



ICAO

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The Six Meeting of System Wide Information
Management Task Force (SWIM TF/6)

Video Tele-conference, 17 – 20 May 2022

- Agenda Item 4:** Updates on the assigned tasks by task leads/contributors including progress report and issues
- d) Governance

**APAC SWIM SERVICE LEVEL AGREEMENT (SLA):
TEMPLATE**

(Presented by Task 5, Governance)

SUMMARY

This Working Paper contains the Service Level Agreement (SLA) Template intended for use as the basis for negotiating SLAs between APAC SWIM service providers and consumers. Detailed descriptions of the goals and motivations behind the development of the SLA Template are given in the accompanying Working Paper "WP/12, APAC SWIM Service Level Agreement (SLA): Introduction".

It is expected that this SLA Template will be modified in the future to reflect the organizational and technological constraints of the APAC SWIM - both at the regional and state levels - as well as to address emerging business requirements.

Service Level Agreement (SLA)

for consumption of *[insert service name]*

by *[insert service consumer name]*

Document Identifier: *[insert SLA URI]*

Version: *[insert SLA version number]*

Effective Date: *[insert SLA effective date]*

1. PURPOSE

This Service Level Agreement (SLA), hereinafter referred to as Agreement, governs the specific terms and conditions in support of the provision and consumption of the *[insert service name]*. It identifies the rights and obligations of the service provider *[insert service provider name]*, hereinafter referred to as Provider, and service consumer *[insert service consumer name]*, hereinafter referred to as Consumer.

The purpose of this Agreement is to ensure that the proper parameters and obligations necessary to provide consistent service delivery to the Consumer by the Provider are unambiguously stated and agreed upon by all parties involved.

2. TERMS AND CONDITIONS

This Agreement is valid from the Effective Date outlined herein for a maximum period of *[insert time period, e.g., 5 years]*. This Agreement should be reviewed at a minimum once per year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

Changes, as necessary, will be made through subsequent agreements or amendments to this document.

3. PARTIES

The following list of organizational entities will be used as the basis of the Agreement and represents the primary stakeholders associated with it:

3.1. SERVICE PROVIDER

Name	<i>[insert the Provider's organization name]</i>
Description	<i>[insert a brief description of the Provider's organization]</i>

3.1.1. PROVIDER POINTS OF CONTACT

The following represent individuals or groups of individuals who can be contacted for the purpose of obtaining information and/or technical support from the Provider.

Name	<i>[insert the PoC's full name, e.g., "John J. Doe" or "Help Desk"]</i>
Work Functions	<i>[insert the PoC's job title or a brief description of the PoC's responsibilities, e.g., "Program Manager" or "Provides technical support to users"]</i>
E-mail	<i>[insert the PoC's e-mail]</i>
Phone Number	<i>[insert the PoC's phone number]</i>

[Insert another table for each additional Provider Point of Contact]

3.2. SERVICE CONSUMER

Name	<i>[insert the Consumer's organization name]</i>
Description	<i>[insert a brief description of the Consumer's organization]</i>

3.1.2. CONSUMER POINTS OF CONTACT

The following represent individuals or groups of individuals who can be contacted for the purpose of obtaining information and/or technical support from the Consumer.

Name	<i>[insert the PoC's full name, e.g., "John J. Doe" or "Help Desk"]</i>
Work Functions	<i>[insert the PoC's job title or a brief description of the PoC's responsibilities, e.g., "Program Manager" or "Provides technical support to users"]</i>
E-mail	<i>[insert the PoC's e-mail]</i>
Phone Number	<i>[insert the PoC's phone number]</i>

[Insert another table for each additional Consumer Point of Contact]

4. SERVICE INFORMATION

The following service is covered by this Agreement:

ID	<i>[insert the service's identifier]</i>
Name	<i>[insert the service's full name and acronym, if any, by which it is commonly recognized]</i>
Version	<i>[insert the service's version]</i>
Description	<i>[insert a brief description of the service]</i>

The *[insert service name and/or acronym]* service referenced in this Agreement is defined by the service description document entitled *[insert service description document name or title]*. The service description document is governed by *[insert regulating standard name or title]* and is accessible at *[insert online location when the service description document can be accessed]*.

5. OBLIGATIONS

5.1. SERVICE PERFORMANCE

5.1.1. Availability

In the context of this Agreement, *availability* is understood as the probability that the service will be operational during an identified period of time.

