|  |  |  |  |
| --- | --- | --- | --- |
| **Details of Assessment** | | | |
| **Term and Year** |  | **Time allowed** | - |
| **Assessment No** | 1 of 2 | **Assessment Weighting** | 60% |
| **Assessment Type** | Written | | |
| **Due Date** | Week No. 6 | **Room** |  |

|  |  |
| --- | --- |
| **Details of Subject** | |
| **Qualification** | ICT60115 Advanced Diploma of Information Technology |
| **Subject Name** | Manage ICT Communication |
|  | |
| **Details of Unit(s) of competency** | |
| **Unit Code (s) and Names** | ICTICT608 Interact with clients on a business level |

|  |  |  |  |
| --- | --- | --- | --- |
| **Details of Student** | | | |
| **Student Name** |  | | |
| **College** |  | **Student ID** |  |
| **Student Declaration:** I declare that the work submitted is my own, and has not been copied or plagiarised from any person or source. | | Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date: \_\_\_\_\_\_\_/\_\_\_\_\_\_\_\_/\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |

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| --- | --- | --- | --- | --- |
| **Details of Assessor** | | | | |
| **Assessor’s Name** | |  | | |
| **Assessment Outcome** | | | | |
| **Results** | **Competent** **Not Yet Competent** | | **Marks** | **/60** |

|  |  |
| --- | --- |
| **FEEDBACK TO STUDENT**  Progressive feedback to students, identifying gaps in competency and comments on positive improvements: | |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |
| **Student Declaration:** I declare that I have been assessed in this unit, and I have been advised of my result. I am also aware of my right to appeal and the reassessment procedure.  Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date: \_\_\_\_/\_\_\_\_\_/\_\_\_\_\_ | **Assessor Declaration:** I declare that I have conducted a fair, valid, reliable and flexible assessment with this student, and I have provided appropriate feedback  Student did not attend the feedback session.  Feedback provided on assessment.  Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date: \_\_\_\_/\_\_\_\_\_/\_\_\_\_\_ |

|  |  |  |
| --- | --- | --- |
| **Purpose of the assessment** | | |
| **The purpose of this assessment is to assess the student in the following outcomes:** | **Competent**  **(C)** | **Not yet Competent**  **(NYC)** |
| **ICTICT608 Interact with clients on a business level** | | |
| **1. Review client’s business domain** | | |
| 1.1 Research organisational service standards, values and culture to understand the organisational environment |  |  |
| 1.2 Investigate and document the goods and services provided by the organisation |  |  |
| 1.3 Review current service level agreements (SLAs) if appropriate |  |  |
| **2. Develop new business with client** | | |
| 2.1 Research client service needs and preferred level of service |  |  |
| 2.2 Research opportunities for new business with client |  |  |
| 2.3 Develop draft proposals to cover these new initiatives |  |  |
| 2.4 Develop processes to ensure that issues, concerns and problems identified by team members are recognised and addressed |  |  |
| **3. Negotiate new business initiatives** | | |
| 3.1 Conduct a session with the client to present the new opportunities |  |  |
| 3.2 Present proposals to the client in a clear, concise and comprehensive manner |  |  |
| 3.3 Present proposed cost and timeframes to the client |  |  |
| 3.4 Negotiate terms with the client and record alterations if required |  |  |
| 3.5 Clarify areas of uncertainty or disagreement |  |  |
| 3.6 Document agreement negotiated with the client |  |  |
| **4. Monitor, adjust and implement procedures to maintain client focus** | | |
| 4.1 Assess progress in achieving new client initiatives |  |  |
| 4.2 Gather client feedback to improve the proposals |  |  |
| 4.3 Adjust service provided to the client based on client feedback and in line with organisational guidelines |  |  |
| 4.4 Document changes to new provisions |  |  |
| **Assessment/evidence gathering conditions** | | |
| Each assessment component is recorded as either Competent (C) or Not Yet Competent (NYC). A student can only achieve competence when all assessment components listed under “Purpose of the assessment” section are recorded as competent. Your trainer will give you feedback after the completion of each assessment**.** A student who is assessed as NYC (Not Yet Competent) is eligible for re-assessment. | | |
| **Resources required for this assessment** | | |
| * Computer with relevant software applications and access to internet * Weekly eLearning notes relevant to the tasks/questions | | |
| **Instructions for Students** | | |
| **Please read the following instructions carefully**   * This assessment has to be completed  In class  At home * The assessment is to be completed according to the instructions given by your assessor. * Feedback on each task will be provided to enable you to determine how your work could be improved. You will be provided with feedback on your work within two weeks of the assessment due date. All other feedback will be provided by the end of the term. * Should you not answer the questions correctly, you will be given feedback on the results and your gaps in knowledge. You will be given another opportunity to demonstrate your knowledge and skills to be deemed competent for this unit of competency. * If you are not sure about any aspect of this assessment, please ask for clarification from your assessor. * Please refer to the College re-assessment for more information (*Student handbook*). | | |

