

Service Level Agreement for Management of Network Services by TfL

Service Level Agreements

The table below defines the Incident Restoration and Resolve Times against Incident Severity. The Incident Restoration Time is defined as the time taken to restore the service to a known working state. The Incident Resolve Time is defined as time taken to establish and rectify the root cause of an incident.

Severity Level	Response Time	Restore Time	Resolve Time	Report Time
1	Within 15 minutes	1 hour	1 day	Within 30 minutes of investigation with hourly updates
2	Within 45 minutes	3 hours	1 day	Within 1 hour of investigation with two hourly updates
3	Within 3 hours	7 hours	1 day	Within 2 hours of investigation or when cleared

Incident Scenarios / Severity Classification / Call Flow

Problem Area	Scenario	Incident Severity	Call Flow
Remote Network Access	A single user is unable to log into the LDA network remotely	3	LDA User -> LSD -> PSD -> FSD -> FSS
Access to the Internet	All LDA users are unable to access the internet	1	User -> PSD -> XXXX

The TfL Service Operations Service Management Framework details Severity Levels as follows:-

Severity Level	Definition
Severity Level 1	<p>(a) All or any part of a Critical Application is unavailable resulting in the failure of business critical activities. Business critical activities include client services which cannot be mitigated (mitigation shall include the use of other available client service equipment); and/or</p> <p>(b) A service or application failure which effects over 50% of potential Users of that service or application within a Mode in the TfL estate, excluding Critical Applications; and/or</p> <p>(c) Incidents reported that have a high business impact on BCU's; and/or</p> <p>(d) Service issues not explicitly defined in (a) (b) or (c) that affect the</p>

	overall security of the TfL Estate or have a detrimental impact on the information management (“ IM ”) operations of TfL declared by designated individuals within the TfL Group IM function.
Severity Level 2	<p>Business processes are adversely affected resulting in some impact in business operations that do not fall within the scope of Severity Level 1 and:</p> <p>(a) The Incident has impacted one or more of the Business Units such that one or more business functions are affected; and either</p> <p>(b) The Incident directly or indirectly affects 4 or more Users, or shared functions are unavailable (e.g. for the purposes of illustration only, switch or server repairs); or</p> <p>(c) The Incident causes a failure of redundant services which increases the risk to the Critical Applications.</p>
Severity Level 3	<p>Business processes are adversely affected resulting in some impact in business operations that do not fall within the scope of Severity Level 1 or Severity Level 2, which includes where:</p> <p>(a) All or part of the Services are adversely affected, but the impact is on less than 4 Users; and/or</p> <p>(b) The Incident prevents Users from effectively performing business activities, and although important, Business Units’ key business activities are not adversely affected; and/or</p> <p>(c) The Incident is limited in scope and scale. This includes equipment failures where due to redundancy and resilience, User service is unaffected; and/or</p> <p>(d) An Enquiry where there is no actual loss of service to the User, but rather a simple need for information that does not require an RFI.</p>

Escalation

The standard escalation processes apply for this service, in addition, escalation into the LDA Network Service Support Provider can take under the following conditions:

Escalation Level	Exceeds Restore Time SLA Target by:	Escalation
Level One	0 Hours	IMEscalations@tfl.gov.uk LDA Service Desk
Level Two	2 Hours	TFL Service Delivery Manager LDA 1 st - LDA Operations Manage 2 nd - LDA Head of IT