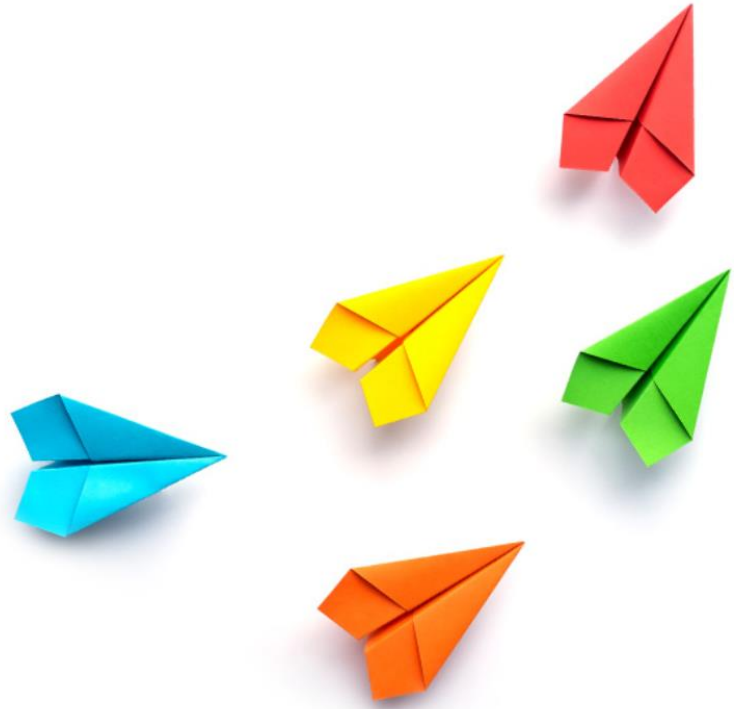# Tomorrow's business. Better.

Through digital leadership and transformation, we help organisations see the opportunity in their business data by developing collaborative and innovative software.

The Art of the Possible

Document Classification: RESTRICTED

Service Level Agreement for:

!ClientNameFull

Document Summary:

SLA for Accord

Document Control:

Document Title:	Target SLA Accord Generic V0.0.docx
Release Date:	Tuesday, 22 January 2019
Issue No:	0.0
Authored By:	April Waddington
Checked By:	!Person

Contents

1 About This Document

This document describes the Service Level Agreement which Target Information Systems Limited (Target) will deliver to !ClientNameFull under the support and maintenance service.

1.1 Support

All support matters are to be first raised to the support email: support@targetis.co.uk

Target provides application support between the hours of 9.00am and 5.30pm Monday to Friday excluding Bank Holidays. A support matter emailed to the support email can be followed up with a call within office hours to: 01226 212 056.

Support incidents are split into three priorities:

1.1.1 Priority One

This is where an application is unavailable, and users are unable to access the system. This will be responded to in one hour in business hours and have a resource dedicated to the problem until it is resolved. Target will work 24/7 on this problem until it is resolved.

1.1.2 Priority Two

This is for intermittent, non-critical support matters where the application is available, and an error is occurring which does not affect normal usage of the system.

Priority two matters will be responded to within four business hours, and typically resolved within 72 hours.

1.1.3 Priority Three

For minor matters such as layout issues, spelling mistakes in graphical text or minor amends; these will either be resolved within seven working days or scheduled for an agreed date/time.

1.1.4 Other Support Services – In scope

Minor amendments such as a adding a field to a form, making a minor layout change, template changes/new templates are covered under this Service Level Agreement.

1.1.5 Other Support Services – Out of scope

- Changes in system functionality and additional development work.
- Consultancy Services.
- Content Management Services

Filename: Target SLA Accord Generic V0.0.docx
Date of Issue: Wednesday, 02 December 2021
Issue: 0.1
Authored by: Phil Atkinson
Approved by: April Waddington
Document Class.:   RESTRICTED

01226 212 056
www.targetis.co.uk

2 Application Stack

2.1 Operating system: Linux

Our current servers are set up with CentOS Linux, however most linux distributions are pretty similar and interchangeable. Linux is the generally accepted best platform for internet servers. It is open source, reliable, secure and extremely flexible.

All code Target write will actually run on any operating system. We develop locally on Macs. Everything we write will run across all platforms.

