



UNIVERSIDAD
POLITECNICA
DE VALENCIA

GRyCAP-UPV: Corporate Level SLA

This Corporate Level Service Level Agreement (SLA), the Agreement, is valid for all services provided to support business processes according to the current valid GRyCAP-UPV services, if no other agreements are in place. The Agreement may be extended or replaced by specific SLAs.

Document ID	GRyCAP_Corporate_SLA_v1.0
Document title	GRyCAP-UPV Corporate Level SLA
Definitive storage location	http://www.grycap.upv.es/GRyCAP_Corporate_SLA_v1.0.pdf
Document owner	Ignacio Blanquer
Version	1.0
Last date of change	10/01/2019
Next review due date	01/01/2021

GRyCAP-UPV Corporate Level SLA

1. General

This corporate service level agreement (SLA) is valid for all IT services provided to support business processes according to the current valid IT service catalogue, if no other agreements are in place. The Corporate Level SLA may be extended or replaced by specific SLAs.

2. Service delivery & operating times

IT services according to the service catalogue are in general delivered during 24 hours per day, 7 days per week (i.e. 365 days or 8,760 hours), to seamlessly support business operations. Planned and announced interruptions may reduce the effective operating time of a service.

3. Support

The services covered by the scope of this Agreement are provided with the following level of support.

If there are no specific Service Desk tool for the service, the support is provided via email to products@grycap.upv.es.

Support is available between:

- Monday and Friday.
- 9:00 and 17:00 CET/CEST time.

This excludes public holidays at the same time in all organizations providing the service.

4. Default Service level targets

Monthly Availability

- Defined as the ability of a service or service component to fulfil its intended function at a specific time or over a calendar month.
 - Service level target (as a percentage per month): 90%
 - Minimum (as a percentage per month): 80%

Monthly Reliability

GRyCAP-UPV Corporate Level SLA

- Defined as the ability of a service or service component to fulfil its intended function at a specific time or over a calendar month, excluding scheduled maintenance periods.
 - Service level target (as a percentage per month): 95%
 - Minimum (as a percentage per month): 85%

5. Limitations and constraints

The provisioning of the service under the agreed service level targets is subject to the following limitations and constraints:

- Support is provided in following languages: English or Spanish.
- Downtimes caused due to upgrades for fixing critical security issues are not considered Agreement violations.
- Force Majeure. A party shall not be liable for any failure of or delay in the performance of this Agreement for the period that such failure or delay is due to causes beyond its reasonable control. Means any
 - fire, flood, earthquake or natural phenomena,
 - war, embargo, riot, civil disorder, rebellion, revolutionwhich is beyond the Provider's control, or any other causes beyond the Provider's control.

6. Document Log

<i>Issue</i>	<i>Date</i>	<i>Comment</i>	<i>Author</i>
	10/01/2019	First Version	Miguel Caballer