



Service Level Management

As a service provider to IT organizations, TELEHOUSE provides a Service Level Agreement (SLA) to set forth specific Critical Service Levels, Critical Deliverables and Key Measurements against which TELEHOUSE's performance is measured. Under an ITIL-based Service Level Management process, these SLAs are continuously reviewed to identify whether the required service levels are being achieved. This document introduces the standard Service Level Agreement that TELEHOUSE provides and how service levels are managed through the process of improvement.

Components

- The SLA that governs the relationship between TELEHOUSE and its customers consists of three types of service levels:

Critical Service Levels

- The standard Critical Service Levels for which service level credits apply are Availability, Incident Response, Service Requests, and Change Requests.

Critical Deliverables

- Critical Deliverables are one-time services which are meaningful to the customer's business.

Key Measurements

- Key Measurements are similar to Critical Service Levels. They are used to establish a benchmark and may be promoted to the Critical Service Level. Critical Deliverables and Key Measurements are only provided for specific customer requirements.

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Objectives and Benefits

The objective of Service Level Management (SLM) is to maintain and improve service quality through a constant cycle of monitoring and reporting upon service levels and to initiate actions to eradicate poor service. SLAs provide the basis for managing the relationship between TELEHOUSE and the customer with the following benefits:

- TELEHOUSE and its customers have a clear view of roles and responsibilities, thus avoiding potential misunderstandings or omissions
- There are specific targets (Service Level Objectives) against which service quality can be measured, monitored and reported.
- Service monitoring allows weak areas to be identified so that remedial action can be taken, thus improving future service quality
- Service Level Agreements help demonstrate the value customers receive for their money
- Service Level Management establishes and keeps open, regular lines of communication between TELEHOUSE and its customers

TELEHOUSE believes that a strong partnership with its customers is key to effective service level management.

As a standard, TELEHOUSE provides four types of Critical Service Levels: Availability, Incident Response, Service Requests, and Change Requests. The customer specific SLA will include the Critical Service Levels that are associated with the selected support options.

Critical Service Level Descriptions Availability

All customers of TELEHOUSE Platinum have an Availability SLA. Typically, availability is mea-

sured for the customer's entire site, accounting for the functioning of all elements in the infrastructure. The percentage of uptime for which TELEHOUSE will accept responsibility is dependent on the extent to which redundancy is established in the environment. A total site availability SLA is offered only if all components necessary for the site's functionality are supported with the TELEHOUSE Platinum solution.

Incident Response

Incident Response is divided into three phases:

- The measure of time between the actual incident occurrence and the creation of a trouble ticket is variable, depending on the polling interval (TELEHOUSE Silver, Gold or Platinum).
- The measure of time between the creation of a trouble ticket and acknowledgement of the ticket in the Support Center through an analyst moving the ticket into working status is as follows:
 - TELEHOUSE Silver - 15 minutes
 - TELEHOUSE Gold - 15 minutes
 - TELEHOUSE Platinum - 15 minutes
- The measure of time between ticket acknowledgement and completion of the resolution steps as designated in the Management Action Plan (MAP) is variable, depending on the number of steps in the customer's MAPs (TELEHOUSE Gold or Platinum only).

Service Requests

Service Requests are informational or administrative requests. Customers initiate service requests by filling out the service request form in the customer portal. A TELEHOUSE representative will



Support Options Summary TELEHOUSE Silver

Infrastructure and Application Monitoring

- Customer Portal Access*
- Project Management*
- Incident Management (Validation, Notification, and Escalation)
- Reporting

TELEHOUSE Gold

Infrastructure and Application Resolution

- All the features of Silver, plus
- Incident Resolution
- Proactive Problem Identification
- Configuration Identification
- Reporting and Analysis

TELEHOUSE Platinum

Infrastructure & Application Management. All the features of Gold, plus

- Problem Management (Error Control, Root Cause Analysis)
- Change Management
- Configuration Management
- Release Management
- Reporting and Proactive Services (Performance Tuning, Customized Services)

* Please see the Consulting Services technical specification for details.

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be alerted to the request and a determination will be made as to whether the request is in the scope of the services provided. If the request is out of the scope, a sales representative will be notified to create a Statement of Work Order or to follow up with details on additional services. If the request is in the scope, a TELEHOUSE representative will respond according to the assigned priority as shown below. Business days are Monday through Friday, from 8:00 a.m. to 5:00 p.m.

Service Request Priority 1 - Critical:

Must be completed the same business day as assigned due to impact/nature of the request.

Service Request Priority 2 - High:

Must be completed within 48 hours (from assignment) to meet customer expectations/commitments.

Service Request Priority 3 - Medium:

Must be completed within 5 business days to meet customer expectations / commitments.

Service Request Priority 4 - Low:

Must be completed within 10 business days to meet customer expectations / commitments.

Service Request Priority 5 - Date:

Must be completed by date specified on the service request to meet customer expectations / commitment and based on TELEHOUSE approval.

Change Requests

Change Requests apply to a logical or physical change to the customer environment. Customers initiate Change Requests by filling out the Change Request form in the customer portal.

Changes are classified as either emergency or normal. Details on these descriptions can be found in the Change Management Service Summary. If it is an emergency Change Request, the Authorizing Manager is notified within one hour to begin the emergency change management process. If the change is classified as normal, the Change Manager will begin the normal change management process within one business day.

Critical Deliverables

Critical Deliverables are one-time services which are meaningful to the customer's business. For example, periodic operational reviews, site audit data or custom reports may be requested by the customer to demonstrate service quality.

Key Measurements

Key Measurements are similar to Critical Service Levels. Where no measurements exist for a particular service that is being provided by TELEHOUSE, an agreement must be reached on the expected service level using industry standard measures or third party advisory services. Key Measurements are used to establish a bench mark and may be promoted to a Critical Service Level according to procedures outlined within the customer's SLA.

Improvement Plan

If TELEHOUSE fails to satisfy any Critical Deliverable or Key Measurement, TELEHOUSE will provide to the customer a written plan for performance improvement within 30 days. TELEHOUSE will promptly implement the plan once it has been approved by the customer.

Technical Specification for Service Level Management

TELEHOUSE Silver, Gold or Platinum Support Options: Service Level Management services, as described in this document, are included. Key Measurements are used to establish a bench mark and may be promoted to a Critical Service Level according to procedures outlined within the SLA.