

SERVICE LEVEL AGREEMENT

This **Service Level Agreement (SLA)** between the Service Provider(s) and Requesting Organization(s) documents the working relationships required to support the requested service identified below. This SLA will be reviewed on an annual basis and remain valid until an associated dataset is modified or the agreement is revised or terminated. Either party may amend or terminate this agreement through written notification and pending approval of all stakeholders.

Service Provider(s)	Technical Attendance, PT. Baseline Communicate
Requesting Organization(s)	[Type Department Name]
Service Title	Vessel GPS Tracking and Telemetry System

1. Service Description

This section describes the service being requested, the resources to be provided by the PT. Baseline Communicate, any user requirements, and important service support boundaries.

Description	PT. Baseline Communicate	
Features	BCTRACK XBS Series, <i>List service features, such as those related to design, development, package, and implementation.</i>	
Optional Features	The Requesting Organization(s) has the option to request BCTRACK to be provided by PT. Baseline Communicate at an additional cost. The Requesting Organization(s) will indicate their intent to exercise this option by circling either “Yes” or “No” in the column to the right.	Yes / No
Resources Provided by Service Provider	PT. Baseline Communicate <i>List significant infrastructure, people, and processes that will be provided, such as (a).escalated support services, (b).system operations, administration, and network connections, (c).web access, (d).system level backup processes, and/or (e).disaster recovery</i>	
User Requirements	[Type text] <i>Example: Software Requirements (jre-8u144-windows-i586, jre-8u144-windows-x64).</i>	
Service Boundaries	[Type text] <i>List any relevant systems, services and features <u>not</u> included in this agreement</i>	

2. Service Level Performance

This section details how the Service Provider(s) will monitor or track and report on service performance. The table below provides a list of the metrics and target performance levels to be reported on along with the format and interval of the reporting.

Metric*	Target Performance Level (TPL)	Format	Interval
Periodic	Real time, Online	BCTRACK Hybrid Apps	60 minutes
Event	Real time, Online	BCTRACK Hybrid Apps	By trigger
Alert	Real time, Online	BCTRACK Hybrid Apps	By trigger
Health report	Real time, Online	BCTRACK Hybrid Apps	malfunction
Internet report	Popup report and re-connecting	BCTRACK Hybrid Apps	disconnected

The Service Provider(s) will not report on the following service levels or metrics:

[Type text]

* To complete this section, identify important metrics—e.g., Key Performance Indicators—that can be measured on a regular basis. Balance the importance of a desired metric against its ease of collection. Avoid including an excessive number of metrics or metrics that cannot be analyzed in a timely manner. Frequently used metrics include Response Time, Flow meter Accuracy, Customer Support, Availability, and Utilization. Examples provided below.

Metric: Report System

TPL: 99% of users will experience response time during normal running system, for periodic reports, alerting and health reports are twenty seconds or less, whereas, for internet connection report is fifteen seconds or less.

Format: Report and Alerting

Interval: Continuous

Metric: Response Time

TPL: 95% of users will experience a response time of 3 minutes or less during regular working hours from 8:00 to 17:00, and technical team handling to the field is 2 x 24 hours

Format: Problem Handling

Interval: Weekly

Metric: Availability

TPL: The application will be available 99,2% of the time, 7 days a week, 24 hours per day

Format: Listerv Notification

Interval: Monitored Daily

3. Roles and Responsibilities

This section documents the roles and responsibilities of the Service Provider(s) and Requesting Organization(s). It also identifies all primary stakeholders associated with this Service Level Agreement.

3.1 Service Provider Stakeholders

The Service Provider(s) Stakeholders associated with this SLA are listed below along with their respective Title/Role and departmental contact information (versus reach numbers of specific persons). Service Provider responsibilities are addressed in Section 3.2.

Stakeholder	Title/Role	Contact Information
XXXXXXXXXX	Technical Attendant	08XXXXXXXX70
XXXXXXXXXX	Installer Head	08XXXXXXXX98
XXXXXXXXXX	Technician Head	08XXXXXXXX78
XXXXXXXXXX	Customer Service	08XXXXXXXX50

3.2 Service Provider Responsibilities

The Service Provider(s) agrees to provide the infrastructure, technology, people, processes and monitoring tools necessary to support the service requested. In addition, the Provider agrees to the following responsibilities:

- [List responsibilities here as related to each provider identified in 3.1.]
Example Responsibilities:
 - Clearly document services provided in BCTRACK Support Center Service Catalog, if available
 - Meet response times associated with the priority assigned to incidents and service requests
 - Generate quarterly reports on service level performance
 - Provide appropriate notification to customers and Stakeholders for all scheduled maintenance via the BCTRACK Maintenance Calendar, or another agreed upon communication

3.3 Service Dependencies & Underpinning Contracts

Certain services may be relied upon to ensure the service requested in this SLA functions as documented. Such service dependencies are listed below with links to their respective Operational Level Agreements if available. (If an OLA does not exist, the Service Provider(s) identified with the dependent service will serve as a primary contact.)

