



Service Level Agreement (Definitions / Glossary)

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Definitions / Glossary

Customer Service Center

The client can register tickets (cases) 7x24 by phone (+43 50 8220), via web (link) or by email (kd-center@cancom.com).

CANCOM classifies the registration and coordinates the technical operations within the agreed scope of services.

The contractual service provision, however, takes place within the scope of the respective service with the defined service times.

For each registration, a unique reference number is assigned from the Customer Service Management System and confirmed by email.

RACI-Matrix

The representation in a RACI-Matrix serves to visualize and manage responsibilities and authorities. RACI stands for (R = Responsible), responsibility (A = Accountable), cooperation (C = Consulted) and information (I = Informed). The matrix helps to ensure that everyone involved (AN = Contractor, AG = Client) knows who is responsible for which tasks and who needs to be involved in decision-making processes.

Support Services

The contractor provides support in accordance with the defined service levels during ongoing operations with contractually agreed support services for different technology areas. From error analysis to restoring functionality, but also through the use of our experts - with our broad spectrum of proactive and reactive services, we provide the client with optimal support in their operational operations.

Enterprise IT Services

These are all the service modules that are provided by the contractor as a service provider and provide functional system services. Through standardized automated solutions in the areas of IT, security, and collaboration, we can support the end-to-end requirements of our clients.

Business Services

These are all self-developed services that are provided by the contractor and that support business processes. Through standardized automated solutions for different industries and companies such as healthcare, finance, retail, tourism, carrier, manufacturing and public, we can support the end-to-end requirements of our clients.

Service Initial Tasks

The services that create the prerequisites for the ongoing provision of services are referred to as service initial services. In the service initial service, one-off services are carried out to provide the service. These services are provided in coordination with the client and are the prerequisite for the start of the contract. For example, systems are configured, processes defined, and responsibilities regulated.

Consumption quotas

Consumption quotas are countable units that are contractually guaranteed to the client for use or consumption. These quotas define a contractual quantity that is either consumed in a period of time or counted on a specific date. The client is entitled to the quantity of a quota specified in the service level agreement. For example, the number of tickets per contract year or the number of hours included per month. Services provided that exceed the quotas are billed according to actual expenditure. Quotas that have not been used by the client at the time of counting (period or date of reference) cannot be used for other services or for billing purposes or subsequent periods of observation.

Customer Service Management System

In the contractor's service management system, the service processes are carried out and documented in accordance with ITIL.

Impact & priority

The contractor uses the following priority matrix in its customer service management system to classify tickets. The classification is generally carried out by the client or the person submitting the ticket. However, this can be changed by the contractor's 1st or 2nd level support as part of the error isolation process in dialogue with the client.

Priority	Impact	Urgency
1 – Critical	1 – High	1 – High
2 – High	1 – High	2 – Medium
2 – High	2 – Medium	1 – High
3 – High	3 – Low	1 – High
3 – Medium	1 – High	3 – Niedrig
3 – Medium	2 – Medium	2 – Medium
4 – Low	2 – Medium	3 – Low
4 – Low	3 – Low	2 – Medium
4 – Low	3 – Low	3 – Low

Response times of the individual priorities.

Priority	Response time
1 – Critical	According to the SLA of the respective service
2 – High	
3 – Medium	
4 – Low	

Definitions of impact and urgency.

Impact	Explanation
1 – High	The client's business process is not feasible A large number of users are affected
2 – Medium	The client's business process can only be implemented to a limited extent A moderate number of users are affected
3 – Low	One user is affected

Urgency	Explanation
1 – High	Significant impact on business operations. A quick resolution is required to avoid major impact.
2 – Medium	Some impact on business operations, but not critical. Resolution should be achieved within a reasonable timeframe.
3 – Low	No immediate impact on business operations. The solution can be implemented over a longer period of time.

Time schedules for service provision

The time schedules are explained in this chapter for all referenced contract documents and refer to the time zone (UTC+01:00) and the public holidays in Austria. The agreed time schedules are listed for the respective services.