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**Assessment 1- Project Case Study / Report Writing (60%)**

**Overview**

You currently work for Online Services Integration Pty Ltd as an IT business Analyst and Project Manager. The business have recently expanded their operations within the web-hosting services and are now including services integration to client’s different despatch and payment systems, multiple social media apps, highly digital media services and connectivity to different end-user devices. They therefore have put in place the best systems to ensure their web-hosting services are of the highest level possible via cloud Infrastructure as a Service. This has enabled the business to have in-place a fully redundant and disaster recovery proof solution. The business has now asked the IT team to re-review a new service level agreement contract document for existing clients that will be in due course and offered to their web hosting and online service integration solution provided by the organisation. Business has decided to approach this with individual client that are due migration of their services to cloud.

**Company Background**

**Online Services Integration Pty Ltd - Web hosting services**

**About Online Services Integration Pty Ltd**

We have an office that accommodates administration staff and the IT staff who look after our IT infrastructure. We have established a virtual office for our workforce who is spread around the globe and use "telecommuting" to connect to our virtual office.

This virtual structure gives us a tremendous advantage - we are not limited by time zones, geographical boundaries, nor do we have the costs involved in maintaining a large office building.

At our company we use cutting edge technology to provide e-commerce and other software solutions. We coordinate all of the factors that go into managing and implementing a software project - from the first phone call, to the final sign off and handover. We have a system procedure for all of the tasks that need to be done.

**Further case study information | About Online Services Integration Pty Ltd - Web hosting services**

In recent times we have branched out providing many services into web hosting business. The web hosting section of our business is growing rapidly.

The key business vision and aim is to be able to provide clients with a scalable web service and online services integration solution to suit the dynamic demands of today’s consumers’ requirements in a connected world.

The organisation has recently completed IasS service cloud migration project and are now looking forward to migrate client services hosted on-premise to the new IaaS cloud infrastructure. This requires generation of new Service Level Agreement contract documents to each individual client, as per their resources being utilised. Online service integration’s business benefits to be achieved remain as below.

1. Increase client service revenue by $1.5M (30%) to current $5M. [Completed]
2. Increase business net profit from $2M to $3M. [80% Complete]
3. Invest $0.5M in research and development. [Completed]
4. Reduce IT core infrastructure costs by 40% by means of better using cloud solutions and technologies. [50% Complete]

Business has also come to a realisation that solution procured from AWS web services as the IaaS cloud solution provides a very elastic, pay per use or Pay as you go service model on Computing, Storage, Database and Networking services in the cloud. Due to nature of online media hosting and end-to-end services integration provided to our clients, on a highly scalable platform, which can take to take huge amounts of traffic load, there is a high risk to our business where, when very high demand and high media hosted websites will incur unpredicted peak web services usage, it will be increasing the operational cost exponentially with AWS. Business objective is also to cover this cost, with the new SLA contract, hence a revised SLA to clients are to be established.

Previous business model of requiring customers to pay a set monthly fee for server, storage, database and networking services, which contributes to 20% of gross revenue, is as below and is no longer going to be a business model due to Cloud services migration for clients.

**Previous On-premise Server Costing**

Costing of all Computing, Storage, Networking, Database, IT Labour and Support Cost

Breakdowns are:

Number of Servers: 6

Cost to Business per server: $16,234.00 excl. GST per month

Expected maximum number of client tenancy per server: 5

(Or a total of 30 Customers over 6 servers)

Expected monthly cost to business per client: $3,246.00 excl. GST per month

Business Margin: 20%

Total monthly server, networking, data, storage and support services cost per client is (($16,234/5) \* 1.2) $3,896.00 excl. GST per month.

Total Monthly additional support SLA cost for managing web application

Yellow: $2,500 excl. GST per month

Orange: $3,500 excl. GST per month

Green: $4,500 excl. GST per month

Blue: $5,500 excl. GST per month

AWS web services has given below figures for PAYG scenario over a new server capacity of 10 servers, 40 CPU, 160GB RAM, 100TB SAN, NAS and Object storage capacity each with 100% utilisation.

Computing resource: $1,203,390 excl. GST

Storage: $1,770,130 excl. GST

Networking (Data Transfer): $1,202,198 excl. GST

IT Admin Cost: $37,500 excl. GST

AWS Business Support: $141,031 excl. GST

Total Cost at 100% Utilisation: $4,354,249 excl. GST

Previously expected total cost: $2,020,292 excl. GST

The IT Team is to liaise within internal IT department, client business Analyst and finance to provide a new costing structure for per customer server services. The objective is to include a margin of 30% to the actual cost associated with above 100% utilisation of server services and derive a new monthly fee per customer.

