

# TAI Service Level Agreements

What are the Service Level Agreements for TAI?

Severity Level	Urgency	Symptom	TAI Response	TAI Solution	Customer Responsibility
1	Urgent	<p>Total loss of service in production environment. Software is down or inoperable.</p> <p>No Feasible workaround exists and issue resolution is critical.</p>	<p>Support desk will initiate issue investigation within one (1) business hour if issue reported within business hours, otherwise within one (1) hour of start of next business day.</p> <p>Appropriate resources assembled immediately to work continuously on issue until solution/workaround found.</p> <p>Expectation of one (1) business day for solution/workaround delivery.</p>	<p>Workaround (if available) detail communicated immediately to customer once known.</p> <p>Patch (if required) created and shipped immediately on completion. Otherwise resolve the issue as soon as possible in light of the severity of the issue.</p>	<p>Make requested resource/information available to TAI within one (1) business hour during investigation.</p> <p>Any patch received must be installed and tested within two (2) business days of receipt and results communicated to TAI.</p>
2	Very High	<p>Severe loss of service in production environment. A subset of critical software functionality is down or inoperable.</p> <p>No feasible workaround exists and issue resolution time is critical.</p>	<p>Support desk will initiate issue investigation within two (2) business hours, if issue reported during business hours, otherwise within one (1) business hours of start of next business day.</p> <p>Appropriate resources assembled immediately to work continuously on issue until solution/workaround found.</p>	<p>Workaround (if available) detail communicated immediately to customer once known.</p> <p>Patch (if required) created and shipped immediately on completion.</p> <p>Otherwise resolve the issue as soon as possible in light of the severity of the issue.</p>	<p>Make requested resource/information available to TAI within two (2) business hours during investigation.</p> <p>Any patch received must be installed and tested within three (3) business days of receipt and results communicated to TAI.</p>

			Expectation of two (2) business days for solution/workaround delivery.		
3	High	Partial Disruption to noncritical Software functionality. Some operational inconvenience experienced. Feasible workaround exists and/or issue resolution not time critical.	<p>Support desk will initiate issue investigation/scheduling within two (2) business days of being reported.</p> <p>Issue scheduling detail to be provided within thirty (30) days as part of TAI monthly release planning cycle.</p> <p>Issues with a High Urgency will receive a higher scheduling bias over lower Urgency Issues.</p>	<p>Workaround (if available) provided if required.</p> <p>Fix included in TAI maintenance release as per issue schedule</p> <p>release details, but in no event later than sixty (60) days after the issue has been reported to TAI.</p> <p>Otherwise, resolve the issue as soon as possible in light of the severity of the issue.</p>	<p>Make requested resource/information available to TAI within five (5) business days of the request.</p> <p>Any patch received must be installed and tested within thirty (30) business days of receipt and results communicated to TAI.</p>
4	Normal	Sporadic or isolated issues in production environment. Little or no operational impact, but issue requires attention. Feasible workaround exists and/or issues resolution not time critical.	<p>Support desk will initiate issue investigation/scheduling within five (5) business days of being reported.</p> <p>Issue scheduling detail to be provided within thirty (30) days as part of TAI monthly release planning cycle.</p> <p>Issues with a Normal Urgency will receive a higher scheduling bias over Low</p>	<p>Fix included in TAI maintenance release as per issue schedule</p> <p>release details, but in no event later than ninety (90) days after the issue has been reported to TAI.</p>	Any requests for further information to be supplied within fifteen (15) business days.
5	Low	Question/Request for information	<p>Within three (3) business days TAI will: Provide answer to a question/request for information</p> <p>OR</p> <p>Notify customer if question/request for information requires further consultative expertise that is outside the scope of the "Enhancement and Maintenance Services", in which case, TAI will provide an estimate of the effort required for the additional</p>	<p>Answer provided or customer notified that question/request for information would require further investigative expertise, in which case, TAI will provide an estimate of effort for additional work and an answer to question/request for information within (5) business days after such notification.</p>	Make response to proposed estimate within fifteen (15) business days.

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