

SERVICE LEVEL POLICY

1. Purpose

This Service Level Policy defines the service response and resolution standards that PesafLOW will apply in providing technical support, helpdesk and operational services. The policy is intended to ensure timely restoration of services, minimise disruption to citizens and business operations, and provide clear accountability for incident management.

2. Service Coverage

PesafLOW operates a continuous 24/7 support model. The service level targets therefore apply at all times, including weekends, public holidays and outside normal office hours. Response and resolution commitments will not be reduced outside office hours.

Where the response or resolution requirements contained in the Terms of Reference and the technical support/helpdesk schedules differ, PesafLOW will apply the more stringent requirement.

3. Incident Priority and Service Targets

Priority	Definition	Response Target	Resolution Target
P1 Critical	Complete outage or severe degradation of a critical service; widespread citizen impact; material security or data risk; and no acceptable workaround.	15 minutes	2 hours
P2 High	Important function unavailable or materially impaired; significant MCDA or citizen impact; limited workaround available.	30 minutes	4 hours

P3 Medium	Limited function or user group affected; workaround available; no immediate data or security risk.	2 hours	8 hours
P4 Low	Cosmetic defect, low-impact issue, information request or planned service request.	4 hours	24 hours

Response Target refers to the maximum time within which PesafLOW acknowledges the incident, assigns the appropriate priority and initiates investigation. Resolution Target refers to the maximum time for restoring the affected service or providing an acceptable resolution.

4. Service Restoration and Workarounds

Where a permanent correction cannot safely be completed within the applicable resolution target, PesafLOW will prioritize service restoration through an approved workaround, rollback, failover or other controlled recovery mechanism.

The incident will remain actively managed until service stability is confirmed. A linked problem record and change record will be maintained where a permanent corrective action is required. The permanent correction will be implemented through the approved change-management process, with appropriate testing, authorization and deployment controls.

5. Escalation and Communication

P1 and P2 incidents will receive priority escalation and active technical management until service restoration. PesafLOW will maintain appropriate communication with designated stakeholders throughout major incidents, including updates on:

- Incident impact and affected services;
- Actions being undertaken to restore service;
- Expected restoration or next-review time;
- Workarounds or alternative service arrangements; and
- Permanent corrective actions where applicable.

6. Performance Monitoring and Reporting

PesafLOW will monitor compliance against the agreed service levels and maintain appropriate incident records to support service reporting and continuous improvement. Service performance reports may include incident volumes, priority distribution, response and resolution performance, recurring incidents, outstanding problems and SLA exceptions.

The service level policy will be reviewed periodically with the client to identify trends, improve operational resilience and ensure that support arrangements remain aligned with service and citizen-impact requirements.