2.2 Database: MySQL

Most of our systems are currently using MySQL as the storage database. The main reason is the speed, ease of use and ease of administration. We are pretty open on this choice, and if you have a specific requirement it should not cause us any problems. Most databases use a set of standards to allow interoperability (SQL 92, SQL 1999, SQL 2003 & SQL 2008).

The way our systems are written, means we can swap to using any database that supports these standards without any code changes.

2.3 Programming Language: Java

We use the Java programming language as it is currently one of the most widely supported languages, while still providing the scalability and security required for modern business applications. Java also has one of the largest selection of libraries which means there are tools available to do many of the tasks that are not available in other languages.

2.4 Framework: Play Framework

The Play Framework is a web framework for the Java language. This essentially gives a scaffolding that we build systems on top of. It handles a lot of the lower level functionality (database access, security, translations etc) allowing us to spend our time, building functionality that adds value to you. Because a lot of the lower level tasks are handled, we find that writing systems using Play, reduces the development time and allows us to concentrate on your user requirements.

Filename: Target SLA Accord Generic V0.0.docx
Date of Issue: Wednesday, 02 December 2021
Issue: 0.1
Authored by: Phil Atkinson
Approved by: April Waddington
Document Class.: RESTRICTED

TARGET INFORMATION SYSTEMS

01226 212 056
www.targetis.co.uk

3 Application Hosting

3.1 The Environment

Target has a hosting environment that sits in a PCI-DSS compliant location with ISO27001 Accreditation and SOC 2 Type II certification.

The application and all its data would be hosted by Digital Ocean in their LON1 data centre located in London.
https://www.digitalocean.com/trust

The hosting environment is highly available and scalable to meet client's requirements both in server footprint (hard disk space) and bandwidth (data transfer).

3.2 Data Storage

All data is stored in the UK.

3.3 Back-up

All files on the server are replicated offsite within an hour of create/update. Databases are backed up every night and are kept for a rolling seven days. Full server backups are made every 24 hours which can be used for a full server rebuild in event of a disaster.

3.4 Application Maintenance

The many components that make up web-based applications and the servers they are hosted on are constantly being improved and updated. Mostly this maintenance happens in the background, however occasionally, servers require significant updates to the application which can mean a period of Scheduled Downtime.

3.5 Scheduled Downtime

Should there be a forthcoming incident of downtime on an application for essential maintenance Target will notify the client of the date and time and make best recommendation on the action to be taken.

The options are:

- Take no action – if out of hours or Sunday morning at 6am for example.
- Place a holding page on another server and route the domain for the duration
- Move the application to another server to guarantee availability.

Filename: Target SLA Accord Generic V0.0.docx
Date of Issue: Wednesday, 02 December 2021
Issue: 0.1
Authored by: Phil Atkinson
Approved by: April Waddington
Document Class.: RESTRICTED

01226 212 056
www.targetis.co.uk

4 Project Roadmap

As with many projects of this nature where client's needs are dynamic, Target will provide and maintain a roadmap which lists additional requirements or functions identified by the users. This roadmap will form the basis of account meetings which are estimated to be carried out every three months.

Where requirements are identified and !ClientNameAbbrev need to make changes quickly, a GoToMeeting will be arranged within five working days; sooner where possible.

5 Project Management Services

Target, as part of this SLA, provide project management time to ensure that the roadmap is being maintained and that the content being provided is logged, carried out and appropriately responded to.

6 Business Continuity Plan

In the event of a disaster situation, Target will immediately notify !ClientNameAbbrev of the situation.

Target will set up, in the UK, a new hosting environment within the back-up environment and replicate from back-up within one working day.

All traffic will be routed to this new location until normal service can be restored. This environment also continues back-up service.

This plan is tested on an ad hoc basis and Target maintain service level agreements with their suppliers to ensure the availability of this resource.

7 Acceptance

!ClientNameAbbrev and Target Information Systems Limited agree to this Service Level Agreement.

For and on behalf of: For and on behalf of:

!ClientNameAbbrev   Target Information Systems Limited

Signed: Signed:

Name: Name:

Date: Date:

Filename: Target SLA Accord Generic V0.0.docx
Date of Issue: Wednesday, 02 December 2021
Issue: 0.1
Authored by: Phil Atkinson
Approved by: April Waddington
Document Class.:   RESTRICTED

TARGET
INFORMATION SYSTEMS

01226 212 056
www.targetis.co.uk