Attachment 2-1. Service Level Requirements

Each Service Level Requirement (SLR) set forth in this document identifies key performance measures that will be used to evaluate the Contractor's delivery of the Services. The overriding goal in developing SLRs is to support AOC's desire to manage the Contractor's Services by monitoring and measuring performance against AOC's defined SLRs. In no event, unless mutually agreed, will the SLRs or the Service Level Reimbursements set forth in **Attachment 2: Service Level Agreement** be reduced below the levels at which they are set on the Effective Date of the Agreement.

The SLR component definitions are included in the table below.

SLR Component Definitions

SLR Component	Definition
Critical or Monitored	Identification if the SLR is either Critical or Monitored.
Formula	Description of the mathematical formula used to measure the delivery of a Service against the service-level metric.
Measurement Period	Time during which a SLR is to be measured to determine whether the Contractor has exceeded, met, or not met the target SLR.
Performance Metric	Service-level performance metric for the work that the Agreement requires the Contractor to perform.
Performance Target	Measurement of the work that the Agreement requires the Contractor to perform, generally expressed as a percentage.
Reporting Period	Period of reporting that the Contractor measures the target SLR.
Service Measure	The specific type of service that is measured (e.g., schedule adherence, time to resolve, time to report, availability of system).
SLR Name	The specific service level requirement that is measured.
SLR Tower	The specific service tower that is measured (e.g., cross-functional, service desk, SaaS).
SLR Type	The specific service type that is measured (e.g., reporting, incident resolution time, Root Cause Analysis, response time, availability, recovery time objective, recovery point objective, disaster recovery, downtime, documentation).

ID	SLR Tower	SLR Type	SLR Name	Service Measure	Performance Metric	Performance Target	Formula	Measurement Period	Reporting Period	Critical or Monitored
SLR-1	Cross Functional	Reporting	Reporting	Schedule Adherence	Provision of reports within the defined timelines in the Agreement	100%	[Number of agreed actions that are completed within the target dates] ÷ [The total number of agreed actions in the Measurement Period] X 100%	Monthly	Monthly	Critical
SLR-2	Cross Functional	Incident Resolution Time	Resolution	Time to Resolve	Defect Level 1: ≤ 2 hours Defect Level 2: ≤ 4 hours Defect Level 3: ≤ 48 hours Defect Level 4: ≤ 120 hours	Defect Level 1: ≤ 2 hours 95% of the time Defect Level 2: ≤ 4 hours 95% of the time Defect Level 3: ≤ 48 hours 95% of the time Defect Level 4: ≤ 120 hours 95% of the time	[Number of defects resolved within the applicable time specified in the performance metric] ÷ [The total number of defects in the Measurement Period] X 100%	Monthly	Monthly	Critical
SLR-3	Service Desk	Response Time	First Contact Resolution	First Contact Resolution Percentage	80%	100%	[Number of User contacts to the service desk during the Measurement Period which are resolved by the initially-contacted Service Desk agent and did not result in a call back] ÷ [The total number of User contacts during the Measurement Period] x 100%	Monthly	Monthly	Critical
SLR-4	SaaS	Availability	Uptime/Availability	Availability of Case Management System	Sun-Sat, 0000-2400	99.99%	[Availability (%) = 100% - Unavailability (%)] Where Unavailability is defined as: (total outage duration x 100%) ÷ (schedule time - planned outage)	Weekly	Monthly	Critical
SLR-5	SaaS	Recovery Time Objective (RTO) and Recovery Point Objective (RPO)	Recovery Time and Data Recovery	Recovery Time and Data Recovery	Recovery Time and Recovery Point	≤8 hours with ≤1 hour of data loss	[Number of instances within Performance Target] ÷ [Total number of instances during Measurement Period] X 100%	Designated recovery period following a disaster	Periodically throughout the recovery period	Critical

