**Appendix -1**

**NDC Private Access Service**

**Service Level Agreement**

This Service Level Agreement ("SLA") sets forth the commitments provided by the **Service Provider** i.e. National Data Center of BCC to the Private Access Service Customer. By signing this SLA, the Customer acknowledges that (s)he has read, understood and agreed with all information mentioned in this SLA.

BCC is committed to provide a satisfactory level of support for the whole life cycle of Customer services. BCC’s 24/7/365 **Critical Issues Support Line** will be always ready to respond critical and non-critical issues that the Customer might be experiencing with the service. Considering the severity and time of reporting the SR, the Mean Time to Attend (MTTA) and Mean Time to Resolve (MTTR) for the service is given below:

|  |  |  |  |
| --- | --- | --- | --- |
| **Priority Code** | **Definition** | **MTTA (Mins)** | **MTTR (Hrs)** |
| P1 | Critical / Major | 15 | 6 |
| P2 | High | 30 | 10 |
| P3 | Medium | 60 | 24 |
| P4 | Low | 120 | 48 |

However, the mentioned SLA target is applicable for the issues which are within the scope of BCC and its contacted services. Issues related to parties contracted by the customer (e.g. the link provider) is not under the scope of this SLA.

Service Request (SR) can be raised by the Customer in any of the following form:

Online Support : support.bcc.gov.bd

Email Assistance : support@bcc.gov.bd ; datacenter@bcc.gov.bd

Notes on Priority Definitions:

|  |  |
| --- | --- |
| **Priority** | **Description** |
| Critical / Major | The Incident has caused a stoppage, or has the potential to cause a stoppage on all or majority of the services being provided by the National Data Center. |
| High | The Incident has resulted in a work stoppage and has significantly impaired the user’s ability to perform their normal business operation. A workaround is not available. |

**Appendix -1**

|  |  |
| --- | --- |
| Medium | The Incident has not resulted in a work stoppage, but has impaired the user’s ability to perform their normal business operation. A work around is available. |
| Low | The Incident has not impeded or disrupted the service and is more of an inconvenience, or all incidents that don’t fit the Medium, High or Critical definition. |

**Service Continuity**

As service continuity varies from service to service and depends solely on the business application owner/service provider. If business application owner/service provider (e.g. Service of Ministry of Finance/Ministry of Land) has taken DR facility from BCC, the third party/consumer can establish link for private access service to DR facility of BCC to ensure service continuity for that business application.

**Escalation Matrix**

In the event of dissatisfaction with the services rendered, Customer may contact the Business Relationship Manager, National Data Center, BCC. Following is the escalation matrix in this regard:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Escalation** **Level** | **Role** | **Name** | **Mobile** | **Email** |
| Level1 | Business Relationship Manager | Md. Mamun Kabir | 01552540140 | mamun.kabir@ bcc.gov.bd |
| Level2 (After 3 Days of Level 1) | Management Representative | Biswajit Tarapdar | 01717687792 | biswajit.tarapdar@bcc.gov.bd |
| Level3 (After 2 days of Level 2) | Director (National Data Center), Incharge | Engr. Mohammad. Saiful Alam Khan | 01713 118860 | saiful.khan@bcc .gov.bd |

In case of any disagreement while defining any service severity or understanding service scope, authorized technical representatives from both the parties will finalize this issue and if the representatives fail to settle this issue, such cases will be escalated to the Top Management of the Customer and Top Management of NDC.