Service*	Description	Unit	OLA Exist?	OLA Link
[Type text]	[Type text]	[Type text]	[Yes/No]	[Type URL]
[Type text]	[Type text]	[Type text]	[Yes/No]	[Type URL]
[Type text]	[Type text]	[Type text]	[Yes/No]	[Type URL]
[Type text]	[Type text]	[Type text]	[Yes/No]	[Type URL]
[Type text]	[Type text]	[Type text]	[Yes/No]	[Type URL]

* To complete this section, identify and briefly describe important and relevant service dependencies. Note whether an OLA exists for each service and provide a URL for any existing OLAs. Examples of service dependencies include network availability, backups, data center hosting, reporting, and vendor support.

3.4 Requesting Organization Stakeholders

The Requesting Organization(s) Stakeholders associated with this SLA are listed below along with their respective Title/Role and departmental contact information (versus reach numbers of specific persons). Requesting Organization(s) Stakeholder responsibilities are addressed in Section 3.5.

Stakeholder	Title/Role	Contact Information
[Type text]	[Type text]	[Type text]
[Type text]	[Type text]	[Type text]
[Type text]	[Type text]	[Type text]
[Type text]	[Type text]	[Type text]

3.5 Requesting Organization Responsibilities

The Requesting Organization(s) is considered to be the Data Owner and is responsible for all data sets within their purview that are covered in this agreement. This data may be Sensitive, Protected or Public Data as defined by PT Baseline Communicate Policy, Data Stewardship (refer to Section 9 of this document). In addition, the Requesting Organization(s) agrees to the responsibilities listed below:

- [List relevant responsibilities here for the Requesting Organization(s)]
Example responsibilities may include policy implications or tasks, utilizing the BCTRACK Support Center for incidents, or contacting the IT Service Manager for additions or changes in established service levels.

4. Methods of Requesting Service

This section identifies the various methods by which the Requesting Organization(s) may request service or support:

- [List specific methods here]
Example methods may include the following:

- Online via Service Desk Express (SDE)
- Phone via BCTRACK Support Center (+6221 79187050)
- Email (cs@bctrack.com)
- Walk-in (BCTRACK Support Center)
- Negotiation with Service Provider

5. Hours of Coverage, Response Times and Escalation

This section describes the particular hours of coverage, the response times, incidents, and the escalation processes for this service. For all requests, the BCTRACK’s goal is to have a staff member assigned to the service and acknowledging service requests within eight (8) business hours of receipt.

5.1 Hours of Coverage

Hours of Coverage	<p>[Specific hours of coverage]</p> <p><i>Example: This service is provided (enter number) hours a day (enter number) days a week except for periods of planned maintenance.</i></p>
Exceptions	<p>[List any exceptions to service coverage]</p> <p><i>Example: This service may be temporarily unavailable during the planned maintenance period on Sundays. Refer to Section 6 for additional information.</i></p>

5.2 Incidents

An incident is defined as an unplanned interruption to an BCTRACK Service or a reduction in the Quality of an IT Service. The BCTRACK Support Center categorizes incidents based on urgency type: Urgent, Standard, Scheduled (see Appendix B).

Prioritization	[Describe the method to prioritize incidents. List any exceptions to this prioritization.]
Support Hours	[Describe the number of business hours of support, the number of after hours of support, and how the Service Provider manages them]
Response Time	[Describe the Service Provider’s response times per type of incident—urgent, standard, or scheduled—and both during and after business hours. List any exceptions to this response time.]
Reporting	[State how incidents will be reported to the Requesting Organization and/or key Stakeholders]

5.3 Escalation Process

Escalation	[Define the escalation process if the Service Provider is not meeting expectations]
Exceptions	[List any exceptions to this process]

5.4 Service Requests

This section describes methods that should be used by the Requesting Organization(s) to make inquiries about or modifications to the service covered in this SLA. It also documents response times agreed to by the Service Provider(s).

General Information Inquiry	[Describe methods for the customer to request and receive answers to questions and information from the Service Provider]
Service Modification Inquiry	[Describe how the customer should request modifications to the service, its features or functions.] <i>Example: Submit requests for changes in service features, functions, or other service modifications to <insert Service Provider contact information>.</i>
Response Method	[Identify process by which the Service Provider will respond to requests]
Response Time	[Identify response turnaround time. List any exceptions]