

SwitchStream Service Management

Overview

- ❑ At Xoserve we follow the ITIL practises for service management and associated Service Level Agreements (SLA) which will be extended to our SwitchStream customers. These processes include:
 - Incident Management
 - Problem Management
 - Change Management
 - Service Request
- ❑ Our processes are being reviewed and updated to incorporate both the Switching Programme requirements as well as SwitchStream specific requirements.
- ❑ We are working with DCC to agree the integration of our service management processes with the CSS Service Management processes.

Service Levels

- ❑ Given Xoserve's active involvement in the Switching Programme, we are fully aware of the non-functional requirements that are in place for all stakeholders and our SLAs will be tailored to suit these requirements.
- ❑ Depending on the option and the routing chosen, the SLAs for processing of volume and throughput will differ:
 - Window of processing prior to cut off times (e.g. Gate closure) will differ depending on the option chosen
 - Typical, Peak, Peak of Peak , Extraordinary – Will be refined for each option following further discussions with CSS
- ❑ Our availability SLA is 99.75% (21.9 hours per day)
- ❑ During period of high activity limits will be applied to the rate at which messages are processed.
- ❑ Service Management SLAs will be based on our current SLAs and tailored to meet CSS specific ones