

# Standard service level agreements

This Service Level Agreement (SLA) sets the expectations between the Client and Getme Web Solutions Limited. It defines the relationship between the two parties, and sets out Getme Web Solutions Limited's commitments to service.

This SLA applies to Clients who have a hosted web solution on any Getme Web Solutions Limited server. Getme Web Solutions Limited may agree a separate SLA with the Client pertaining to their individual requirements, in such cases this SLA still applies unless stated otherwise in the Client specific SLA. Getme Web Solutions Limited reserves the right to revise this SLA at any time.

Getme Web Solutions Limited's full terms and conditions can be viewed at:  
<http://www.getme.co.uk/terms>

## System availability

The following table defines the system availability that Getme Web Solutions Limited purpose to provide for the Client.

Requirements	Description	Specifications
Client required hours of operation	The hours that the system needs to be operational for administrators and developers.	Administrator and developer on-line hours: <ul style="list-style-type: none"> <li>8am to 6pm, Monday through Sunday (GMT)</li> <li>Batch Processing occurs Monday through Sunday hours 12PM-4AM (GMT)</li> </ul>
System server availability	The hours that the system server will be available for processing. This includes availability for website visitors/members.	The system will be operational consistent with on-line and batch hours as noted above (reference 'Client required hours of operation'). <ul style="list-style-type: none"> <li>The server system availability target is 99% in any given month.</li> <li>The system will not be available for 2 hours daily (7 days a week) for scheduled backups and hardware/software system maintenance.</li> <li>Other scheduled outages if required will not be measured against server system availability percentage.</li> </ul>
System availability locations	Sites that the system supports. Locations of servers.	All Getme Web Solutions Limited's servers are located at our hosting partners secure hosting location:  UKS Limited Birmingham Road Studley Warwickshire B80 7BG
Network availability	This refers to the availability of the connectivity from servers to the Client	Network availability must be consistent with Client required hours of operation referenced above. The target network availability is 99.9%.

Requirements	Description	Specifications
	workstation.	

## Problem Management

The following table defines the way in which Getme Web Solutions Limited purpose to manage any problem that may arise with the Client's system availability.

Services	Description	Specifications
Support request mechanisms	These are the means by which Clients can contact Getme Web Solutions Limited to make a support request.	<p>Getme Web Solutions Limited can be contacted for support by:</p> <ul style="list-style-type: none"> <li>• Telephone +44 (0)1905 670032</li> <li>• Email ant@getme.co.uk</li> </ul> <p>Support requests may be recorded for the purpose of tracking and resolving problems.</p> <p>When Clients make a support request they should provide a problem severity rating (See 'Problem severity definitions').</p>
Support request logging	This is the logging of symptoms, priority, contacts, and relevant information.	Details of a support request and their resolution may be logged for future reference.
Support request response	The response time frame is the length of time for support staff to confirm the support request with the Client.	<p>Getme Web Solutions Limited support staff are available during the hours of 9AM-5PM Monday through Friday (GMT excluding Bank Holidays).</p> <p>See the 'Problem resolution control table' for information on response times.</p>
Status updates	The support staff will provide updates on progress in resolving support requests to the Client.	See the 'Problem resolution control table' for information on response times for the timing of status updates.
Resolution Target	The target time that it will take to resolve each support request depending on priority.	See the 'Problem severity definitions' and 'Problem resolution control table' for target resolution times.
Escalation Procedures	The escalation process is a management notification procedure that is invoked when a problem persists after the problem resolution target time frame is exceeded.	<p>In the event that a problem persists after the target resolution time the Client may contact:</p> <ul style="list-style-type: none"> <li>• Anthony Blackshaw <i>Managing Director</i></li> </ul> <p>Contact must be made in writing either by mail, fax or</p>

Services	Description	Specifications
		email.

## Support Services

The following table defines the support services and terms of their operation that Getme Web Solutions Limited purpose to provide for the Client.

Services	Description	Specifications
System backups	The frequency and timing of software and data backups.	<p>A backup of the clients website including data held in the database will be taken daily between 3AM and 7AM.</p> <p>Getme Web Solutions Limited periodically test the general process of restoring from its backups. However no guarantee for the validity of any individual backup is made by Getme Web Solutions Limited.</p>
Capacity planning	Identification and development of future capacity requirements to meet system business requirements and budgeting cycles.	Capacity planning requirements will be identified and reviewed at least twice annually as part of an overall resource optimisation and budgetary planning process.
System change management	The process to manage and track system change requests to the servers and applications.	<p>All systems change requests are to be submitted to support staff.</p> <p>Change notification request periods are based on the type of change:</p> <ul style="list-style-type: none"> <li>• Major Projects: <ul style="list-style-type: none"> <li>◦ Two (2) weeks prior to change date.</li> </ul> </li> <li>• Non – Emergency: <ul style="list-style-type: none"> <li>◦ Five (5) days prior to change date.</li> </ul> </li> <li>• Emergency Fix: <ul style="list-style-type: none"> <li>◦ Submitted within twenty four (24) hours after the fix has been implemented.</li> </ul> </li> </ul>
SLA reporting	Reporting of key metrics with respect to server availability and incident tracking.	Reports will be provided monthly on request.

## Problem severity definitions

The following table provides the definitions for each level of problem severity.

Critical	The ability to conduct business or service the Client has stopped. Examples:
----------	--

	Server down, network down, database down, application down, etc.
Priority	Service is seriously degraded but can continue its operation via a workaround or incremental resource for a short period of time before business stops.  (e.g. Extremely slow system performance, a piece of application functionality is down or has a serious 'bug'.)
Major	Service is lost by a single or small number of users, affecting significant business functionality. Problems or incidents where a workaround exists or can be developed with a small amount of incremental resources.
Ordinary	Problem or incident where single users can operate some of the system activities normally, but a definite problem is identified.
Requests	Any call from single users or site groups that are requesting a new service or some clarification (e.g. Requesting a new user Log in, the meaning of a system message, etc.).

Note 1: Critical problems will be worked on during the hours of 8AM-8PM Monday through Friday until resolved. A Client contact must be assigned and be available during these hours to assess alternative solutions and verify that the problem has been resolved.

Note 2: Priority problems will be worked on during regular local business hours by production support groups.

## Problem Resolution Control Table

The following table defines the resolution times that Getme Web Solutions Limited aim to resolve all Client problems within. The times shown are restricted to the hours 9AM-5PM Monday through Friday. Request acknowledgements and status updates will typically be made by email, they may also at the discretion of the support staff involved be made by telephone. In circumstances where an issue affects a large number of clients, it may be impractical to contact everybody regularly. In this case status updates will be available from our independently hosted support site available at: <http://www.getme-support.co.uk>

Severity	Request ack.	Support staff response	Target Resolution	Status update
Critical	15 minutes	1 hour	1 day	Every 4 hours
Priority	15 minutes	1 hour	1-2 days (business days)	Every 4 hours
Major	15 minutes	1 hour	5-10 days (business days)	Every day – or as agreed to plan.
Ordinary	15 minutes	1 day (next business day)	2-5 days (business days)	Upon closure
Request	15 minutes	1 day (next business day)	Per agreed-to plan	Upon closure

Last updated 07/07/2009

For the latest version of Getme Web Solutions Limited's service level agreement visit;

<http://www.getme.co.uk/terms>