



## **Service Level Agreement**

(Service Description)

## **Service Support Management**

Code: MS-SSPM

Version: 3.0

Valid from 01.01.2025

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## Service of the contractor

This document describes the services of the service module, which are provided as part of the contract concluded between the client (CL) and the contractor (CO). The responsibilities of the services described are based on a RACI model. Explanations of terms and contact information for the Customer Service Center can be found under the following [link](#).

Unless otherwise agreed, the following service goals apply as standard: Service time "SNAZ" (NWH) with a response time of 4 hours.

## Service Support Management

Service Support Management is the primary point of contact for issues relating to the services provided by the contractor's service modules as defined in the service level.

| Initial Services                                                                                                                         | CO  | CL  |
|------------------------------------------------------------------------------------------------------------------------------------------|-----|-----|
| Coordinate a series of service meetings with the customer and send them out                                                              | R/A | C/I |
| Set up a process for coordinating maintenance windows with the customer                                                                  | R/A | C/I |
| Creation of the service manual and coordination of the contents together with the customer and provision on a shared document repository | R/A | C/I |
| Setting up and configuring the service reports in the contractor's service management system                                             | R/A | C/I |

| Recurring Services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | CO  | CL  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-----|
| <b>Planning and holding meetings</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |     |     |
| The contractor's service support management regularly organizes and conducts the agreed meetings with the client during normal working hours (according to the chapter "Agreed consumption units"). These are held remotely as standard, unless otherwise agreed. The content of the meetings includes, for example, findings gained from the contractor's services, organizational improvement suggestions or planning activities and measures.                                                                                                                                                                                                                                                                                                                                                                   | R/A | C/I |
| <b>Contact person for process changes in services</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |     |     |
| <p>The client informs the contractor's service support management about topics that affect the services, such as access regulations, responsibilities or contact details of contact persons. The contractor's service support management forwards this information within the contractor to the responsible departments for processing.</p> <p>The contractor's service support management informs the client about important topics relating to the service object (such as changes to remote maintenance access). The client will create the necessary framework conditions internally if necessary.</p> <p>The client informs the service support management about planned changes that have an impact on the systems or system components maintained by the contractor, or are directly dependent on them.</p> | R/A | C/I |

| <b>Eskalationen zur laufenden Serviceerbringung</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |     |     |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-----|
| <p>Disruptions that significantly endanger the client's business processes and cannot be resolved by the contractor's services and are within the contractor's area of responsibility are escalated by the client to the contractor's customer service center in the first stage.</p> <p>The next escalation level, for disruptions with the classification impact and urgency = high, is the contractor's service support management during the agreed service time. This has the task of managing the escalation and finding a solution to the disruptions, provided that this is within the contractor's sphere of influence and concerns the services of the service modules defined in the service level and the respective service and system setup.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | R/A | C/I |
| <b>Wartungsfenster verwalten und Wartungseinsätze koordinieren</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |     |     |
| <p>For the systems and system components maintained by the contractor, maintenance windows are agreed in advance for proactive service modules and set up in the systems by Service Support Management and communicated to the people affected.</p> <p>The client also reports the relevant maintenance windows to Service Support Management for systems maintained by the client that are dependent on the contractor's services.</p> <p>Maintenance windows are those periods when maintenance operations can take place without affecting or endangering the client's operations. Maintenance windows do not necessarily have to be used.</p> <p>A maintenance window can be used for several maintenance operations. The maintenance operations are ranked by Service Support Management according to the dependencies and risks within a maintenance window and provided with appropriate reserve times (for any necessary restoration of the status quo before the maintenance window). Maintenance operations are approved by Service Support Management in coordination with the client.</p> <p>The client must ensure that all requirements for a maintenance operation are met during the agreed maintenance windows.</p> | R/A | C/I |
| <b>Update of the service manual</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |     |     |
| <p>The contractor maintains a manual for ongoing service provision, which contains, for example, the operational processes, details, instructions or contact details of the contact persons. This manual documents all details of the service provision based on this service level agreement and records those agreements that are necessary for service provision and that may change during the term of the contract (e.g. contact persons). The manual is maintained by the contractor and new versions are made available to the client on a shared document repository.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | R/A | C/I |
| <b>Creating service reports</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |     |     |
| <p>The contractor regularly creates the standard incident or change service reports listed in the table with the available data from the contractor's data warehouse on the services provided and systems supported as a control of the services.</p> <p>The reports are created in Microsoft Excel format and discussed together in the planned meetings. In the event that the reporting period is shorter than the meeting period, the reports are summarized in the planned meetings.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | R/A | C/I |

|                 |                          |                                                            |  |  |
|-----------------|--------------------------|------------------------------------------------------------|--|--|
|                 |                          |                                                            |  |  |
| Code            | Title                    | Description                                                |  |  |
| [K_INM-SLEZW_DE | SLA compliance & targets | Malfunctions by service types, service targets and targets |  |  |
| [K_CHM-SLEZW_DE | SLA compliance & targets | Standard Changes by service targets and targets            |  |  |

**Services not included**

Escalations of faults via Service Support Management that only affect individual end users or devices

