

Satellite Applications Catapult

**Service Level Agreement – Climate, Environment
and Monitoring from Space (CEMS) & SEDAS
Sentinel Data Access Service 2019**

Service Level Agreement

The Satellite Applications Catapult runs two key facilities that will be integrated into the proposed Network of Resources solution. These facilities are a purpose-built cloud computing facility for the Space community, called Climate, Environment and Monitoring from Space, hereafter referred to as CEMS and a Sentinel Data Access Service, hereafter referred to as SEDAS.

Both facilities are production ready, operational, and they are currently being used by SMEs, Third Parties and also within collaborative R&D projects to provide processing and data services to try and solve real world problems, such as illegal fishing, illegal forestry, marine pollution and flooding, as well as in industry sectors such as mining and agriculture.

This document outlines the Service Level Agreements attributed to each facility.

Definitions

Maintenance

Maintenance is defined as planned activities carried out by Satellite Applications Catapult to maintain the functionality of its systems and services.

Satellite Applications Catapult will use commercially reasonable efforts to provide Maintenance notifications via email at least five (5) business days before any Maintenance is performed on its systems if the Maintenance is reasonably expected to cause any material degradation or drop in service availability or quality.

Emergency scheduled maintenance may occur due to unforeseen events or security related incidents. Due to the nature of such emergency works, there may be minimal notice provided for such events. Satellite Applications Catapult will endeavour to provide as much notification as possible and try and minimise the occurrence of such events.

Service Credit

A "Service Credit" is the percentage of applicable monthly service fee, calculated as set forth below, that Satellite Applications Catapult may credit back to an eligible account.

Calculation of Monthly Uptime Percentage

The total number of minutes in a month, minus the number of minutes of Downtime suffered from all Downtime Periods in a month, divided by the total number of minutes in a month.

Service Availability

The various support activities required to meet the responsibilities for this SLA, are to be provided during Normal Working Hours (NWH) and Normal Working Days (NWD). No Extended Working Hours (EWH) effort is foreseen in the context of this contract.

Definitions for Normal Working Day (NWD), Normal Working Hour (NWH) are provided in the table below:

Coverage	Definition
NWH – Normal Working Hours	Monday – Friday: 08.30 – 17.00 (GMT)
NWD – Normal Working Days	Mon – Fri (excl. Saturdays, Sundays and English public holidays)
EWH – Extended Working Hours	Also covers ‘On-call’ i.e. any work that is performed outside of the NWH’s and NWD’s as defined above

The Satellite Applications Catapult excludes any time needed to complete planned or emergency maintenance from any time-based calculations related to service availability. In these events, you will be notified accordingly as described in the appropriate Service Definition.

Service coverage:

The Service provided by the Catapult runs on a 24x7 basis ensuring that compute and data provision to the Network of Resources is continuous. However, the service is manned on a NWD, NWH basis and is monitored during these time periods by the Catapult’s Operations and Infrastructure Teams, who will be available to perform reporting tasks, identify and investigate issues with the service and liaise with all suppliers. Remote Support of the service outside of NWD/NWH may be provided on an ad-hoc basis, dependent upon the availability of staff. Nominally, Service recovery can be expected at the earliest opportunity on the next NWD.

Satellite Applications Catapult guarantees a service level of at least 99.50% on the CEMS back end infrastructure and internal private cloud network connectivity.

Satellite Applications Catapult guarantees a service level of at least 99.50% on the CEMS internet connectivity, this includes access to CEMS based virtual data centres and associated resources.

Satellite Applications Catapult guarantees a service level of at least 99.50% on the CEMS back end storage systems.

All of the above are valid during normal operating hours and with the exception of scheduled maintenance works which customers will be notified of in advance, and emergency maintenance events that the customer will be notified of as promptly as is reasonably possible.

In the event on non-compliance the following compensation rules will apply:

Monthly Uptime Percentage	Percentage of monthly bill for the respective covered service that will be credited to affected future customer monthly bills
98.50% - < 99.50%	5%
95.00% - < 98.50%	10%
< 95.00%	20%

Compensation Eligibility

To receive compensation in the event of non-compliance with the SLAs an incident ticket must be raised through the NoR helpdesk system.

The customer will not be eligible for compensation for a service failure if the circumstances that caused the failure are deemed to be outside of the reasonable control of Satellite Applications Catapult.

Circumstances deemed to be outside of the reasonable control of Satellite Applications Catapult include but are not limited to: Wars, terrorism, sabotage, cyber-attacks including DDoS, fire, flood, natural disaster, protests, or errors in third-party supplied software.