



2011 E-vote

**SSA-V Appendix 5 Service Level with
standardised price reductions**

Project: 2011 E-vote

**Change log**

Version	Date	Author	Description/changes
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1. Service Level Agreement

The purpose of this document is to specify and classify the different service indicators that Indra must comply with in case it is the winning bidder of the following maintenance services:

- Support Services
- Error correction
- New Versions

The final purpose is to establish a closed and defined work framework that provides the flexibility required by the business and guarantees the service levels requested for all periods (electoral and non-electoral).

The service indicators will be measured and reported with the periodicity stated herein. Therefore, the failure to comply with such levels will be subject to the application of penalties.

Indra will describe its measurement commitments to guarantee the continuous improvement of the services in the following sections, with the establishment of the minimum levels of each indicator.

1.1. Service level definition phase

A phase is defined prior to the implementation of the service model, where Indra and the CLIENT will jointly define and agree on the service level indicators and their objective values. The proposal of these initial SLAs is to standardise them in accordance with the type of service, criticality of errors and measurement period (electoral and non-electoral). These details will be explained in greater detail throughout the document.

1.2. Electoral period SLA

The indicators requested by the CLIENT in the “SSA-V Maintenance Agreement.doc” specifications are described next. As regards the values proposed by the CLIENT, the definition phase will confirm said values or set forth a series of modifications to adjust them after analysing the cause for the corresponding deviations.

1.2.1. Support Services SLA

Indicator	Values
Telephone answer	1 min
Response time	10 min

1.2.2. Error Correction SLA

Indicator	Values
Error correction	Start immediately during working hrs. Out working hrs start up within 30 min



1.3. Non-Electoral period SLA

The indicators requested by the CLIENT in the “SSA-V Maintenance Agreement.doc” specifications are described next. As regards the values proposed by the CLIENT, the definition phase will confirm said values or set forth a series of modifications to adjust them after analysing the cause for the corresponding deviations.

1.3.1. Support Services SLA

Indicator	Values
Telephone answer	1 min
Response time	24 hrs

1.3.2. Error Correction SLA

Indicator	Values
Error correction	1 week

1.4. Definition of criticality

The “SSA-V Maintenance Agreement.doc” specifications define the different criticalities used to classify potential service errors and their impact on the development of the activities. These values are shown on the following table.

Level	Category	Description
A	Critical error	<ul style="list-style-type: none"> - 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 Customer being unable to use the system or material parts thereof.
B	Serious error	<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.
C	Less serious error	<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.



In accordance with these criticality levels (A, B and C), Indra proposes a redistribution of the incident resolution times, assigning resolution times that are inversely proportional to the error criticality level.

These will guarantee the alignment of the SLAs to the client's needs, prioritising the resolution of errors classified as the most critical ones, since they will have a more aggressive SLA resolution time.

Therefore, different objective values will be obtained for the same indicator, in accordance with the error's criticality.

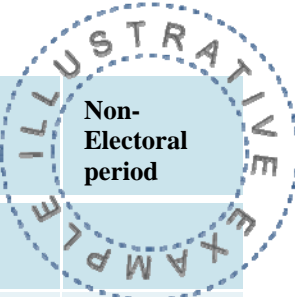
The value of these new indicators can be studied during the SLA definition phase.

1.5. Additional SLAs proposed by Indra

In addition to those requested by the CLIENT, Indra proposes new service indicators that can be measured each month, obtaining additional measurements that provide a global vision of the service.

The specifications described in the previous point will be of application to these new indicators, with the assignment of objective resolution values based on the error's criticality.

Likewise, the objective values proposed will vary, as requested by the CLIENT, depending on their measurement period (electoral period and non-electoral period).



	Indicator Id.	SLA Description	Electoral period	Non-Electoral period
Global	Ind 1	Percentage follow-up reports delivered within the deadline		
	Ind 2	Percentage solutions rejected by the User		
Support Services	Ind 3	Corrective repetitions		
	Ind 4	Percentage incidents resolved that have been opened again due to a lack of conformity of the petitioner.		
Error correction	Ind 5	Product delivery mean of the Evolving Request		
New versions	Ind 6	Maximum deviation of efforts during the development of improvements		



1.6. Standardised Price Reductions

1.6.1. Penalties for New Versions

The NEW VERSION service will have a penalty that will be established by the number of days of delay in the delivery of a new version, as specified by the CLIENT in the "SSA-V Maintenance Agreement.doc" specifications, section "Daily liquidated damages in the case of delay". The penalty will be calculated as follows:

Penalty for New Versions = number of days of the delayed delivery * 0.15 * total amount delivered

This penalty is limited to a maximum of 100 days, so that a maximum of 15% of the economic penalty over the total amount of the version delivered is allowed.