In your calculation you are to estimate maximum number of client tenancies over 10 server instances and or 40 CPU is of 40 customers. In this project for developing the new SLA, you will be given one business case to provide an appropriate SLA with some measures of above costing justified as part of server services now being managed on a highly available platform.

**Current Standard SLAs offered to Clients for Web application Support**

An outline of the hosting services Service Level Agreements (SLA) has been provided. SLAs are in place with most clients. The SLAs need to be updated to reflect changing needs. The current SLAs may require further modification and continuous progression.

|  |  |  |  |
| --- | --- | --- | --- |
| **Yellow SLA** | **Orange SLA** | **Green SLA** | **Blue SLA** |
| * Office Hours Customer Helpdesk and Telephone Support Facility - with 15 minute call back * Office Hours Remote Modem Support Facility * Office Hours Engineer Callout Facility * Corrective Work Reports * Fire Safe Storage of System Back-ups   ***Additional services charged at current rates***   * Labour time during office hours * Training Services * Consultancy Services | * Office Hours Customer Helpdesk and Telephone Support Facility - with 15 minute call back * Office Hours Remote Modem Support Facility * Office Hours Engineer Callout Facility * Target Site Response - Next Working Day For System Critical Faults   Annual website Health Check   * Corrective Work Reports * Fire Safe Storage of System Back-ups   ***Additional services charged at current rates***   * Labour time during office hours * Labour time out of office hours * Training Services * Consultancy Services | * 24 Hour Customer Helpdesk and Telephone Support – with 15 minute call back response during office hours * 24 Hour Remote Modem Support Facility * All Office Hours Engineer time is included * Target Site Response – 12 hours For System Critical Faults * 24 Hour Engineer Callout Facility * Annual website Health Check * Corrective Work Reports * Fire Safe Storage of System Back-ups   ***Additional services charged at current rates***   * Labour time out of office hours * Training Services * Consultancy Services | * 24 Hour Customer Helpdesk and Telephone Support – with 15 minute call back response 24 hours * 24 Hour Remote Modem Support Facility * All Office Hours Engineer time is included * All Out of Office Hours Engineer time is included * 24 Hour Engineer Callout Facility * Target Site Response - 8 hours for System Critical Faults * A Guaranteed Response to Site for system critical faults * Monthly website Health Check * Corrective Work Reports * Fire Safe Storage of System Back-ups   ***Additional services charged at current rates***   * Training Services * Consultancy Services |

**Specialist staff descriptions**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Staff name** | **Skills** | **Comments** | **\*\*location** | **\*availability** |
| Student 1 | MySQL, Java and pearl  web interfaces. | * Specialises in the petroleum industry | Australia | 10% |
| Student 2 | Apache, MySQL,  PHP, Java, HTML, XML, Linux and windows | * Specialises in ecommerce * Specialises in privacy | Europe | 5% |
| Student 3 | Microsoft Windows expert | * Microsoft and windows expert * Specialises in the arty crafty industry | USA | 40% |
| Student 4 | Network and firewall Specialist, Security,  ecommerce | * Network and OS specialist * No industry speciality | India | 15% |
| Student 5 | Dreamweaver/ storefront, Ecommerce Specialist Multi media | * Software development * Industry specialist | Australia | 10% |
| Student 6 | Network specialist,  Web design specialist,  PHP and MySQL | * Growing interest in multimedia * Arts and crafts specialist | Australia | 20% |
| Student 7 | Ecommerce  Business systems,  Chat rooms/ forums | * Accountancy and business services specialty * Specialises in large businesses | Europe | 35% |
| Student 8 | Linux, PHP, MySQL | * Unable to support windows based customers * Open source specialist | Japan | 25% |
| Student 9 | Web design  Windows specialist | Specialises in small to medium businesses | Australia | 30% |
| Student 10 | SAP specialist | Large business specialist | India | 40% |
| Student 11 | Apache, MySQL,  PHP and Java  HTML and XML | * Chat room specialist * Database specialist * Specialises in small to medium business | Europe | 20% |
| Student 12 | Service Services Manager, Windows, Linux, Networking  Storage | * Virtualised server and server management specialist | Australia | 25% |
| Student 13  (Yourselves each – all students’ generic role) | IT Client Business Analyst and project manager | * Manage client projects | Australia | 25% |

\*Availability represents the current work commitments. A staff member with 0 availability is fully committed and should be allocated no additional work. A staff member with 10% availability should not be allocated to a new client unless there is NO other staff member who can perform the task. A staff member with 25% or more availability may be allocated to a new client. Where possible allocate the staff member with the greatest availability to new clients

\*\*Staff location may be important when deciding on matching the SLA’s serviceable business hours with the client’s need to access staff during business hours.

