

# Service Level Agreement – SLA for DAPA

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Version	Date	Description	Author
1.0	10-03-2015	Service Level Agreement	Paola A. Camargo Paz

## Agreement Overview

Service Level Agreement between DAPA IT and DAPA Users for the provisioning of IT services required to support services.

This Agreement covers all IT services offered to users in DAPA. It gives a summary of the current processes and procedures.

## Goals and Objectives

The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the all users in DAPA by the internal IT team.

The objective of this Agreement is to provide a clear description of services, roles and/or responsibilities.

## Service Agreement

### Service Scope

The following services are covered by this agreement:

Internal Administration:

- Quotation of a new acquisition of hardware, software and/or licenses
- Process for purchasing new hardware, software and/or licenses
- Installation and configuration of hardware, software and/or licenses
- Backup of the Storage System in DAPA.
- Restore a cluster of the Storage System

Final Users:

- Creation of a new user for processing servers in Linux
- Creation of a space in the DAPA Storage System (internal and external users)
- Add a new user to the space in the repository of a working group.
- Creation of a new production server on Amazon
- Creation of a testing environment

### Service Assumptions

Assumptions related to in-scope services and/or components include that all changes to services will be communicated and documented to all users in DAPA.

## Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

### Service Availability

Coverage parameters specific to the service(s) are:

- Email support: Monitored 7:30 A.M. to 4:30 P.M. Monday – Friday.
- Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day.

### Service Requests

DAPA IT team will respond to service related incidents and/or requests submitted by the user within the following time frames:

- 0-8 hours (during business hours) for issues classified as High priority.
- Within 48 hours for issues classified as Medium priority.
- Within 5 working days for issues classified as Low priority.

### High Priority Requests

Service	Response Time	Resolution Time
Add a new user to the space in the repository of a working group.	4 hours	2 hours
Technical issues on servers	4 hours	4 hours
Technical issues on storage	4 hours	4 hours

### Medium Priority Requests

Service	Response Time	Resolution Time
Creation of a new user for processing servers in Linux	4 hours	2 working day
Creation of a space in the DAPA Storage System (internal and external users)	4 hours	2 working days
Creation of a new production server on Amazon	1 working day	3 working days
Creation of a testing environment	4 hours	3 working days

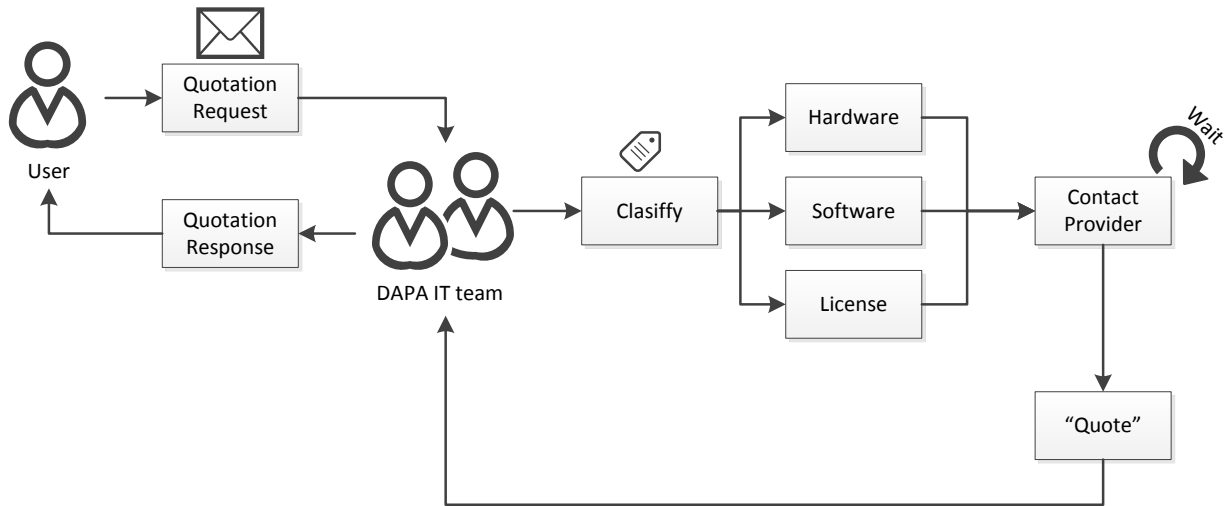
### Low Priority Requests

Service	Response Time	Resolution Time
Quotation of a new acquisition of hardware, software and/or licenses	1 working day	2 weeks
Process for purchasing new hardware, software and/or licenses	1 working day	4 weeks
Installation and configuration of hardware, software and/or licenses	1 working day	2 weeks
Backup of the Storage System in DAPA	NA	NA
Restore a cluster of the Storage System	1 working day	3 weeks

