



E-vote 2011

SSA – V Appendix 5

**Service Level with Standardised
Price Reductions**

Project: E-vote 2011

**Change log**

| Version | Date | Author | Description/changes |
|---------|------|--------|---------------------|
| 1.0 | | | |
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1. Introduction

The customer has asked for proposals for Appendix 2, 5 and 7 of the Maintenance and Support Agreement (SSA-V) and requested these to be delivered with the tender. Appendix 3, 4, 6, 8 and 9 to the agreement are not delivered at this stage.

This document – Appendix 5 - shall describe the agreed service levels, based on the Customers Requirement Specification (Appendix 1) and the Contractors proposed Service specifications in Appendix 2.

The document also proposes mechanisms for standardized Price Reductions based on the extent to which the agreed service levels are actually delivered.

Example templates for Service Level Agreement and Service Report can be found in SSA-V Appendix 5 Attachment 1 and 2 respectively.

2. Service Level

2.1. Definitions

Service level measurement

Achieved service level is measured according to the quality parameters described in this document. Service level measurement shall apply to services provided by the Contractor as well as tasks and deliverables provided by the Customer.

If a delivered service does not meet the agreed requirements, an analysis is initiated and the Contractor shall propose measures to improve service levels. The Contractor shall prepare the basis documentation for, and calculate a price reduction according to the standardised price reduction scheme.

The Contractor and the Customer shall actively cooperate to implement continuous improvement of the services provided.

Categorization

All errors and incidents shall be registered at the service desk and categorized by the Customer according to risk for reduced service quality and possible consequences (impact) from the incident. Registrations made by the Contractor shall include the Contractors proposed categorization. If the actual work with a particular case shows that the categorization is wrong or no longer valid, the Contractor shall suggest a new changed categorization. The new categorization is valid only after Customer approval.

The A-B-C categorization from the general provisions in the Agreement shall be used both for errors and user questions/incidents.

| Level | Category | Error Description | Incident |
|-------|----------|---|---|
| A | Critical | - Error that results in the stoppage of the system, the loss of data, or in other functions that are of critical importance to the Customer not working as agreed. - The documentation being incomplete or misleading, and this resulting in the | The request/ inquiry relates to matters that there is great risk that may result in critical or serious incidents. If this is not resolved, it is a great risk that we will have incidents of critical or severe category. |



| | | | |
|----------|--------------|---|---|
| | | Customer being unable to use the system or material parts thereof. | |
| B | Serious | <ul style="list-style-type: none"> - Error that results in functions of importance to the Customer not working as agreed, and which it is time-consuming or costly to avoid. - The documentation being incomplete or misleading, and this resulting in the Customer being unable to use functions that are of importance to the Customer. | The request/ inquiry relates to matters where there is a risk that this may result in critical or serious incidents. If this is not resolved, there is a risk that we will have incidents of critical or serious category, or that this causes significant extra work for users, customers or other stakeholders. |
| C | Less serious | <ul style="list-style-type: none"> - Error that results in individual functions not working as intended, but which can be avoided with relative ease by the Customer. - The documentation being incomplete, imprecise or easily misunderstood. | The request/ inquiry relates to matters where there is no risk that this may result in critical or serious incidents. If this is not resolved, there is little or no risk that we will have incidents of critical or severe category. |

2.2. Quality parameters

| Service level | Deadlines/ Time period Between election periods | Deadlines/ Time period Extended period During election period |
|--|--|--|
| Service period | Weekdays 08:00 – 16:00 | Working hours 08:00 – 16:00 and Outside working hours 16:00-0800 |
| Answer time telephone | 1 minute | 1 minute |
| Response time support requests | 24 hours | 10 minutes |
| Time to start error correction | NA | During working hours: immediately Outside working hours: 30 minutes |
| Deadline for rectification of A-Errors | 2 working days | 1 working day |
| Deadline for rectification of B-Errors | 5 working days | 2 working days |
| Deadline for rectification of C-Errors | 5 working days | 5 working days |

3. Standardized price reduction

| Service level | Sanctions in the event of default |
|--|--|
| Service period | |
| Answer time telephone | NOK 500 for each incident |
| Response time support requests | NOK 1000 for each incident |
| Time to start error correction | NOK 1000 for each incident |
| Deadline for rectification of A-Errors | 0.15 percent of the contract value for each day of delay |
| Deadline for rectification of B-Errors | NOK 1000 per day of delay. |
| Deadline for rectification of C-Errors | |