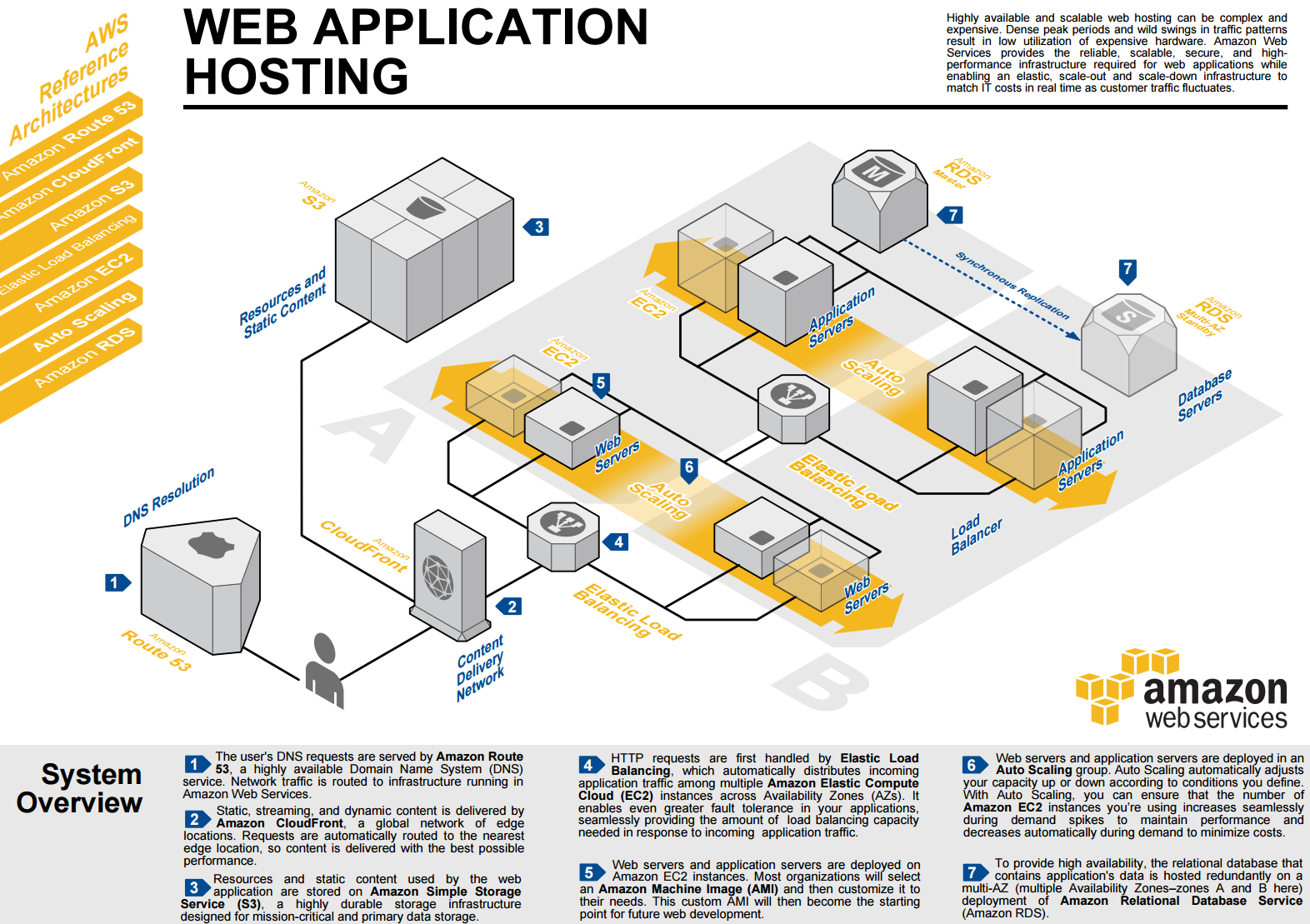
**Administration and Operations Manager Details**

Gitam Lama – General Manager

Paul Adams – Operations Manager

Sabrina Grocott – Marketing Manager

**Cloud Web Hosting Architecture offered to clients**

****

**Client Information – Art Design Technology [ADT]**

**Problem brief**

Online Services Integrations Pty Ltd has recently developed an online e-commerce website. We provide hosting, database management, reporting, connectivity and online integration services to **Art Design Technology [ADT].** Company collateral and documents can be found in resource material of the assessment in e-Learning.

Online Services Integration Pty Ltd recently received the below formal request for the new revised SLA contract document to their online e-Commerce website based on the solution we had provided.