Normal Working Hours (NWH)

Normal working hours (NWH) define both the opening hours of the contractor and the time during which no overtime premiums are charged for direct services.

Short form and time ranges:

Short form	Weekday	Time
NWH	Monday – Thursday	07:30 am – 5:00 pm*
	Friday	07:30 am – 2:00 pm*

*Applies to working days

Service time

The service time defines the time in which the contractor provides the defined services.

Possible service times are:

Short form	Weekday	Zeit
NWH	Monday – Thursday	07:30 am – 5:00 pm*
	Friday	07:30 am – 2:00 pm*
WD (Workday) 7-20	Monday – Friday	07:00 am – 8:00 pm*
7x24	Monday – Sunday (including holidays)	24 hours

*Applies to working days

Availability time

The availability time defines the time in which the contractor provides the defined technical functions or services.

Possible availability times are:

Short form	Weekday	Zeit
NWH	Monday – Thursday	07:30 am – 5:00 pm*
	Friday	07:30 am – 2:00 pm*
WD (Workday) 7-20	Monday – Friday	07:00 am – 8:00 pm*
7x24	Monday – Sunday (including holidays)	24 hours

*Applies to working days

Service Objectives of Performance fulfillment

The service level indicators specified for service modules are measured and monitored in the contractor's systems. The definitions of the time measurements are given below.

Reaction time

Within the scope of the service time, the response time is the period from the initial notification of a fault or request to the first measure (initial response or activity). The following initial responses can occur:
Deployment of the technician at the system location or Remote support or remote diagnosis of the system

Recovery time

Within the scope of the service time, the production time is the period from the initial written notification, i.e. the commissioning of a request, to the operational production or installation of a new function or a new device.

Down time

The duration of a functional failure is measured by a monitoring system based on the availability time. The time from the start of the fault to the main function of a system or service being available again, which falls within the availability time period, is determined.

Availability

The availability of a particular system or service is indicated as a ratio in percent with 4 decimal places and represents the maximum availability (German abbreviation: VZ) in proportion to the consolidated sum of functional malfunctions in one monitoring period (e.g. calendar year).

Availability is calculated for the downtimes (AFZ) recorded by the monitoring system or for the time needed to restore the service (WZ) as measured with the incident ticket. For each ratio or service, it is explained which source data is used. Data is extracted from the systems of the contractor for the calculation.

$$\text{VFBK in \%} = \frac{\text{max. VZ} - \sum \text{AFZ}}{\text{max. VZ}} \times 100$$

Example of system availability (e.g. a server):

A system was operated 365 days (1 calendar year, 1.1-12.31) and was down 3 times in this period: 32 minutes, 94 minutes, and 66 minutes. Therefore, the total downtime period (AFZ) is 192 minutes or 11520 seconds. The maximum availability (VZ) is calculated from the 365 days converted into seconds ($365 \times 24 \times 60 \times 60$) and is 31,536,000 seconds. Accordingly, VFBK can be calculated for the system in this calendar year as $[(31,536,000 - 11,520) / 31,536,000] \times 100$ and can be given as 99.9635%.

Maintenance service

The contractor also provides work in the scope of service modules that takes place periodically or is planned with changes. The following terms apply to these services.

Maintenance windows (planned)

A maintenance window is a planned and reserved period in the service calendar in which one or more maintenance assignments can be carried out. It defines a period (date and time "from - to"), in which activities to maintain or preserve systems or components are conducted and the functioning of the systems and the business operations are not guaranteed. Maintenance windows are planned or reserved in advance. A planned maintenance window can be, but does not need to be, used.

Maintenance windows (carried out)

If part or a period of maintenance window is used for maintenance work or changes, the duration of the service is labelled as a maintenance assignment.

Alerts are not observed during a maintenance assignment and do not result in an incident ticket.

Malfunctions during the maintenance assignments are not considered as downtime for the availability calculation.

Unscheduled maintenance assignments

If maintenance assignments are required as part of emergency changes, such are maintenance assignments conducted outside of maintenance windows. These assignments are subject to a special approval procedure.

