

ANNEX XVII - DRAFT SERVICE LEVEL AGREEMENT (LOT4)

Usability Services

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1 Introduction

This document describes the service level agreement (SLA) applied to manage the maintenance of EU-OSHA Microsoft applications which have gone live in the production environment.

This document outlines the services and responsibilities of EU-OSHA and the contractor in charge of the Service.

[Contractor Name] will be the contractor in charge of the Service. Hereinafter, we shall refer to [Contractor Name] as 'The Contractor'.

For the management of the Service, including compliance with the SLAs, EU-OSHA could be supported by a contractor in charge of the project management support.

1.1 Scope

The scope of this SLA covers any existing or new EU-OSHA website and web application.

2 Programme management

To complement the monitoring, control and supervision mechanisms, the following procedures will be used, as they allow the continual verification of compliance with the objectives specified in terms of both time and quality:

- project management;
- monthly committees and fortnightly checkpoint meetings

2.1 Project management

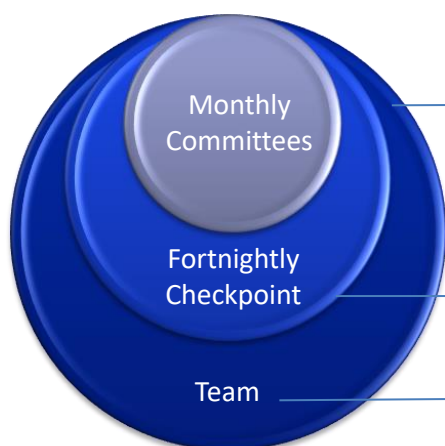
Project management refers to planning, budgeting, following up and monitoring in accordance with the defined working methodology. In order to carry out project management, the following measures will be adopted:

- **Use of the EU-OSHA issue tracker** to control the status of incidents and to change requests, and to extract reports. The EU-OSHA issue tracker enables tasks and the relationships between them to be defined, resources to be assigned to tasks, real dedications to be entered, and planned and actual progress of an incident or request to be compared. This tool is also useful for the planning of the different incidents/change requests, to gain an overview of the Service.
- **Use of the extranet** as the repository for new documentation as well as for the updated versions of functional designs, user cases, user manuals or any other technical documentation to be updated in light of change requests (or even incidents).
- A **Project Manager** from the Contractor's side and **Technical Leaders** from the EU-OSHA side.
- **Compliance with the EU-OSHA common methodology framework.**

Project management has an impact on strategic direction, organisation and risk management, allowing a better follow-up of a project's progress and the identification of variations in the planned work, which may require appropriate corrective measures to be taken.

2.2 Monthly committee and fortnightly checkpoint meetings

In order to guarantee the follow-up of the Service, it is necessary to establish an appropriate and regular level of communication among all participants. This will be provided through the following monitoring levels:



EU-OSHA	Contractor
Release Manager Business Owner Technical Leader	Project Manager
Technical Leader	Project Manager
Technical Leader	Project Manager

2.2.1 Monthly committees

There will be **monthly committee meetings** for the control of a project's overall progress, planning for the coming months and revision of the compliance of SLAs. This monthly committee meeting will be organised by EU-OSHA, consolidating the information from the EU-OSHA issue tracker and other agreed reports.

Monthly committee meetings	
Goals	Periodicity
<ul style="list-style-type: none"> To review the strategic direction of the Service and to guarantee that planned milestones are reached To revise the compliance with SLAs 	<ul style="list-style-type: none"> Monthly
Tasks	Human Resources
<ul style="list-style-type: none"> To control the overall progress of the Service To approve the planning of the different deployments for the coming months To analyse the causes of any potential deviations or unexpected issues, and to propose measures to correct and/or anticipate similar situations To coordinate human resources in the Service To guarantee the quality of the work 	<ul style="list-style-type: none"> EU-OSHA: Business Owner, Release Manager, Technical Leader. Minutes of the meeting will be circulated to inform decision-making. Contractor: Project Manager
Tools	
<ul style="list-style-type: none"> Reports to be extracted from the EU-OSHA issue tracker, for the follow-up of compliance with the SLAs. 	

2.2.2 Fortnightly checkpoint meetings

There will be optional fortnightly checkpoint meetings between **EU-OSHA** and **the Contractor**. These sessions will be used to resolve issues relating to the most complex problems and to confirm those issues that require more than 2 man-days for their resolution. That said, if this situation is very frequent or if the number of issues raised increases the fortnightly checkpoint meetings would be changed to weekly meetings.

Fortnightly checkpoint meetings	
Goals	Periodicity
<ul style="list-style-type: none"> To ensure the continuous follow-up of the current deployments To allocate incidents/change requests to the respective deployments and to take decisions regarding specific issues 	<ul style="list-style-type: none"> Fortnightly
Tasks	Human Resources
<ul style="list-style-type: none"> To identify and validate issues to be included in each deployment To analyse complex issues To analyse a proposal by the Contractor for discarding a bug To analyse a proposal by the Contractor for a lower priority To confirm a change by EU-OSHA considering the effort estimation required To review the 'Small developments' To monitor the budget and to check the consumption To answer requests for more information To confirm the planning of deployments both in Staging as well as in Production environments 	<ul style="list-style-type: none"> EU-OSHA: Business Owner, Technical Leader. The Release Manager will be informed about the decisions of the meeting Contractor: Project Manager
Tools	
<ul style="list-style-type: none"> The EU-OSHA issue tracker for the revision of issues. 	

3 Type of services

The types of services are described below:

- **Contract Management:** Preparation of offers upon request by EU-OSHA and signature of resulting contracts.

4 Metrics

4.1 Contract Management

Measurement	Resolution Time	% of non-compliance
Time in preparing proposals	< 4 days	< 10 %
Time in adjusting proposals reviewed by EU-OSHA	< 2 days	< 10 %
Time in signing the contract prepared by EU-OSHA	< 5 days	< 10 %
Service Report	< 2 days before the monthly meeting	0 %
Deadline agreed with EU-OSHA	As agreed in the contracts	0 %

5 Escalation Procedure

In case of a SLA breach or potential SLA breach or when EU-OSHA is not satisfied with the service, EU-OSHA could contact the Project Manager.

In case EU-OSHA is not satisfied with the response and want a broader discussion, EU-OSHA could contact the Account Manager.

Contact	Name	Email address	Phone number
Project Manager	[Name and Position]	[Email address]	[Phone number]
Account Manager	[Name and Position]	[Email address]	[Phone number]

6 Penalties

For each violation of the SLA a penalty will be applied.

For contracts with a quarterly invoice:

- A penalty will consist of a deduction of **5%** of the quarterly service cost;
- A maximum of **3 penalties** per quarter can be applied.

For other contracts:

- A penalty will consist of a deduction of **3%** of the total amount of the contract;
- A maximum of **5 penalties** per contract can be applied.