



Service Level Agreement (SLA) for Tietoevry DevOps Space

Product code 126344

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1 GENERAL

This is a service level agreement (SLA) for TietoEvry DevOps Space and an appendix to the Agreement referred to as number <000000>. Capitalized terms used and defined in the Agreement shall have the same meaning in this appendix, unless specifically instructed otherwise herein. The purpose of this service level agreement is to specify the agreed service levels.

2 SCOPE OF OPERATIONS

2.1 Geographical scope of use of the service

TietoEvry provides the service to the Customer in the following geographical areas:

Service	Country	Comment
TietoEvry DevOps Space	World-wide	No restrictions on geographical area usage

2.2 Geographical scope of provisioning the service

TietoEvry provides the service from the following geographical areas and/or specific locations:

Service	Country	Comment
TietoEvry DevOps Space	Sweden and Finland	TietoEvry DevOps Space is hosted in Datacentres in Sweden and Finland

2.3 Geographical location of data

The geographical location for storing the Customer's data is the following:

Service	Country	Comment
TietoEvry DevOps Space	Sweden and Finland	TietoEvry DevOps Space uses data-storage in Datacentres in Sweden and Finland

2.4 Support service languages

TietoEvry provides support for the service by using the following languages:

Supported language(s) in e-channel or service desk	Comment

English	
Finnish	Ordered separately
Swedish	Ordered separately

2.5 Service hours and support hours (default)

The service and service support are available during agreed hours in the time zone specified below.

Service hours	Service available	24/7
Support hours (support team)	Incidents	8-16 CET/5
	Service requests	8-16 CET/5
Support hours (e-channel)		24/7
Support hours (support team on-call)	Incidents (Critical, High)	24/7
		Ordered separately
Time zone		CET

The support provided by TietoEvry is carried out as remote support in accordance with Tieto's applicable service channel as described in the service description. All incidents are handled in accordance with Tieto's standard processes which are aligned with the Information Technology Infrastructure Library (ITIL).

Standard e-channel is TDS own Service Desk based on Jira Service Management.

2.6 Maintenance window (default)

Maintenance windows

During the maintenance windows, TietoEvry performs all maintenance and servicing activities for included services at the same time in a controlled manner. Maintenance breaks are needed, because Tieto's services are based on shared tools and infrastructure. To minimize any disturbances in the service, TietoEvry makes its best effort to complete all the needed servicing and maintenance actions within the maintenance window. The following times are applicable when the service is not available.

	Daily	Weekly on Wednesdays	Note
Incident maintenance work based on monitoring or reported critical incidents	24/7		
Regular upgrades of service front-end and back-end platform		Outside office hours	Normally one major and one minor update is done per month
Upgrade of SaaS applications		Outside office hours	Each SaaS application is upgraded at least 2 times per year

Emergency changes

In addition to scheduled changes, Tietoevry reserves the right to take needed change and repairing actions to correct any acute issues on business-critical systems or services. During these emergency change activities the service may be unavailable. Tietoevry communicates the emergency changes to the Customer as soon as possible.

3 AGREED SERVICE LEVELS

3.1 Service availability

Categories for service availability are the following:

Availability category	Availability
Bronze	99 %

3.2 Service credits

Deviations from the agreed service availability will be followed by the credits listed below.

Availability lower than agreed	Credit for monthly fee
0.01 – 0.14 %	<2.5 %>
0.15 – 5.0 %	<5.0 %>
> 5 %	<7.5 %>

Service level credits are calculated against agreed service fee of the measurement scope of the relevant service level category. The total maximum monthly service credit is 10 % of the total monthly service fees, excluding any separately ordered work that is charged based on time and material. Service level credits are applicable to production environments only.

3.3 Service levels for Incidents

Service level targets for incidents are the following.

Service level category	Priority	Response time	Resolution time
Bronze	Critical	2h	8h
Bronze	High	4h	24h
Bronze	Medium	8h	40h
Bronze	Low	8h	80h

Incident SLA is default valid for TDS Portal functionality and SaaS applications.

For self-managed applications (including Self-managed SaaS) support is done on consulting basis and on best effort SLA as server operating system and/or application is not under support team full control.

Response and resolutions times are calculated from the moment that the request is received by the supplier's e-channel (TDS Service Desk). The time is only calculated during support team support hours set forth in section 2.5 in this agreement.

All high-priority requests incoming within specialist support hours are handled without interruption if agreed so with the Customer.

3.4 Service levels for Service requests

Service level targets for standard service requests are the following.

Service level category	Priority	Response time	Resolution time
Bronze	Standard	8h	80h

Response and resolutions times are calculated from the moment that the request is received by the supplier's customer service channel. The time is only calculated during support team support hours set forth in section 2.5 in this agreement.

All high-priority requests incoming within specialist support hours are handled without interruption if agreed so with the Customer.

3.5 Other service levels

Service level contracts can be complemented with the following optional services. Service are charged according to fees defined in Appendix 3.

