



Service Level Agreement

Backups

Generate all required backups

System Availability

99% Uptime - The 1% would include all unscheduled downtimes
Excludes scheduled downtimes
Applications hosted at non-NOACSC sites not included

Tickets & emails

Respond to all tickets/emails within 4 business hours
Close (or escalate) 90% of tickets/emails within 5 business days

Phone Calls

Ensure at least one person per service area is available
Respond to voice mails within one business day

Communications

Downtime

Minimum of two downtime announcements per scheduled outage
First should be at least 5 business days' prior
Second should be day of outage
System available announcement after restoration

Board Meetings

All board meeting dates/times are posted on web site prior to the beginning of each fiscal year
Any changes or special meetings are posted in accordance with Sunshine Laws

Trainings

All trainings are posted on web site with a minimum of 30 days' notice
Trainings required due to short notice will also be posted via email and/or distribution list(s)
In general, training schedules for all services areas are sent to their respective distribution lists

Unscheduled Outages

NOACSC will endeavor to communicate as rapidly and as effectively as possible in the event of a system outage, fiber cut, Internet issue, etc.