

# Sensitive Data (SD) Services Service Level Agreement

## General

This Service Level Agreement (hereafter called SLA) is made between customers and users of SD Services (including SD Apply, SD Connect, SD Desktop, Federated EGA) and the service provider, CSC - IT Center for Science according to the current service description in the service catalogue.

## Service hours & exceptions

The service is designed to run continuously. However, the following exceptions apply:

- Planned service breaks on the first Wednesday of every month (9.00–12.00) and visible on <https://research.csc.fi>. Longer or additional service breaks are communicated to users via email in advance.
- Downtimes caused due to upgrades for fixing critical security issues are not considered SLA violations. In the case of critical security upgrades CSC reserves the right to apply the upgrades with minimal notice.
- Any other causes outside service provider's direct control.

## Service components & dependencies

The services covered by this SLA depend on the following other (technical and logical) services.

- CSC's datacenter infrastructure and networks
- CSC's Service Desk for user support
- CSC's customer account management
- ePouta Virtual Private Cloud
- Allas Cloud storage

## Incident handling

Disruptions to the agreed service functionality or quality will be handled according to an appropriate priority based on the impact and urgency of the incident. In this context, the following general priority guidelines apply:

- Ensuring normal levels of security
- Restoring normal service operation

## Service level targets

Service Level Agreement:



- Support level / hours: Mon–Fri, 8.30–16.00
- Response time: 3 days
- Availability target for each service: 97 %

Availability is calculated by subtracting the service break time from the ideal availability during service time. This information is obtained from internal monitoring systems and defined as Customers' ability to:

- create, modify and use virtual machines (SD Desktop)
- create and use containers for storage (SD Connect)
- apply and manage access rights (SD Apply)
- submit and publish under control access (Federated EGA)

The Service Provider commits to inform the customer if this SLA is violated or a violation is anticipated. For this, email as a communication channel will be used. A Customer may contact the CSC Service Desk for the case of a possible SLA violation. The case will be analyzed internally and, if the violation is confirmed, CSC will inform the Customer about the reasons for the violation, planned mitigation actions and expected resolution time.

## Limitations & constraints

The provisioning of the service under the agreed service level targets is subject to the following limitations and constraints:

- Support is provided primarily in the following languages: English, Finnish. English is the preferred contact language.
- A technical failure which affects individual customers does not count as downtime.

## Communication, reporting & escalation

The following contacts will be generally used for communications related to the service in the scope of this SLA:

- CSC's Communication channels (reaserch.csc.fi, csc.fi, SD Services mailing lists)
- Contact for Customers [servicedesk@csc.fi](mailto:servicedesk@csc.fi)
- Email for reporting security incidents [security@csc.fi](mailto:security@csc.fi)
- Phone for reporting security incidents +358 (0) 94 57 2253 (CSC's Head of Security)

Service reports regarding availability will be available from the CSC Service Desk by request. The information provided will be limited to service availability and by data security and privacy constraints.

For escalation and complaints, the defined contact point shall be used, and the following rules apply:

- First contact shall be established, preferably by email, to [servicedesk@csc.fi](mailto:servicedesk@csc.fi) explaining the reason for the complaint with a sensible level of detail and clarity. Please also include, if possible, the following information:



- Name of the service
- Date and time of the events
- Usernames of affected users
- Channel to use on following communications (If other is preferred)

CSC Service Desk will contact you back within three working days with information about the incident and which procedures will be adopted.

## Information security & data protection

CSC has an approved security policy and follows security best practices. There are detailed security guidelines for CSC's customers, partners and staff. CSC also has procedures for risk and security management. For more information, please refer to the following pages: <https://www.csc.fi/security>.

## Additional responsibilities of the Service Provider

Additional responsibilities of the Service Provider are as follow:

- Adhere to all applicable operational and security policies and procedures defined in CSC's Security Policy
- Use communication channels defined in the agreement
- Provide monitoring data to measure fulfillment of agreed service level targets.

## Customer responsibilities

The Customer agrees to follow the General Terms of Use for CSC's Services for Research and Education, User policy and terms of use for Pouta services and CSC's Security Policy

## Review

There will be reviews of the service performance against service level targets and of this SLA at planned intervals according to the following rules:

- Annual reviews are done internally and based on customer feedback
- Major changes to the service may trigger a review.

## Glossary of terms

For the purposes of this SLA, the following terms and definitions apply:

- SLA - Service Level Agreement (this document)
- Response time – Time spent between the arrival of a customer's support request and the first response to it from CSC.

## CSC Staff

- Working days – Monday to Friday (Excluding Finnish public holidays)
- Working hours – as defined in <https://www.csc.fi/en/web/guest/customer-service>

An extended list of term definitions adopted on this document can be found in the FitSM-0: Overview and vocabulary document

## Attribution

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## Document revision

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