**Management SLA requests**

ADT management wants you to set up a support agreement and contract for the new web site and for the period of 5 years. They ideally want the site to be available 24 hours per day to cater for international customers. They would like the following support:

* Updating of web page content – this means updating the web pages and database items with the information supplied by ADT and updating any static html as required.
* Troubleshooting programming elements – fix bugs in web page code as required.
* Preparation of new graphics for use on the site.
* Regular submission of the site to search engines.
* Enhancement of site – addition of new pages, addition of new programming code and functionality.
* Database reporting of sales and customer account statistics
* Integration with social media and management of mobile apps for customer purchase and marketing.
* High availability of web site and traffic. Ability to scale up and down in web services, with infrastructure in demand and as demanded by internet users.

ADT management still prefers to contact their support on the telephone, but don’t mind emailing non-urgent problems. Once the agreement is established, they would like to meet with a web hosting representative once a month and have them provide (and discuss) a

written report detailing how many service calls have been logged, the nature and severity of the calls, the status (resolved or unresolved) and the time taken to resolve.

ADT management would like a system of classifying help requests in relation to their severity and priority. They also want a table of response times to ensure that urgent severe problems are addressed within a predefined period (the period has not been nominated)

ADT are looking for your recommendations in relation to site availability and response times, to their last item of requirement listed in the above bullet points.

**Your Task**

**Assessment must be written individually and submitted.**

You will need to prepare an SLA for Art Design Technology [ADT] to best suit their needs and budget in a report format.

In this project we will take one of the client, Art Design Technology [ADT] who have dealings with our organisation’s sales and marketing department, we have received a request for new SLA terms and contract for hosting their services to our new cloud platform.

You will work as part of team. You will undertake this task in 3 Steps as detailed in the assessment.

Section 1: Review of Client’s Business Domain

Section 2: Client Workshop and Review of Proposal

Section 3: Solution Performance Monitor

Students are to mostly communicate electronically via means of available collaboration tools in the World Wide Web and also in eLearning from week 7.

**Note to students**:

* Please keep in mind the end result to be achieved is a satisfied customer who will be presented a client business review, the new SLA (details included in the 2nd section of assessment 1) and provide monitoring of the new SLA and feedback both internally and with client (details included in the 3rd section of assessment 1).
* These three tasks are to be managed in the ICT team via means of electronic communication and establishing an IT Community of Practice online in Assessment 2.

**Assessment Resource**

Supporting resource documents if you would like to review on section about the business and client they are available in your Assessment Resource file in eLearning, they are as below:

* Art Design Tech \_Company background
* Art Design Tech \_Business procedures
* Art Design Tech \_Computing infrastructure
* Art Design Tech \_Mission\_statement
* Art Design Tech \_Organizational chart
* Art Design Tech \_Strategic direction
* Art Design Tech \_Strategic plan

Other Supporting Document to manage Art Design Technology - [ADT] ecommerce website is below, which is an important part to confirm your new SLA monitor activities required to be documented in the 3rd section of the assessment.

* Online Services Integration Pty Ltd - Ecommerce Customer SLA Guidelines

BUSINESS DOCUMENT FOR CLOUD MIGRATION TO [Enter Vendor Name/Provider]

SUBMITTED TO: -----

Online Services Integration Pty Ltd

SUBMITTED BY: -----------

Marcus Nogueira

IT Business Analyst/Project Manager

DATE: 18 MAY 2018

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|  |
| --- |
| **Assessment Guidelines and Marking Sheet** |

| **Marking List – Interact with clients on a business level** | **Marks** |
| --- | --- |
| **Introduction (2 Marks)** | |
| * Student provided brief on propose of the document towards the project of creating new Proposal with SLA to client. | /2 |
| **Client Business Domain and Environment (8 Marks)** | |
| * Organisational service standards | /2 |
| * Organisational values and culture | /2 |
| * Goods and services provided | /2 |
| * Current service level agreements | /2 |
| **Proposed Solution Details (20 Marks)** | |
| * Client service needs and preferred level of service | /2 |
| * Solution Details Draft | /8 |
| * Solution Pricing Draft | /8 |
| * Support Process (Dedicated Account Team) and Contact Details | /2 |
| **Client Workshop, review of proposal (20 Marks)** | |
| * Read/Consult feedback with your Trainer | /4 |
| * Revised Solution Details (including Pricing and Time Frame) | /15 |
| * Service Agreement Sign-off/Memorandum of Understanding | /2 |
| **Solution Performance Monitor (10 Marks)** | |
| * Read/Consult feedback with your Trainer | /1 |
| * Solution Details (Modified v1) | /6 |
| * Service Agreement Sign-off/Memorandum of Understanding | /3 |
| **TOTAL** | **/60** |

SECTION 1: Review client’s business domain

SUBMITTED TO: -----

Art Design Technology [ADT]

