

# Service Level Objectives for the OpenText SaaS Portfolio in the Cloud

OpenText Software-as-a-Service (SaaS) provides customers with clear, detailed, and specific Service Level Objectives (SLOs) when consuming the OpenText SaaS portfolio in the Cloud.

# Guide

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Solution Guide

# Service Level Objectives (SLOs) for the OpenText SaaS Portfolio in the Cloud

When adopting OpenText SaaS offerings, customers are given service assurances based on two types of SLOs, Service Request and Support Request SLOs.

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- The Service Request SLOs apply to the majority of routine system requests. This includes functional system requests (product add/move/change), informational, and administrative requests.
- The Support Request SLOs apply to issues that are not part of the standard operation of the service and which causes, or may cause, an interruption to or a reduction in the quality of that service.

**Note:** These response and resolution goals are provided as guidelines and represent typical request processing by the OpenText™ SaaS support teams. They in no way create a legal requirement or obligation for OpenText™ to always respond in the stated time. OpenText SaaS reserves the right to modify priority or severity levels of a request if they do not satisfy the criteria specified within this document.

## Service Request SLOs

The Service Request SLO is documented in the [Service Request Catalog](#). The catalog is a list of all activities that can be requested of OpenText SaaS support teams and each one includes response time, target resolution time, and a detailed description.

The Service Request Catalog allows OpenText SaaS customers to have a thorough understanding of the services available to them and assures their expectations around the delivery of those services. Associated SLOs for service catalog items may be updated to adapt to changes in support needs.

## Definitions

- 1. Initial SaaS Response**—The initial OpenText SaaS response is defined as the acknowledgment of the receipt of a request and the assignment of a case number for tracking purposes. Initial OpenText SaaS response will come as an email to the requester

and include the case number and links to track it using the OpenText SaaS online case management system. The initial OpenText SaaS response will be *no more than one hour* after the successful submission of a customer request.

- 2. First Technical Response**—First technical response time is defined as the amount of time given for the OpenText SaaS support team to review and assess the request, and respond to the requester with a plan of action toward the resolution of the request. First technical response times vary depending on the service that has been requested, and is specified for each type of request in the [Service Request Catalog](#).
- 3. Target Resolution**—Resolution is defined as an answer, a solution, a completed add/move/change request, or an otherwise satisfactory workaround that resolves the initial request. Target resolution time is the time, in business days, in which OpenText SaaS expects to successfully complete a request. Target resolution times vary depending on the service that has been requested, and is specified for each service item in the [Service Request Catalog](#).

## Support Request SLOs

A support request is an issue outside of the standard operation of the service that causes the degradation or failure of any service function. OpenText SaaS has defined SLOs and processes for support requests that provide customers with regular feedback and updates and helps to ensure that each issue is appropriately investigated and resolved.

The Support Request SLO Definition provides detail around the three different levels of support request priority, and the response and update frequencies and descriptions of criteria necessary to consider the issue resolved for each level. Priority is the primary manner in which

incidents are ranked, and it is calculated using a combination of the severity, urgency, and impact selected by the requester of the support request. The method for determining priority is reviewed in detail in the Priority Calculation.

All support requests are managed using the OpenText SaaS Incident Management Process. This process ensures that all relevant information regarding an incident is gathered and analyzed thoroughly by OpenText SaaS support teams. During the investigation of an incident support team members will begin a dialog with the requester, providing updates on the status of the request and possibly reaching out for

additional information. OpenText SaaS support teams ensure that customers are kept up to date on the progress of the request and provided an appropriate resolution.

### Support Request SLO Definition

OpenText SaaS Support Request SLOs are listed in the table below. Support Request priority determines the time for target response and update frequency. Information on the method that is used to determine priority is detailed in the Priority Calculation. Priority for support requests is determined using a combination of the urgency and severity of the issue.

Priority	Target First Technical Response	Target Update Frequency	Target Resolution	Definition of Resolution
1-Urgent	30 minutes	1 hour	4 hours	Service availability is restored with full functionality.
2-High	12 hours	48 hours	N/A	The issue is resolved or, if possible, a satisfactory workaround is provided. In the event it is determined that the product is the root cause, OpenText SaaS manages the escalation of the issue to OpenText Software R&D and keeps the requester apprised of the status of the issue. A fix for the issue may be incorporated into a future release.
3-Normal	24 hours	72 hours	N/A	The issue is resolved or, if possible, a satisfactory workaround is provided. In the event it is determined that the product is the root cause, OpenText SaaS manages the escalation of the issue to OpenText Software R&D and keeps the requester apprised of the status of the issue. A fix for the issue may be incorporated into a future release.

