



## SERVICE LEVEL AGREEMENT

### SERVICE RESULTS/ PERFORMANCE MEASUREMENT

The purpose of this section is to characterize what constitutes acceptable service. The inability to deliver a level of service equal to or better than the stated target constitutes an exception to the service objective for the month and will be reported to management.

#### Service Levels

The goal of DMWD is to provide 100% availability of both the system and data files, and to acknowledge 100% of all phone calls or pages regarding service level issues in a manner appropriate to their urgency. However, under certain conditions, this is not always possible. Therefore, we will be measured against Key Services Goals.

1. On-line Application System Availability: System availability of 99.5% during business hours (8:00 A - 5:00 P) is the KTS standard trigger point to review system performance. While the actual value will vary per month, this should constitute down time of no more than 2 hours and 38 minutes per month.

System downtime is defined as those times when either the KeyDMS application is completely unavailable. Downtime will be calculated from the moment DMWD receives notification via person to person contact that the system is down.

#### Performance Standards

The performance standards contained in this document were negotiated based upon volumes and processing as of the effective date of this document.

- Number of concurrent users on-line: 52 Active users
- Scan volumes: 681 Pages per day (avg.)
- Retrieval volumes: 279 Folders accessed per day (avg.)

#### Measurement Exceptions

All performance standards stated above assume the normal operations of the mainframe(s), interfacing applications and the Novell LAN.

#### SLA Reporting

SLA reporting will be the responsibility of Document Management Product Development. Service level results will be measured and reported on by site, including reasons missed, as applicable. DMWD will create a monthly summary report on the following:

1. On-line Application Availability
2. Summary of outstanding issues, corrective actions taken and the ETA for resolution
- 3.

This report will be distributed to the following individuals:

- Brett Young
- Jim Lavoie
- Lori Larson
- Karen Heathwaite