## **XBID-DSA Hosting**

**Attachment 5B** 

Service Level Agreement - Hosting

Version 5

## Confidential

Final

#### **Table of Contents**

Section 1	Scope of the document	
Section 2	Performance of the XBID Solution	5
2.1	RTS Performance KPIs, RTS3 slice A Performance KPIs, RTS	
	'degraded scenario' Performance KPIs and RTS3 slice B Performance	_
	KPIs as described in Exhibit 20, Section 3	5
2.2	Limitations to the Performance Commitment	5
2.3	Measurement and observation	6
2.3.1	Observation period	6
2.3.2	Measurement period	6
2.3.3	Reporting period	6
2.3.4	Definition of Measured Response Times and Process Flow Overview	7
2.3.5	Concurrency Control, Serialization and Parallel Execution	9
2.3.6	Restrictions of performance measurement	10
Section 3	Service Level: Service availability	10
Section 4	Service Level: Incident Management Availability	
Section 5	Service Level: Incident Remediation	
5.1	Initial Report Time (IRT)	11
5.2	Service Resolution Time (SRT)	12
5.3	Problem Resolution Time (PRT)	12
5.4	Mean Time between Failures (MTBF) for hardware components	13
Section 6	Service Level: Shipping Module	13
Section 7	Service Credit Scheme	
7.1	Service Credit program	
7.2	Service Credit calculation method	15

## Confidential

#### Final

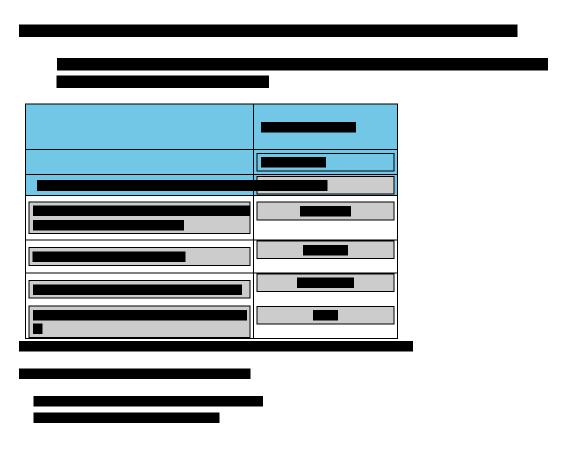
7.3	Performance Service Credit points	15
7.4	Monthly Service Credit points	16
7.5	Service Credit tables	17
7.5.1	Service Credit table – RTS Performance KPIs, RTS3 slice A Performance KPIs, RTS 'degraded scenario' Performance KPIs and RTS3 slice B Performance KPIs as described in Exhibit 20 (Boundaries of Service), Section 2	18
7.5.2	Service Credit table – XBID Service availability	19
7.5.3	Service Credit table – Service Resolution Time (SRT)	19
7.5.4	Service Credit table – Problem Resolution Time (PRT)	21

Master Service Agreement XBID Solu Service Level Agreement – Hosting Ve	ition – Exhibit 5 XBID-DSA Ho ersion 5	sting - Attachment 5B -
Confidential		
Final		
Section 1 Scope of the docum	nent	

Confidential

Final

**Section 2 Performance of the XBID Solution** 



2.2 Limitations to the Performance Commitment

Master Service Agreement XBID Solution – Exhibit 5 XBID-DSA Hosting - Attachment 5B - Service Level Agreement – Hosting Version 5
Confidential
Final
2.3 Measurement and observation

Confidential

Final



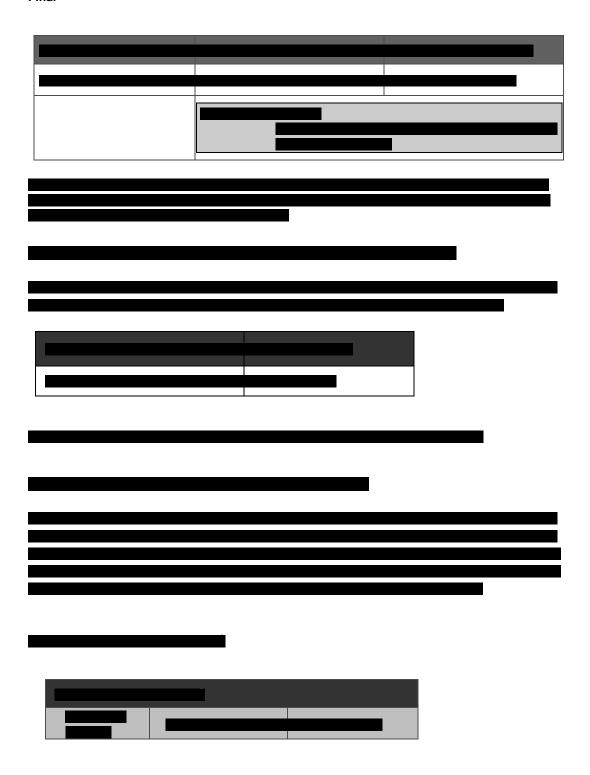
	vel Agreement – Hosting Version 5	
Confident	al	
Final		
	Initial of DBAG	

Confidential	
Final	
	_
	Initial of DBAG
	DBAG

Master Service Agreement XBID Solution – Exhibit 5 XBID-DSA Hosting - Attachment 5B - Service Level Agreement – Hosting Version 5
Confidential
Final