SUBMITTED BY: -----------

Marcus Nogueira

Online Services Integration Pty Ltd

DATE: 18 MAY 2018

# Introduction

*Refer to the case study information. Provide a brief purpose of this document*

# Client Business Domain and Environment

*Provide brief on what this section of the document provides including about client’s ‘Organisational service standards’, ‘Organisational values and culture’, ‘Goods and services provided’, ‘Current service level agreements’.*

*In this section of the solution draft, provide customer with most basic form of web services hosting agreement, including the current SLA plan provided in the case study.*

## Organisational service standards

## Organisational values and culture

## Goods and services provided

## Current service level agreements

# Proposed Solution Details Draft

## Client service needs and preferred level of service

## Solution Details Draft

## Solution Pricing Draft

## Support Process (Dedicated Account Team) and Contact Details

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# SECTION2: Client Workshop, review of proposal For Art Design Technology [ADT]

WORKSHOP FOR: -----

Art Design Technology [ADT]

WORKSHOP WITH: -----------

STUDENT NAME(s)

Online Services Integration Pty Ltd

DATE: DD MONTH YYYY

# Feedback from Trainer

Art Design Technology [ADT] has received high volume orders from client all over the world. Art Design Technology [ADT] have requested a mobile friendly website, which can be easily viewed and ordered via browsers such as Safari, Microsoft Edge and Android web browser on both mobile and tablet/PC devices

**Revised Solution Details**

## New service Level Agreement Terms

## Current Service Level Agreement

Please choose an appropriate current SLA (Yellow till Green only) details with relevant information (that does not require server/backup services tasks) and provide details here with revised pricing details in the end or in the Pricing Details heading section of this document.

## Addition to Service Level Agreement

SERVICE LEVEL AGREEMENT – HOSTING SERVICES

EXAMPLE

We know that the availability of your site is of utmost importance and entrusting your website to Online Services Integration Pty Ltd is something that we take seriously. That's why we have built the hosting industry's most aggressive Service Level Agreement (SLA) to cover the multiple components that keep your site up and running.

Online Services Integration Pty Ltd.’s SLA is a contract between you, the customer, and Online Services Integration Pty Ltd. It defines the terms of our responsibility and the money back guaranty if our responsibilities are not met. We want our customers to feel at ease with their decision to move their site to Online Services Integration Pty Ltd, and knowing that Online Services Integration Pty Ltd takes your site's uptime as seriously as you do is imperative.

THE ONLINE SERVICES INTEGRATION PTY LTD SLA COVERS THREE COMPONENTS THAT SUPPORT THE AVAILABILITY OF YOUR WEB SITE

NETWORK

We guaranty that our data center network will be available 99.999 % of the time in a given month, excluding scheduled maintenance. The data center network means the portion of the Online Services Integration Pty Ltd network extending from the outbound port on your edge device to the outbound port of the data center border router and includes Online Services Integration Pty Ltd managed switches, routers, cabling.

INFRASTRUCTURE SERVER SERVICES

We guaranty that data center and power will be functioning 99.999 % of the time in a given month, excluding scheduled maintenance. Power includes UPSs, PDUs and cabling, but does not include the power supplies on your servers. Infrastructure downtime exists when a particular server is shut down due to power or heat problems.

ONLINE SERVICES INTEGRATION PTY LTD GUARANTY:

NETWORK

We will credit your account 5% of the monthly fee for each 30 minutes of network downtime, up to 100% of your monthly fee for the affected server.

INFRASTRUCTURE SERVER SERVICES

Online Services Integration Pty Ltd will credit your account 5% of the monthly fee for each 30 minutes of infrastructure downtime, up to 100% of your monthly fee for the affected server(s).

Our Service Levels Structure are:   
Server Availability and Network Availability;  
Latency; and   
Response Delay for Emergency Incidents

|  |  |  |
| --- | --- | --- |
| Service Level | Description of Service Level | Service Level Target |
| Server Availability | The hardware and hypervisor layers delivering individual Cloud Servers are available and responding to the Monitoring Tool.  “Cloud Servers” are virtual machines as described in the Service Description.  A Service Level Failure occurs when Availability falls below the Service Level Target. | 99.999% Availability of Cloud Servers |
| Network Availability | The network components of the Online Services Integration Pty Ltd are available and responding to the Monitoring Tool.  The “Online Services Integration Pty Ltd” comprises the border routers, firewalls, load balancers and switches in the relevant MCP.  A Service Level Failure occurs when Availability falls below the Service Level Target. | 99.999% Availability of the Online Services Integration Pty Ltd |
| Latency | The time taken for a data packet to travel between Cloud Servers in the same VLAN.  Latency is measured by the Monitoring Tool.  A Service Level Failure occurs when Latency exceeds the Service Level Target. | <= 1ms |
| Response Delay for Emergency Incidents | The elapsed time between when you report an Emergency Incident to the Global Service Centre and when we contact you about that Emergency Incident.  A Service Level Failure occurs when the elapsed time exceeds the Service Level Target. | <= 30 minutes |

