

SLA (Service Level Agreement)



The priority of support calls is defined as follows:

Priority of Message	Message Description	SLA for initial response*	SLA for corrective action*
1 – Critical	System is inoperable, all users cannot access a key functionality of the application. Business & data flow affected. This is generally caused by the following circumstances: <ul style="list-style-type: none">• Complete system outage• Malfunctions in the Production System	1 hour	8 hours
2 – High Priority	Normal business transactions in a Production System are seriously affected and necessary tasks cannot be performed. This is caused by incorrect or inoperable functions in the business systems that is required to perform such transactions and/or tasks. The message requires immediate processing because the malfunction can seriously disrupt the entire productive business flow.	2 hours	12 hours
3 – Medium Priority	Can't access a function that is not a main functionality in the business flow. The problem is caused by incorrect or inoperable functions in the business systems.	4 hours	24 hours
4 – Low Priority	Look and feel, user experience issues that do not prevent users from executing their tasks. Nor related to functionality. The problem is caused by incorrect or inoperable functions in the business systems that are not required daily or are rarely used. It includes 'How to' questions and support on reports – whether standard or custom.	8 hours	48 hours

*Working business hours