 705.45 TmiP058.02tl (6,0 g