ID	SLR Tower	SLR Type	SLR Name	Service Measure	Performance Metric	Performance Target	Formula	Measurement Period	Reporting Period	Critical or Monitored
SLR-6	SaaS	Performance	Performance	UCMS Performance	Web requests receive server responses within 500ms of the request arriving at the server.	99.90%	[Number of requests responded to within 500ms] ÷ [Total number of requests] X 100%	Monthly	Monthly	Critical
SLR-7	Cross Functional	Incident Response Time	Response	Time to Respond	Incident: ≤ 15 elapsed minutes Incident: ≤ 30 elapsed minutes	Incident Response within 15 minutes: ≥ 95% Incident Response within 30 minutes: 100%	[Number of Incidents responded to within time limits set by Performance Metric] ÷ [The total number of Incidents in the measurement period] X 100%	Monthly	Monthly	Monitored
SLR-8	Cross Functional	Incident Resolution	Time to Notify Customer of Defect Level 1 or 2	Time to Notify	<15 minutes	98%	[Number of incidents within Performance Metric] ÷ [Total number of incidents during Measurement Period] x 100%	Monthly	Monthly	Monitored
SLR-9	Service Desk	Response Time	Speed to Answer	Phone Response Time	≤30 seconds	80%	[Number of phone calls to the Service Desk during the Measurement Period that are answered by a Service Agent within the Performance Metric] ÷ [total number of phone calls to the Service Desk during the Measurement Period] x 100%	Daily	Weekly	Monitored
SLR-10	Service Desk	Response Time	Call Abandonment Rate	Phone Response Time	≤5%	100%	[Number of phone calls to the Service Desk during that Measurement Period that are abandoned from the queue before being answered by a Service Desk agent] ÷ [Total number of phone calls that entered the queue during the Measurement Period] x 100%	Daily	Weekly	Monitored

ID	SLR Tower	SLR Type	SLR Name	Service Measure	Performance Metric	Performance Target	Formula	Measurement Period	Reporting Period	Critical or Monitored
SLR-11	Service Desk	Response Time	E-mail and voicemail response rate	Response Time	≤4 hours	98%	E-mail response rate: [Number of e-mails received and responded to within the Performance Metric during the Measurement Period] ÷ [Total number of e-mails received during the Measurement Period] x 100% Voice Mail response rate: [Number of voice mails received by the voicemail system during the Measurement Period and responded to by a Service Desk agent within the Performance Metric] ÷ [Total number of voice mails received by the voicemail system during the Measurement Period] x 100%	Daily	Weekly	Monitored
SLR-12	Service Desk	Response Time	Incident Closure Notice (via e-mail and/or phone)	Elapsed Time after service restoration	<20 minutes following Incident Resolution	98%	[Number of Incidents Resolved and service requests completed during the Measurement Period for which a closure notice was provided to the User within the Performance Metric] ÷ [Total number of Incidents Resolved and service requests completed during the Measurement Period] x 100%	Daily	Weekly	Monitored
SLR-13	SaaS	Semi-Annual Disaster Recovery (DR) Test	Semi-Annual Disaster Recovery (DR) Test	Semi-Annual DR Test	Semi-annual test completed, DR test results made available to AOC and accepted by AOC in accordance with the criteria agreed upon by the Contractor and AOC prior to execution of each test	100%	[Number of test results accepted by AOC] ÷ [Total number of instances during Measurement Period]	Semi-annual	Semi-annual	Monitored
SLR-14	SaaS	Scheduled Downtime	Scheduled Downtime	Availability per location	≤4 hours down time per month (per component)	100%	[Monthly outage duration —	Weekly	Monthly	Monitored

ID	SLR Tower	SLR Type	SLR Name	Service Measure	Performance Metric	Performance Target	Formula	Measurement Period	Reporting Period	Critical or Monitored
							monthly planned outage] ÷ [Total downtime per component] X 100%			
SLR-15	SaaS	Release Documentation	Release Documentation	Documentation received by AOC within agreed time prior to Release date	Delivery of documentation within an agreed upon timeframe	100%	[Number of documentation releases within agreed timing] ÷ [Total number of documentation releases during Measurement Period] X 100%	Monthly	Monthly	Monitored