Provider agrees to ensure service availability as follows:

- a. The service is offered *[insert value(s), e.g., 24 hours a day, 7 days a week, 365 days a year (24x7x365), etc.]*.
- b. The service has a maintenance window described in section 5.3.
- c. Provider agrees to maintain an availability value *[insert the value, e.g., "0.999"]* or greater.

The Availability value is measured as follows:

Measurement Method	(24 – Total Outage Time in Hours) / 24. Measurements are taken daily and apply to the preceding 24-hour period.
Unit of Measure	Probability expressed to 3 decimal places.

5.1.2. Capacity

In the context of this Agreement, *capacity* is understood as the number of service requests that the service can accommodate within a given time period.

Provider agrees to support *[insert the value, e.g., “1200 requests per hour”]*. Beyond this capacity, all users may see degraded performance in the return of identification information.

The *capacity* value is measured as follows:

Measurement Method	Simple count.
Unit of Measure	Whole positive number, per period of time.

5.1.3. Response Time

In the context of this Agreement, *response time* is understood as the maximum time required to complete a service request.

Provider agrees not to exceed *[insert the value, e.g., “10”]* seconds to return a requested message. This response time is limited by the volume capacity described in section 5.1.2.

The *response time* value is measured as follows:

Measurement Method	Measured from the time the provider agent receives the request to the time the service provider transmits the response.
Unit of Measure	Seconds.

5.1.3. Mean Time to Restore (MTTR)

In the context of this Agreement, *Mean Time to Restore (MTTR)* is understood as the average time required to return the service to a pre-determined (available) state after a failure.

Provider agrees to maintain MTTR value *[insert the value, e.g., “120”]* minutes or less.

The *MTTR* value is measured as follows:

Measurement Method	The sum of the times to restore service after failures divided by the number of times the service was restored.
Unit of Measure	Minutes.

5.2. PROBLEM REPORTING

In the event of a service problem or disruption:

Provider agrees to:

- a. Send an acknowledgement of receipt of the problem to the Help Desk and the Consumer within 30 minutes.
- b. Categorize the problem as *Critical* or *Noncritical*.
 - *Critical* problems are defined as disruptions of service where the Consumer no longer has access to the service.
 - *Noncritical* problems are all other problems that impede or degrade service delivery but do not result in a service disruption.
- c. Generate a problem report with corresponding problem category and resolution parameters and provide it to the Consumer.

Consumer agrees to:

- a. Report the problem to the Provider and/or Help Desk at the contact points identified in section 3.1 of this Agreement.

5.3. SERVICE MAINTENANCE

Provider agrees to:

- a. Perform planned maintenance during regularly scheduled periods of time (“maintenance windows”). During the following times, the service will be unavailable for normal interactions: *[insert UTC, e.g., “13:00:00Z” or local time, e.g., “9pm EDT” in the table below]*

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Begin time							
End time							

- b. Notify the Consumer at least *[insert value, e.g., “48”]* hours ahead of time about all non-scheduled and emergency maintenance by using the contact information provided in section 3.2 of this Agreement.

5.4. CHANGE CONTROL

Provider agrees to:

- a. Notify the Consumer about planned changes to the service at the beginning of the planning stage or six (6) months prior to the target date on which the new version will become operational, whichever comes first.
- b. Maintain an active version of the service for at least twelve (12) months after release of the new version.

Consumer agrees to:

- a. Utilize the most recent release within twelve (12) months of general availability.

5.5. VERSIONING

Provider agrees to:

- a. Version each release of the service according to the guidance set forth in *[insert name or title of regulating standard, e.g., "SWIM-005, Artifacts Versioning for SWIM-enabled Services"]*.
- b. Maintain each version of the service description(s) in a registry and/or repository that is also accessible to the Consumer.

Consumer agrees to:

- a. Utilize the most recent release within six months of general availability.
- b. Utilize only versions of the service that are actively maintained by the Provider. Consumers using versions no longer maintained by the Provider are subject to loss of access to the service.

5.6. DOCUMENTING

Provider agrees to:

- a. Document, maintain, and publish the description of the service and service-related documentation as prescribed by *[insert name or title of regulating standard]*.

5.7. SECURITY

Consumer agrees to:

- a. Conform to the following security policies:
[Insert name and online location of one or more security policies as defined by a governing and/or security organization]
- b. If any action by the Consumer or Consumer agent takes place that adversely impacts the service's ability to operate, e.g., security policy infraction, misuse of service capacity, etc., the Provider has the right to terminate use of the service until the impacting conditions are remedied.

6. SIGNATORIES

<Organization Name>

<Organization Name>

<Signatory Name>

<Signatory Name>

<Date>

<Date>