Confidential

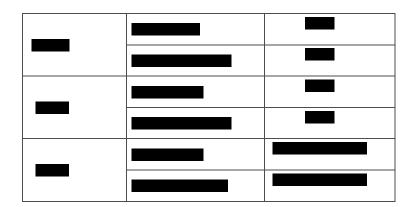
Final



Page 11 of 21

## Confidential

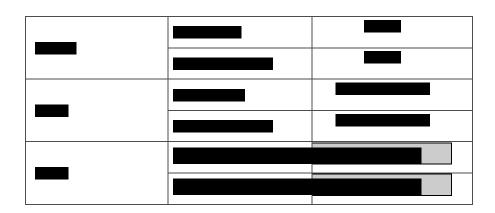
#### Final

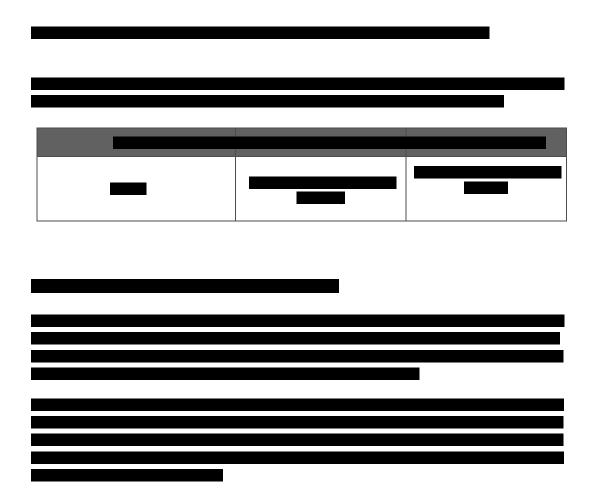




## Confidential

Final





Master Service Agreement XBID Solution – Exhibit 5 XBID-DSA Hosting - Attachment 5B - Service Level Agreement – Hosting Version 5
Confidential
Final

 $<sup>^{\</sup>rm 1}$  As referred to in the minutes of the DG Energy escalation meeting on May  $23^{\rm rd}$  2016

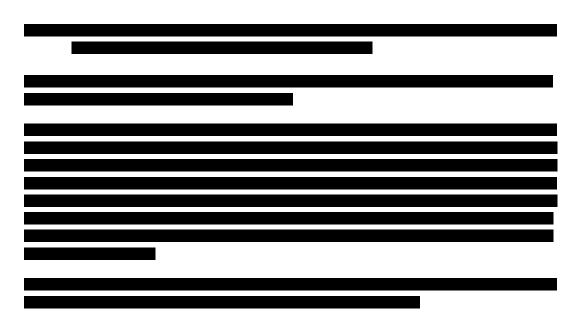
Service Level Agreement – Hosting Version 5	cnment 5B -
Confidential	
Final	
Section 7 Service Credit Scheme	
	Initial of DBAG

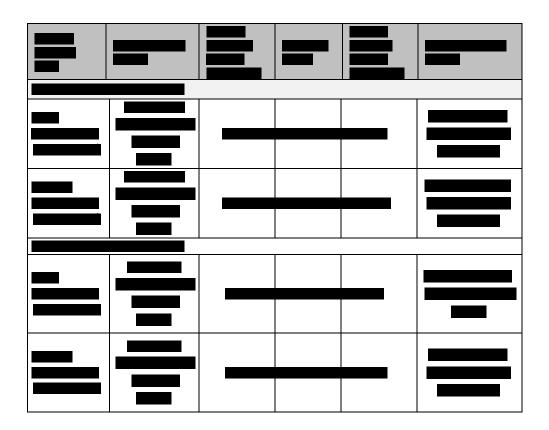
**Final** 

Master Service Agreement XBID Solution – Exhibit 5 XBID-DSA Hosting - Attachment 5B Service Level Agreement – Hosting Version 5
Confidential
Final
Initial of
DBAG

Confidential

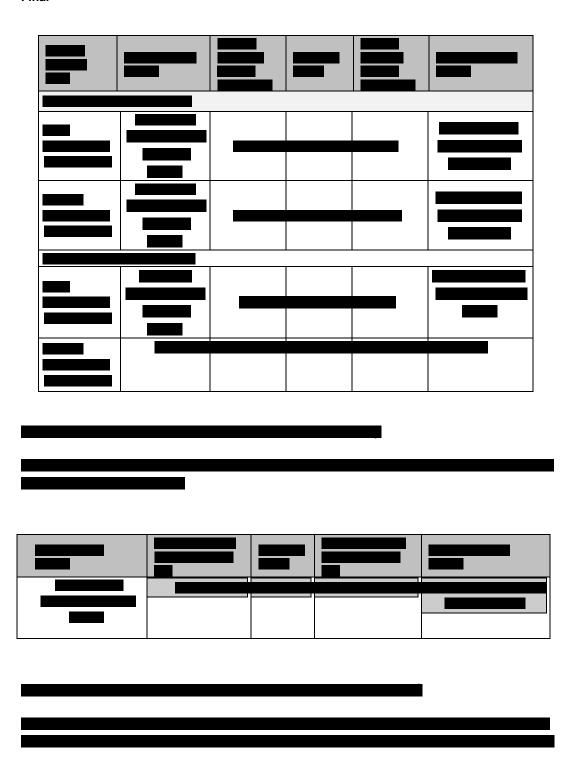
Final





Confidential

**Final** 



Confidential

Final



Master Service Agreement XBID Solution – Exhibit 5 XBID-DSA Hosting - Attachment 5B - Service Level Agreement – Hosting Version 5
Confidential
Final