Service	Included in contract	
	Yes	No
Support team 24/7 on-call service for Critical and High level priority Incidents		
Service manager and Reporting service (se chapter 5)		

3.6 Exclusions

In the situations listed below TietoEvry makes its best commercially reasonable efforts to reach the agreed service levels. Service level underperformance shall not constitute a breach of agreement, be taken into account while calculating the service levels, and shall not entitle the Customer to credits in cases where the incident is attributable to:

- a) the Customer, its customers or partners
- b) errors caused by unauthorized changes in the Customer's environment, or such environment not meeting the agreed conditions
- c) changes or modifications not approved by Tieto
- d) errors in or caused by third-party solutions where workaround is not available
- e) force majeure
- f) unavailability caused by an agreed maintenance break
- g) virus attack originated from the Customer's network, provided that TietoEvry has acted in accordance with its antivirus management obligations
- h) time during transfer assistance period
- i) time during which TietoEvry is waiting for assistance or for more information from the Customer and the same is reasonable to require to proceed with the incident correction, or
- j) failure of electric power supply or general network connections, as well as fire and smoke damage

4 SERVICE LEVEL OBJECTIVES

Capability/SLA	Bronze
Site solution	Single site
Managed services	Yes, for SaaS
SaaS Monitoring	Yes
SaaS Backup	Yes
Backup to 2 nd datacenter	Optional (separately ordered)
Self-managed server Backup	Yes (self-managed)
Self-managed server and application Support	Yes (separately ordered)
Incident management	Yes
Virus protection	Optional (separately ordered)
SaaS OS patching	Yes
SaaS application upgrades	Yes
E-channel	TDS Service Desk

5 REPORTING

With Service Manager option included in the Service, regular reports will be provided from TietoEvry on the metrics defined in this SLA or as agreed in the Agreement to verify target performance. The reports will be produced by Tieto’s operational systems and will include actual service performance against the above noted service level targets.

6 SERVICE REVIEW

This service level agreement is reviewed annually or before any change impacting the scope of the services. All changes to this service level agreement are handled through the change management process.

7 GLOSSARY OF TERMS

Availability: A proportion of time that a service is on a satisfactory level. The time is only calculated during service hours. For SaaS availability is calculated for provided applications. For self-managed applications and servers (IaaS and PaaS) availability is calculated only for Cloud and Connection Infrastructure, this as users have full admin access to Server operating Systems and installed Applications. Availability is defined in more detail below:

Availability (%)	
Calculation	<p>The formula for calculating the availability % is:</p> $100x \frac{\textit{agreed service time minutes} - \textit{downtime minutes}}{\textit{agreed service time minutes}}$ <p>Downtime indicates a period of time within the agreed service hours during which availability has not been met. Planned downtime and other non-calculated time are first deducted from the downtime. Downtime is calculated from the moment of reporting until the system is available again.</p> <p>Downtime for which TietoEvry is not responsible shall not be included in the calculation.</p>

	<p>Planned downtime means:</p> <ul style="list-style-type: none"> Planned service and maintenance of which the Customer has been informed in advance Downtime requested or approved by the Customer
Measurement point	A service is monitored and remotely managed. Measurement is scoped so that it corresponds to Tieto’s responsibility of the system. Service availability monitoring is executed with TietoEvry tools and measured inside TietoEvry physical environment. The monitoring targets (if any) are specified in the service description.
Measurement	A monitoring query is sent with <X> minute interval to the service. If service responds to the monitoring query with OK status, it is available. If two consecutive queries fail, service downtime is reported.
Measurement period	Calendar month
Time zone	CET

Change: An addition, modification or removal of approved, supported or baselined hardware, network, software, application, environment or system, or any change to the applicable terms and conditions.

E-channel: Service channel as described in the service description.

Incident: An event that is not part of the standard operation of a service component and that causes, or may cause, an interruption to or reduction in the quality of that service.

Impact: Impact is the measure of the extent of the incident and of the potential damage caused by the incident before it can be resolved.

Priority: The time sequence in which an incident needs to be resolved, based on impact and urgency. Priority is classified as described below:

Priority	Definition
Critical	<p>Causes significant damage and disadvantage to the Customer's day-to-day business. Affects all or a major part of the end users of a certain system.</p> <p>May have a major financial impact on the Customer.</p>
High	<p>Causes minor disadvantage to the Customer's day-to-day business.</p> <p>A computing environment is down with no acceptable workaround.</p>

	The incident impacts an entire workgroup, department or multiple end users.
Medium	Disturbing incident which does not affect the Customer's day-to-day business. Has an operational impact but does not have a direct impact on service availability. A workaround is available.
Low	Has only a very limited and no material impact on the Customer's day-to-day business. No material effect on end users.

Reaction time: Time elapsed from the filing of an incident until a technical or support person accepts the incident in the incident tracking system. The time is only calculated during service hours.

Resolution time: Time elapsed from the filing of the incident until the resolution of the incident. The time is only calculated during service hours.

Service hours: Describes a time period when the service is available. The service is available during agreed service hours given in local time. Unless otherwise agreed, service hours are normal local business hours during business days, excluding weekends and public holidays. Local time means the standard time at the locations where services are provided, adjusted for daylight saving time where applicable.

Support hours: Specifies the hours during which TietoEvry provides a cloud service customer support interface that accepts general inquiries and requests from the Customer. Support is available during agreed support hours. Unless otherwise agreed, support hours are normal local business hours during business days, excluding weekends and public holidays. Local time means the standard time at the locations where services are provided, adjusted for daylight saving time where applicable.

Transfer assistance: Support for the transition from the services provided by the other supplier to the Service provided by TietoEvry or support for the transition to the services provided by the Customer or by other supplier in the event of termination of the Agreement.

Urgency: Measure of the business criticality of an incident based on the impact.