- **Initial OpenText SaaS Response**—The initial OpenText SaaS response is defined as the acknowledgment of the receipt of a request and the assignment of a case number for tracking purposes. Initial OpenText SaaS response will come as an email to the requester and include the case number and links to track it using OpenText SaaS online case management system. The initial OpenText SaaS response will be no more than one hour after the successful submission of a customer request.
- **First Technical Response**—First technical response time is defined as the amount of time given for the OpenText SaaS support team to review and assess the request, and respond to the requester with a plan of action toward the resolution of the request. First technical response times vary according to the priority of the request, and are specified for each priority level in the table above.
- **Update Frequency**—Update frequency is defined as the maximum amount of time expected to elapse between updates from OpenText SaaS support teams regarding the status of an open request. Update frequency times vary according to the priority of the request, and are specified for each priority level in the table above.

### Severity

The severity of a support request is indicated by the requester at the time the request is submitted to OpenText SaaS. Requesters choose the severity of an incident as indicated by the definitions below. OpenText SaaS support team member's review and validate the severity for the particular incident and may adjust the severity to better align with these definitions.

Severity	Definition
S1	<b>System Down:</b> Issues that result in an active customer service instance not being available.
S2	<b>Major Functionality Issue:</b> Issues that cause any mission critical functions to perform unacceptably.
S3	<b>Minor Functionality Issue:</b> Issues that do not meet the criteria for S1 or S2 level requests.

- All S1 issues receive a priority of 1-Urgent
- Priority for S2 and S3 issues is calculated based on the Urgency and Impact of the incident as selected by the requester using the Priority Calculation.

## Priority Calculation

The priority for S2 and S3 issues is calculated as indicated in the tables below using a combination of the urgency of the request as well as the number of users that are impacted by the issue.

### URGENCY DEFINITIONS

- 1. Urgent**—When there is a need for immediate attention or investigation into the support request.
- 2. High**—When the request is not urgent, but needs to be prioritized and requires additional attention.

- 3. Normal**—Informational requests or other requests where the issue has minor impact or there is no urgency associated with the support request.

### IMPACT DEFINITIONS

- 1. Single User**—In this case the issue is only observable by one user or involves functionality that only one user utilizes. No other users are affected by the issue.
- 2. Multiple Users**—In this case the issue impacts the functionality of the service for multiple users.

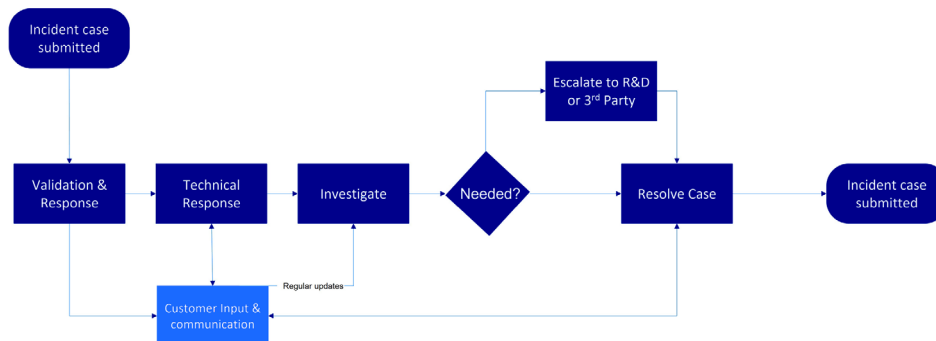
For S2 issues (major functionality issue) priority is determined as follows:

		Urgency		
		Urgent	High	Normal
Impact	One user	Priority: 2—High	Priority: 3—Normal	Priority: 3—Normal
	Multiple users	Priority: 2—High	Priority: 2—High	Priority: 3—Normal

For S3 issues (minor functionality issue) priority is determined as follows:

		Urgency		
		Urgent	High	Normal
Impact	One user	Priority: 3—Normal	Priority: 3—Normal	Priority: 3—Normal
	Multiple users	Priority: 2—High	Priority: 3—Normal	Priority: 3—Normal

## OpenText SaaS Incident Management Process



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