1.6.2. Penalties for Service Support and Error correction

A penalty model is defined in accordance with the SLAs of the SERVICE SUPPORT and ERROR CORRECTION services. Therefore, these penalties are only applicable to the corresponding amounts of the SERVICE SUPPORT and ERROR CORRECTION services.

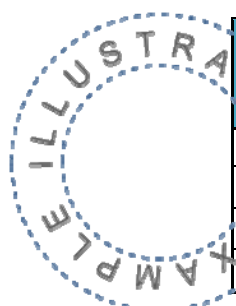
During the SLA definition phase prior to the implementation of the service model, the CLIENT and INDRA will jointly define the penalty model for these services. In accordance with its prior experience, INDRA has established the following penalty model.

Penalty Model Proposed.

Penalty points are established for each service indicator in the event of a failure to fulfil the levels set forth. The weight will be assigned to a service indicator as follows: compliance ranges are established with the objective value of the indicator, as agreed with the client during the definition phase. For example:

- Zero penalty: when the SLA value measured during the period is within the value marked as the objective value
- Maximum penalty: when the SLA value measured during the period is within very low compliance values
- Intermediate penalty: when the SLA value measured during the period is between the objective value and the maximum penalty value. (any number can be determined)
- Negative penalty or bonus: this type of penalty is defined when the value of the SLA measured is substantially better than the objective value. Therefore, in this case a negative penalty or bonus is obtained.

To this end, an individual table is established for each type of indicator to calculate the penalties. The following table shows each penalty with a sample indicator where the objective value is 95%.

% delivered within the deadline	Percentage valuations	Penalty Points
Objective value = 95%		
$x \leq 99$		-5
$99 > x > 95$		0
$95 > x > 90$		5
$x < 90$		10

Following the example on the previous table, if 89% of the valuations have been delivered within the deadline during a month, the indicator will provide 10 penalty points to the period. The previous calculation will be carried out with all service indicators defined in the contract to obtain the total value of penalty points for the period.

Negative penalty - bonus concept: Negative penalties or bonuses are a way to provide an incentive to INDRA to attain and improve the objective SLA values. It is important to highlight that negative penalties will only be applied to compensate period penalties.

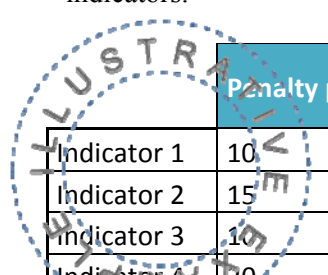
Penalty Layout

Penalty points will be counted in accordance with the measurements and their deviations to the objective, using the tables of each indicator.

The penalty points will be registered for each indicator every month. Said points will be weighted in accordance with the weights agreed jointly between INDRA and the CLIENT and which are assigned to each indicator.

To do so, the weight table will be used, which will weigh each service quality indicator, as explained above. These weights will indicate the maximum penalty of the indicator, with the purpose of making sure that the sum of all indicator weights adds up to 100.

The following table shows an example of the penalty results over a three-month service period with 7 indicators.



	Penalty points	Results of month1	Results of month2	Results of month3
Indicator 1	10	10	5	-5
Indicator 2	15	7,5	5	5
Indicator 3	10	-5	0	0
Indicator 4	20	10	5	5
Indicator 5	10	10	0	0
Indicator 6	15	15	5	5
Indicator 7	20	10	5	-5
	100	57,5	25	5

All penalty points of the indicators will be added during a monthly period to calculate the monthly penalties.



In the example on the previous table, the penalty point value obtained is 57.5, applicable to month1, 25 for month2 and 5 for month3.

To obtain the % penalty, apply the monthly quota with the following formula:

$\text{Period penalty} = (\sum \text{penalty points of the period indicator} \div 100) * \text{maximum penalty percentage}$

The maximum percentage penalty is 10%. This value can be discussed between PRISA and the CLIENT during the SLA definition phase.

In the previous example: Penalty of month1 = $(57.5 / 100) * 0.10 = 5.75 \%$ of the penalty applicable to the billing amount during the period corresponding to the SUPPORT SERVICES and ERROR CORRECTION services. Likewise, penalty of month2 = 2.5 % and penalty of month3 = 0.5 %.