1. Calculation of Service Level Credits

The Service Level Credit for a Service Level Failure is calculated as follows:

**Service Level Credit = Service Level Credit Percentage X Fees Paid**

Where  
**Service Level Percentage** is determined by reference to the Duration of the Service Level Failure using the table in section 2 and  
**Fees Paid** is the Fees you paid for Usage in the calendar month for the Location in which the Service Level Failure occurred.

Service Level Credits are calculated each calendar month and may only be requested for the month in which they occur. The Duration of a Service Level Failure resets to zero at the end of the month and does not “carry over” to the following month.

Where Client applies Tech Ops Services (as defined in the Service Description for Optional Services) or Client has configured Anti-Affinity (as that term is defined in the Public IaaS Service Description) in both cases in connection with all Cloud Servers, then increased Service Level Credits may be payable (“**Rebate Enhancement**” applies).

Service Level Credits are capped and the total Service Level Credits payable for all Service Level Failures in a particular calendar month in a particular Location may not exceed: (i) where Rebate Enhancement applies 100% of the Fees Paid; or (ii) in all other cases, 50% of the Fees Paid.

1. Service Level Credit Percentages

For **Server Availability** and **Network Availability** the Service Level Credit Percentages are:

Where Rebate Enhancement applies:

|  |  |
| --- | --- |
| **Duration of Service Level Failure** | **Service Level Credit Percentage** |
| <26 sec | 0% |
| 26 sec – 30 min | 2% |
| 30  – 60 min | 10% |
| 60 - 300 min | 20% |
| 300 – 540 min | 50% |
| >540 min | 100% |

Where Rebate Enhancement do not apply:

|  |  |
| --- | --- |
| **Duration of Service Level Failure** | **Service Level Credit Percentage** |
| <26 sec | 0% |
| 26 sec – 60 min | 2% |
| 60 - 300 min | 10% |
| 300 – 540 min | 20% |
| >540 min | 50% |

For **Latency** and **Response Delay for Emergency Incidents** the Service Level Credit Percentages are:

|  |  |
| --- | --- |
| **Duration of Service Level Failure** | **Service Level Credit Percentage** |
| <30 min | 0% |
| 30 – 240 min | 2% |
| >240 min | 20% |

1. Limitations and Restrictions

Service Level Failures may not be caused by and Service Level Credits are not payable for:  
(i) Excusing Events; or   
(ii) suspension or termination of the Service under the Terms of Service.

If a single event or series of related events (“**Event**”) results in more than one Service Level Failure, you may only request one Service Level Credit for that Event but you can elect which Service Level Credit you request. For example, if in connection with an Event you request a Service Level Credit for Network Availability, you may not also request a Service Level Credit for Server Availability, Latency or Response Delay for Emergency Incidents.

Service Level Credits are your sole and exclusive remedy and our sole and exclusive liability for failure to meet Service Levels.

## Pricing Details

Please provide pricing details for current SLA (less server/management cost)

Please provide pricing details for additional SLA – web hosting services

Please provide this information in your own table format and with clarity of total monthly cost.

# SIGNED AGREEMENT

|  |  |
| --- | --- |
| This document forms a Service Level Agreement Contract between Art Design Technology and Online Services Integration Pty Ltd for a period of 36 months | |
|  |  |
| ------  CEO  Online Service Integration Pty Ltd | -------  Chief Executive Office  Bazaar Ceramic Pty Ltd |
| DDMONTHYYYY | DDMONTHYYYY |

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# SECTION 3: Solution Performance Monitor FOR Art Design Technology [ADT]

SUBMITTED TO: -----

Art Design Technology [ADT]

SUBMITTED BY: -----------

STUDENT NAME(s)

Online Services Integration Pty Ltd

DATE: DD MONTH YYYY

# Client Feedback

(You will review the Ecommerce Customer SLA guide document from your resource material [Aus Design Tech Company Document] and simulate an (only 1) issue of your understanding from this document. Document the client case information here)

DATE:

Attendees:

|  |  |  |  |
| --- | --- | --- | --- |
| **Client Problems Identified** | **Other misunderstanding identified** | **Achievements to SLA are met? How** | **Client Desired Outcome** |
|  |  |  |  |

# Revised Solution Details

Include/estimate professional services hours and monthly support for developing kiosk apps or downloadable apps on IOS and Android OS (both app store and Google play store)

# Variation to SLA

# Managed Service Level Agreement Terms

## Revised Service Level Agreement

Please choose an appropriate current SLA here again. Preferably a higher SLA for your previous choice of (Yellow to Green) + Research mobile app support service agreement.

