

ESDIS Metrics System

Service Level Agreement

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National Aeronautics and
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EMS Service Level Agreement

OVERVIEW

The ESDIS Metrics System (EMS) strives to provide an outstanding level of service to its customers. The Service Level Agreement will measure the performance of EMS by way of data collection and reporting interfaces available via http(s) and ssh protocols.

DEFINITIONS

1. **MONTHLY TIMEFRAME** shall mean each single calendar month beginning and ending at 00:01 Greenwich Mean Time (GMT).
2. **PLANNED UAT OUTAGES** shall mean the periodic preannounced occurrences when the EMS User Acceptance Testing (UAT) Reporting Interfaces will be taken out of service for maintenance. This includes NetInsight and HTMLDB/APEX. **PLANNED UAT OUTAGES** will only be scheduled for the second Wednesday of each month, 20:00 – 24:00 GMT (the “Planned UAT Outage Period”). This Planned UAT Outage Period may be changed from time to time by the EMS staff, at its sole discretion, upon prior notice to each Data Provider, Analyst and End User of the EMS. **PLANNED UAT OUTAGES** will not exceed 8 hours per month, provided, however, that EMS may have 2 additional Planned UAT Outages of up to 12 hours in total per calendar year during the Planned UAT Outage Period for major systems or software upgrades (“Extended Planned UAT Outages”).
3. **PLANNED ROMULUS OUTAGES** shall mean the periodic preannounced occurrences when Romulus interfaces will be taken out of service for maintenance. **PLANNED ROMULUS OUTAGES** will only be scheduled for the second Wednesday of each month, 20:00 – 24:00 GMT (the “Planned ROMULUS Outage Period”). This Planned ROMULUS Outage Period may be changed from time to time by the EMS staff, at its sole discretion, upon prior notice to each user. **PLANNED ROMULUS OUTAGES** will not exceed 8 hours per month, provided, however, that EMS may have 2 additional Planned ROMULUS Outages of up to 12 hours in total per calendar year during the Planned ROMULUS Outage Period for major systems or software upgrades (“Extended Planned ROMULUS Outages”).
4. **PLANNED KABUKI/KARMA OUTAGES** shall mean the periodic preannounced occurrences when Romulus interfaces will be taken out of service for maintenance. **PLANNED KABUKI/KARMA OUTAGES** will only be scheduled for the second Wednesday of each month, 20:00 – 24:00 GMT (the “Planned KABUKI/KARMA Outage Period”). This Planned KABUKI/KARMA Outage Period may be changed from time to time by the EMS staff, at its sole discretion, upon prior notice to each user. **PLANNED KABUKI/KARMA OUTAGES** will not exceed 8 hours per month, provided, however, that EMS may have 2 additional Planned KABUKI/KARMA Outages of up to 12 hours in total per calendar year during the Planned KABUKI/KARMA Outage Period

for major systems or software upgrades (“Extended Planned KABUKI/KARMA Outages”).

