

Service Level Agreement

The following provisions set forth the service levels (the “SLA”) that defines the criteria for ThinkOn’s Services and the credits available to Client in the event such SLA’s are not met:

Incident Management Service Level Commitments

The following table outlines goal times for specific activities (measures) within Incident Management based on Incident Priority and the associated criticality rating of the solution and/or service impacted by the incident.

Incident Management Service Level Compliance Targets

Compliance targets for meeting the Incident Management goals below will be set at 95%, calculated daily and monthly.

Measure	Critical (Priority 1)	High (Priority 2)	Medium (Priority 3)	Low (Priority 4)
Incident Resolution	2 cont. hours	4.5 cont. hours	2 bus. days	4 bus. days
Incident Acknowledge	15 cont. min.	30 cont. min.	120 bus. min.	1 bus. day
Incident Response	45 cont. min.	60 cont. min.	6 bus. hours	3 bus. days

Legend:

- Goals noted as “cont. hours” or “cont. min.” mean continuous hours or continuous minutes, respectively, and are measured on a continuous basis (7x24 calendar).
- Goals noted as “bus. days”, “bus. hours”, “bus. min.” means business days, hours, or minutes, respectively, and are all measured on a business day of 9 hours from 8:00 am to 5:00 pm, Monday to Friday, excluding statutory holidays; the time elapsed against such goals is suspended outside the business day.
- Support may be required for business hours extending from 8:00 am to 6:00 pm, Monday to Friday, holidays excluded.
- All times are based on Eastern Time (UTC-5).

Notes:

- All goal times are subject to change over the life of the contract, with advance notice provided to the Vendor.
- All “Incident Resolution” goals assume the Vendor is accountable for service restoration.
- All “Incident Acknowledge” and “Incident Response” goals apply to the Vendor regardless of whether the Vendor is accountable for service restoration, or whether the Vendor is assisting other parties who are accountable for service restoration.
- All “Incident Acknowledge” and “Incident Response” goals apply to the Vendor even if the Vendor transfers the Incident to another team for their feedback/assistance.
- All Incident Management goals assume that the Vendor has resources immediately available 7x24 / 365(6).

- All actions taken by the Vendor during Incident Acknowledge, Incident Response and/or Incident Resolution shall be documented by the Ministry in the OPS ITSM Toolset – Incident Management module, including why actions were taken.

Service Request Management Service Level Commitments

The following table outlines goal times for specific activities (measures) within Service Request Management based on the category of request. The request transaction may be presented either as a complete order to be fulfilled, or as a work order to be completed within a broader customer service request. No distinction is made below and a generic request completion measure is identified.

Service Request Management Service Level Compliance Targets

Compliance targets for meeting the Service Request Management goals below will be set at 95%, calculated daily and monthly.

Measure	Category 1 (Action)	Category 2 (Scope)	Category 3 (Aspect) (including but not limited to)	Goal	Exceptions
Request Completion	Move/ Add/ Change/ Delete	Hardware (after original installation)		2 bus. days	Security, Business Urgency, LOB Requirement
		Access	System, physical, network, VPN, application, temporary	2 bus. days	Security, Business Urgency, LOB Requirement
		Data/ Information	CI entry, log files	7 bus. days	Security, Business Urgency, Financial implication

Legend:

- Goals noted as “bus. days” mean business days, and are measured on a business schedule of 8:00 am to 6:00 pm, Monday to Friday, holidays excluded. All times are based on Eastern Time (UTC-5).

Notes:

- All goal times are subject to change over the life of the contract, with advance notice provided to the Vendor.
- There may be situations in which the goals listed above for completing a service request will not be adequate to meet a business (OPS) requirement. In keeping with best practices in IT service delivery, a business need to escalate an IT request may require completion of the request within a shorter timeframe than the formal goal set forth. The goals listed above, therefore, should be considered maximum acceptable timeframes. Exceptions will be managed with the business to ensure they are, as much as possible, kept to a minimum.