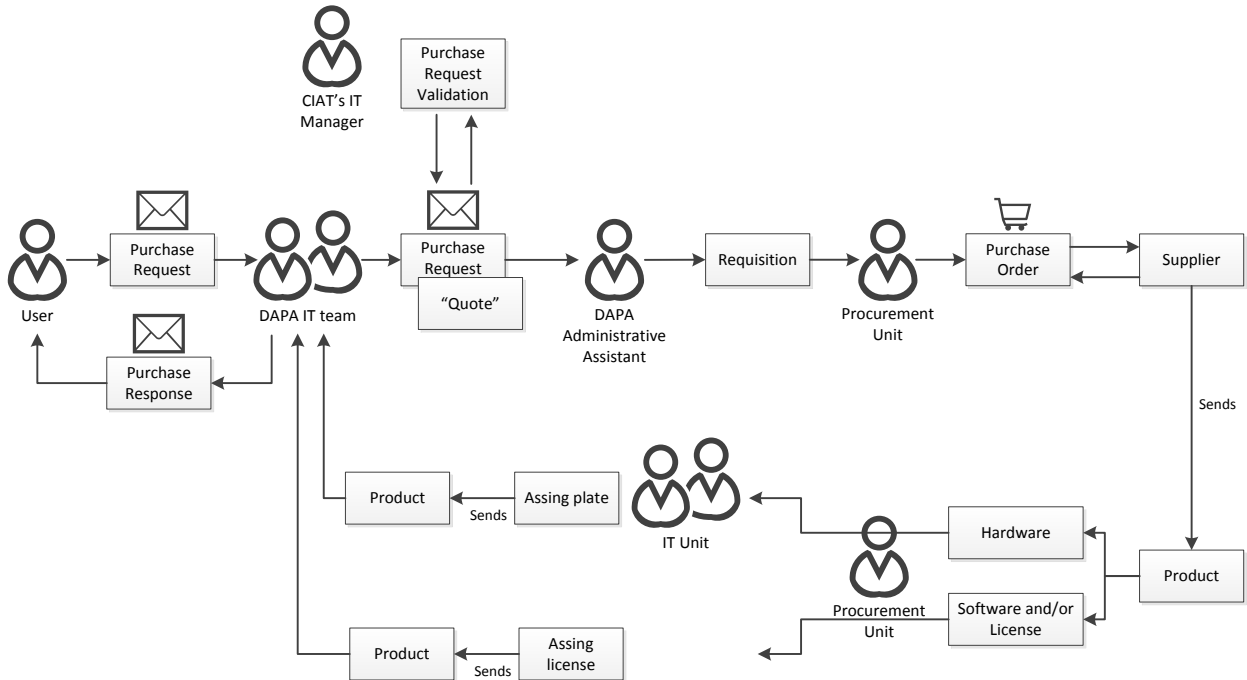
# Services Processes

## Internal Administration:

- Process of quotation of a new acquisition of hardware, software and/or licenses

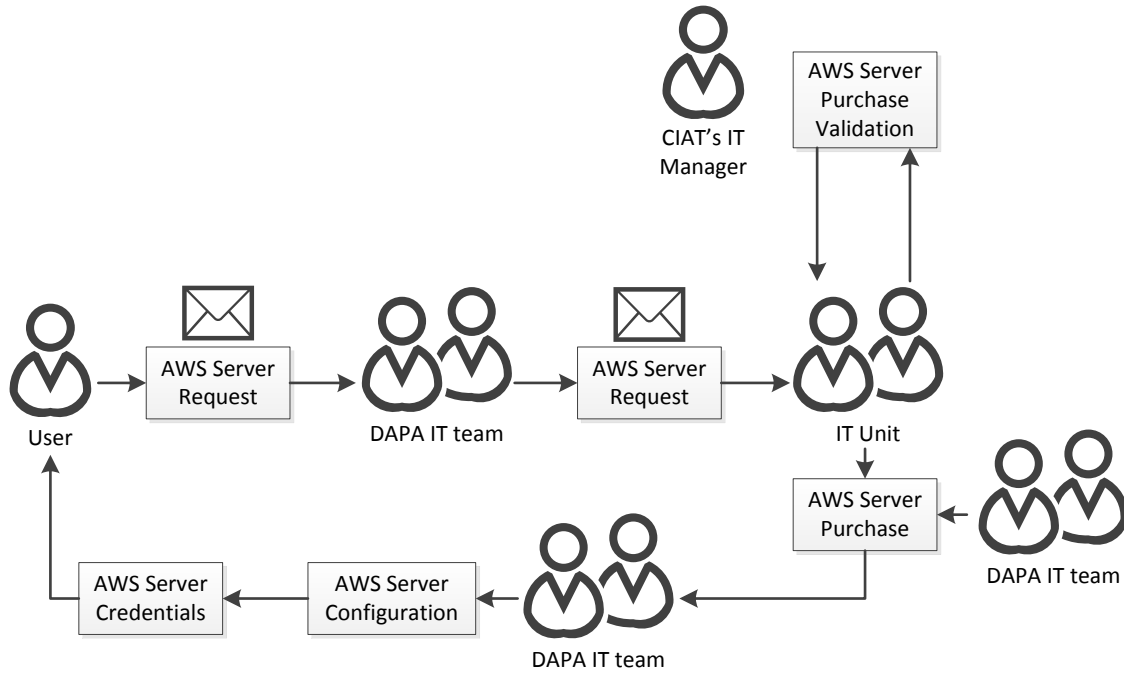


- Process for purchasing new hardware, software and/or licenses



Final Users:

- Creation of a new production server on Amazon



## Communication

User can communicate via email through [dapa-it@cgiar.org](mailto:dapa-it@cgiar.org).

## Exclusions

Following tasks of IT support to DAPA staff will be handled by the Help Desk from IT unit.

- Installment of software and license management for working stations
- Allocation of equipment for the new personnel and replacement of equipment
- Computer maintenance and attention to technical requirements
- Storage processes and retrieval of data (backup) for working stations
- Keeping updated the equipment inventory
- Services and requests for telephone lines