5. **PLANNED EDGRS PRODUCTION OUTAGES** shall mean the periodic preannounced occurrences when the EDGRS Production Reporting Interface will be taken out of service for maintenance. **PLANNED EDGRS PRODUCTION OUTAGES** will only be scheduled for the second Wednesday of each month, 20:00 – 24:00 GMT (the “Planned EDGRS Production Outage Period”). This Planned EDGRS Production Outage Period may be changed from time to time by the EMS staff, at its sole discretion, upon prior notice to each Data Provider, Analyst and End User of the EDGRS. **PLANNED EDGRS PRODUCTION OUTAGES** will not exceed 8 hours per month, provided, however, that EDGRS may have 2 additional Planned Production Outages of up to 12 hours in total per calendar year during the Planned EDGRS Production Outage Period for major systems or software upgrades (“Extended Planned EDGRS Production Outages”).
6. **PLANNED EMS PRODUCTION OUTAGES** shall mean the periodic preannounced occurrences when the EMS Production Reporting Interface will be taken out of service for maintenance. This includes NetInsight and HTMLDB/APEX. **PLANNED EMS PRODUCTION OUTAGES** will only be scheduled for the second Thursday of each month, 20:00 – 24:00 GMT (the “Planned EMS Production Outage Period”). This Planned EMS Production Outage Period may be changed from time to time by the EMS staff, at its sole discretion, upon prior notice to each Data Provider, Analyst and End User of the EMS. **PLANNED EMS PRODUCTION OUTAGES** will not exceed 8 hours per month, provided, however, that EMS may have 2 additional Planned EMS Production Outages of up to 12 hours in total per calendar year during the Planned EMS Production Outage Period for major systems or software upgrades (“Extended Planned EMS Production Outages”).
7. **PLANNED DATA GATHERING OUTAGES** shall mean the periodic preannounced occurrences when the EMS Data Gathering Reporting Interfaces will be taken out of service for maintenance. This includes the NetInsight Page Tag server (Apache) and ssh servers. **PLANNED DATA GATHERING OUTAGES** will only be scheduled for the second Thursday of each month, 23:45 – 24:00 GMT (the “Planned Data Gathering Outage Period”). This Planned Data Gathering Outage Period may be changed from time to time by the EMS staff, at its sole discretion, upon prior notice to each Data Provider, Analyst and End User of the EMS. **PLANNED DATA GATHERING OUTAGES** will not exceed 1 hour per month, provided, however, that EMS may have 2 additional Planned Data Gathering Outages of up to 2 hours in total per calendar year during the Planned Data Gathering Outage Period for major systems or software upgrades (“Extended Planned Data Gathering Outages”).
8. **EMS AVAILABILITY** shall mean when the EMS is operational. By definition, this does not include **PLANNED OUTAGES** or Extended Planned Outages for **PRODUCTION, UAT and DATA GATHERING**.

9. **EMS UNAVAILABILITY** shall mean when the EMS is down and the Data Providers, Analysts and End Users are unable to perform either or both of the following actions:
 - a. Establish a session with the EMS Data Gathering System using SSH or HTTP protocols.
 - b. Establish a connection with the UAT or the Production Reporting Interfaces (NetInsight or HTMLDB APEX).

10. **UNPLANNED OUTAGE TIME** shall mean either of the following:
 - a. The amount of time that a **PLANNED OUTAGE** time exceeds the limits established in paragraphs 2, 3, 4, and 5 above,
 - b. The amount of time that a **PLANNED OUTAGE** time occurs outside the window of time established in paragraphs 2, 3, 4, and 5 above.

11. **MONTHLY UNPLANNED OUTAGE TIME** shall be the sum of minutes of all **UNPLANNED OUTAGE TIME** during the **MONTHLY TIMEFRAME**. Each minute of **UNPLANNED OUTAGE TIME** subtracts from the available **MONTHLY PLANNED OUTAGE TIMES** for **PRODUCTION, UAT and DATA GATHERING**.

RESPONSIBILITIES OF EACH PARTY

1. EMS will perform monitoring from at least one external and one internal location as a means to verify that a) sessions can effectively be established and b) all commands can successfully be completed.

2. EMS will notify EMS Users of **PLANNED OUTAGES** outside the **Planned Outage Period** at least 7 days in advance of such **PLANNED OUTAGE**.

OBLIGATIONS

1. The EMS will provide a 95% **EMS PRODUCTION AVAILABILITY** during each **MONTHLY TIMEFRAME**.

Example: In a typical 30-day calendar month there are 720 hours. 95% EMS PRODUCTION AVAILABILITY would be calculated as approximately 684 total hours.

2. The EMS will provide a 95% **EMS UAT AVAILABILITY** during each **MONTHLY TIMEFRAME**.

Example: In a typical 30-day calendar month there are 720 hours. 95% EMS UAT AVAILABILITY would be calculated as approximately 684 total hours.

3. The EMS will provide a 99.97% **EMS DATA GATHERING AVAILABILITY** during each **MONTHLY TIMEFRAME**.

Example: In a typical 30-day calendar month there are 720 hours. 99.97% EMS DATA GATHERING AVAILABILITY would be calculated as approximately 718 total hours.

4. The EMS will allow external monitoring of the EMS (Production, UAT and Data Gathering subsystems) via an acceptable means to both parties.
5. Total Disaster Recovery: The EMS will use reasonable efforts to restore the Data Gathering Systems of the EMS within 24 hours in the event of a disaster. In addition, the EMS will use reasonable efforts to restore full system functionality within 72 hours. These outages will not be considered EMS UNAVAILABILITY.