## Addition to Service Level Agreement

SERVICE LEVEL AGREEMENT – HOSTING SERVICES *(this may remain same)*

EXAMPLE

We know that the availability of your site is of utmost importance and entrusting your website to Online Services Integration Pty Ltd is something that we take seriously. That's why we have built the hosting industry's most aggressive Service Level Agreement (SLA) to cover the multiple components that keep your site up and running.

Online Services Integration Pty Ltd.’s SLA is a contract between you, the customer, and Online Services Integration Pty Ltd. It defines the terms of our responsibility and the money back guaranty if our responsibilities are not met. We want our customers to feel at ease with their decision to move their site to Online Services Integration Pty Ltd, and knowing that Online Services Integration Pty Ltd takes your site's uptime as seriously as you do is imperative.

THE ONLINE SERVICES INTEGRATION PTY LTD SLA COVERS THREE COMPONENTS THAT SUPPORT THE AVAILABILITY OF YOUR WEB SITE

NETWORK

We guaranty that our data centre network will be available 99.999 % of the time in a given month, excluding scheduled maintenance. The data centre network means the portion of the Online Services Integration Pty Ltd network extending from the outbound port on your edge device to the outbound port of the data centre border router and includes Online Services Integration Pty Ltd managed switches, routers, cabling.

INFRASTRUCTURE SERVER SERVICES

We guaranty that data centre and power will be functioning 99.999 % of the time in a given month, excluding scheduled maintenance. Power includes UPSs, PDUs and cabling, but does not include the power supplies on your servers. Infrastructure downtime exists when a particular server is shut down due to power or heat problems.

ONLINE SERVICES INTEGRATION PTY LTD GUARANTY:

NETWORK

We will credit your account 5% of the monthly fee for each 30 minutes of network downtime, up to 100% of your monthly fee for the affected server.

INFRASTRUCTURE SERVER SERVICES

Online Services Integration Pty Ltd will credit your account 5% of the monthly fee for each 30 minutes of infrastructure downtime, up to 100% of your monthly fee for the affected server(s).

Our Service Levels Structure are:   
Server Availability and Network Availability;  
Latency; and   
Response Delay for Emergency Incidents

|  |  |  |
| --- | --- | --- |
| Service Level | Description of Service Level | Service Level Target |
| Server Availability | The hardware and hypervisor layers delivering individual Cloud Servers are available and responding to the Monitoring Tool.  “Cloud Servers” are virtual machines as described in the Service Description.  A Service Level Failure occurs when Availability falls below the Service Level Target. | 99.999% Availability of Cloud Servers |
| Network Availability | The network components of the Online Services Integration Pty Ltd are available and responding to the Monitoring Tool.  The “Online Services Integration Pty Ltd” comprises the border routers, firewalls, load balancers and switches in the relevant MCP.  A Service Level Failure occurs when Availability falls below the Service Level Target. | 99.999% Availability of the Online Services Integration Pty Ltd |
| Latency | The time taken for a data packet to travel between Cloud Servers in the same VLAN.  Latency is measured by the Monitoring Tool.  A Service Level Failure occurs when Latency exceeds the Service Level Target. | <= 1ms |
| Response Delay for Emergency Incidents | The elapsed time between when you report an Emergency Incident to the Global Service Centre and when we contact you about that Emergency Incident.  A Service Level Failure occurs when the elapsed time exceeds the Service Level Target. | <= 30 minutes |

1. Calculation of Service Level Credits

The Service Level Credit for a Service Level Failure is calculated as follows:

**Service Level Credit = Service Level Credit Percentage X Fees Paid**

Where  
**Service Level Percentage** is determined by reference to the Duration of the Service Level Failure using the table in section 2 and  
**Fees Paid** is the Fees you paid for Usage in the calendar month for the Location in which the Service Level Failure occurred.

Service Level Credits are calculated each calendar month and may only be requested for the month in which they occur. The Duration of a Service Level Failure resets to zero at the end of the month and does not “carry over” to the following month.

Where Client applies Tech Ops Services (as defined in the Service Description for Optional Services) or Client has configured Anti-Affinity (as that term is defined in the Public IaaS Service Description) in both cases in connection with all Cloud Servers, then increased Service Level Credits may be payable (“**Rebate Enhancement**” applies).

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Service Level Credits are your sole and exclusive remedy and our sole and exclusive liability for failure to meet Service Levels.

# Pricing Details

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|  |  |
| ------  CEO  Online Service Integration Pty Ltd | -------  Chief Executive Office  Art Design Technology [ADT] |
| DDMONTHYYYY | DDMONTHYYYY |