



Standard Safety First Service Offering

Summary

The standard level of service for the Safety First service offers an availability target of 99.1% during service hours from Monday through Friday from 7:00am until 5:00pm (CST), which is roughly equal to a maximum outage duration of 2 hours per month. The resolution target of a service outage (i.e. an incident that prevents multiple users from using the service) is 8 support hours. Outages that affect only 1 user and service degradations that affect multiple users have a resolution target of 18 support hours. At least 80% of the incidents covered by an SLA of this offering are to be resolved within the resolution target. In case of a disaster, the service will not be made available again from a continuity site. Customers with an active SLA based on this offering are charged \$320.00 per authorized user, per annum.

Availability & Reliability Targets

Service Hours

The service is to be available, taking into consideration the availability target, during the following hours:

- [Monday through Friday from 7:00am until 5:00pm](#)

The service hours and support hours in this service offering and the service level agreements that are based on it are presented in [Central Time](#). This time zone is applied for all service level calculations related to this offering.

Availability

During the service hours, the service is to be available for at least [99.1%](#) of the time.

Each calendar month, the actual availability of the service is calculated and compared with the availability target to determine whether this target has been violated.

The service is considered to be unavailable, or down, when two or more users within the customer organization are unable to access the service's core functionality due to the same incident.

Reliability

During the service hours, the service will not be down more than [5 times per month](#).

Performance

The transaction of [a user logging on](#) to the service (the reference transaction) is not to take longer than [40 seconds](#) following submission of the user's primary email address and password.



Response & Resolution Targets

Response At least **80%** of the requests for incident resolution that have been submitted for the service by the customer organization are to be responded to within the targets specified for each impact level below.

Resolution At least **80%** of the requests for incident resolution that have been submitted for the service by the customer organization are to be resolved within the targets specified for each impact level below:

When Impact equals “Low - Service Degraded for One User”

Response target: within **18 hours**
Resolution target: within **36 hours**
Support hours: **Monday through Friday, 8:00am until 5:00pm**

When Impact equals “Medium - Service Down for One User”

Response target: within **9 hours**
Resolution target: within **18 hours**
Support hours: **Monday through Friday, 8:00am until 5:00pm**

When Impact equals “High - Service Degraded for Several Users”

Response target: within **9 hours**
Resolution target: within **18 hours**
Support hours: **Monday through Friday, 8:00am until 5:00pm**

When Impact equals “Top - Service Down for Several Users”

Response target: within **4 hours**
Resolution target: within **8 hours**
Support hours: **Monday through Friday, 7:00am until 5:00pm**



Standard Service Requests

Report Development	Subject:	Creation or modification of Safety First report
	To request:	Submit a 4me request using the appropriate template
	Resolution target:	Within 80 support hours
	Support hours:	Monday through Friday, 9:00am until 5:00pm

Continuity

Recovery Time Objective	72 hours.
Recovery Point Objective	24 hours.
Continuity Measures	<p>In case of a disaster, this service will be recovered at a continuity site.</p> <p>A full restore is to be completed within 24 hours after having determined that this is required.</p> <p>Each daily backup is retained for 7 days.</p>

Details

Prerequisites	<p>In order for the customer organization to benefit from the service, the following requirements need to be met by the customer organization:</p> <ul style="list-style-type: none">A workstation or smart phone compliant with the Widget Hardware Standards & Guidelines for each user of the service with an approved web browser application installed and configured on it, and with a 10 or 100 Mbps connection to the customer's local area network (LAN).For customers not located at the Widget Data Center, a wide area network (WAN) connection linking the customer's LAN to the GlobalNet WAN cloud. This WAN connection should provide a minimum bandwidth of 10 kbps per concurrent user of the service. <p>The Widget Data Center service provider organization cannot be held accountable for violations of the service level targets caused by the failure of the customer organization to meet one or more of these requirements.</p>
Limitations	<p>The service provider can be held accountable for the service level targets up to the following capacity limits:</p> <ul style="list-style-type: none">10 GB database size20 concurrent users



Reporting & Review

- Report Frequency** Customers with an active service level agreement based on this service offering receive an online service level report [once every month](#).
- Review Frequency** Customers with an active service level agreement based on this service offering can request an online service level review meeting with a Widget Data Center representative [once every year](#).

Charges, Penalties & Termination

- Charges** Customers with an active service level agreement based on this service offering are charged [\\$320.00 per authorized user per annum](#).
- Customers are notified of any charge adjustments at least 6 months before the new charges become effective.
- Penalties** During each SLA review meeting, special attention will be paid to service level targets (SLTs) that were violated during the past SLA evaluation term. For each SLT that was violated, the service level manager will present the actions that Widget Data Center's External IT department has taken, or will take, to ensure that the SLT will not be violated again.
- Termination** Any service level agreement based on this service offering remains into effect until either the customer or the service provider organization terminates it, taking into account a twelve-month termination period.
- Customer organizations may also terminate their service level agreements based on this service offering on the date that a charge change announced by the service provider organization becomes effective, taking into account a one-month termination period.