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<p><b>TAXATION AND CUSTOMS UNION DG</b></p> <p><b>SUBJECT:</b></p> <p><b>DLV-0.1-1_GENERIC OLA</b></p>		
<p><b>CUST-DEV2</b></p> <p>[REMOVED]</p>		

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INTRODUCTION	

## DOCUMENT HISTORY

Version	Date	Description	Action (*)	Pages
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(\*) Action: I = Insert R = Replace

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# 1 INTRODUCTION

## 1.1 Purpose and Objectives

The Service Level Objective (SLO) is an agreement between the Taxation and Customs Union DG (Service Requester) and the CUST-DEV2 Contractor (Service Provider). It defines the minimum level of agreed service acceptable to the Service Requester. It provides a mutual understanding of Service Level expectation, their measurement methods and the possible associated penalties. This level of service addresses the activities provided by Service Provider to users of the taxation and customs applications. These users are currently identified as:

- The Taxation and Customs Union DG, as owner of the service.

The Service Provider commits to provide services to the Service Requester, as defined in the Specific Contract, and commits to deliver those services according to the service quality level as defined in the present document.

## 1.2 Target Audience

The following parties will use this Service Level Agreement

- The Taxation and Customs Union DG (DG TAXUD);
- The CUST-DEV2 Contractor;
- The QA contractor.

## 1.3 Acronyms and Abbreviations

See Annex 19 for the full list of Acronyms and Abbreviations.

## 1.4 Reference Documents

Ref.	Title	Publishing Organisation	Version	Date
[RD1]	Service Level Management Reference Manual, TMP-REF-SLM	DG TAXUD IT	v1.50-EN	15/02/2008
[RD2]	ITIL Toolkit, SLA Template	Easytec Solutions	N/A	2002
[RD3]	ITIL Service Delivery, SLA Template, Annex 4D	Office of Government Commerce (OGC)	v2.2	2001
[RD4]	TEMPO SLA Template, TMP-TEM-SLA	DG TAXUD IT	V1.00-EN	27/02/2008
[RD5]	TEMPO Deliverables Acceptance Guide, TMP-GDL-DEA	DG TAXUD IT	v0.18-EN	05/09/2007
[RD6]	TEMPO - Glossary of Terms,	DG TAXUD IT	v2.04-	01/08/20

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Ref.	Title	Publishing Organisation	Version	Date
	TMP-GEN-GLS		EN	07
[RD7]	TEMPO Problem Management Reference Manual, TMP-REF-PBM	DG TAXUD IT	V2.01-EN	28/6/2007
[RD8]	TEMPO Service Level Agreement Technique, TMP-TEC-SLA	DG TAXUD IT	V1.10-EN	11/03/2009
[RD9]	cOLA Template, TMP-TEM-cOLA	DG TAXUD IT	V0.10-E?	09/09/2010

**Table 1-1: Reference documents**

## 1.5 Applicable Documents

Ref.	Title	Publishing Organisation	Version	Date
[A01]	ITSM Invitation To Tender TAXUD/2006/AO-007 Technical Annex: <b>[REMOVED]</b>	DG TAXUD IT	v1.00-EN	25/07/2006
[A02]	Directive on the protection of individuals with regard to the processing of personal data and on the free movement of such data.	European Commission	95/46/EC	2005
[A03]	Framework Contract TAXUD/2010/CC/100 for Informatics Services and Products for specification, development, maintenance and support of customs systems – (CUST-DEV2)	DG TAXUD IT	N/A	18/02/2010
[A04]	CUST-DEV2 Framework Quality Plan	CUST-DEV2	00.01.00	
[A05]	CUD2-SC02 Specific Contract 02 under the Framework Contract. TAXUD/2010/CC/100	CUST-DEV2	V0.10-EN	18/06/10

**Table 1-2: Applicable documents**

## 1.6 Definitions

No specific definitions are used in this document.

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SCOPE OF WORK	

## **2 SCOPE OF WORK**

### **2.1 Parties to the agreement**

This agreement is made between the Taxation and Customs Union DG (the Service Requester) and Accenture SA (the Service Provider). The agreement covers the provision, for the services described in the Framework Contract [A03].

### **2.2 Agreement period**

This Agreement will commence on the acceptance date of the Framework Quality Plan to which it is an annex [A04]. This agreement remains valid until superseded by a revised agreement mutually endorsed by the parties to the agreement (see Section 2.1)

### **2.3 Standard Services**

Standard services to be delivered under this Agreement are defined in the Framework Contract [A03].

### **2.4 Non-Standard Services**

Non-standard services to be delivered under this Agreement are defined in the Framework Contract [A03].



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SERVICE DELIVERY PERFORMANCE, TRACKING & REPORTING	

## 3 SERVICE DELIVERY PERFORMANCE, TRACKING & REPORTING

### 3.1 Benchmarks, targets and metrics to be utilised

#### 3.1.1 Metrics to be used

The following Metrics are defined here as guidelines. The Metrics to apply are defined in each SC and QTM.

##### 3.1.1.1 M-01

ATTRIBUTE	DESCRIPTION
ID	M-01
Description	<p>Delay in the delivery of a deliverable for Acceptance</p> <p>The following values are possible:</p> <ul style="list-style-type: none"> <li>• 0: delivery is just in time</li> <li>• &gt; 0: delivery with delay</li> <li>• &lt; 0: delivery in advance</li> </ul>
Unit	Commission working days
Measurement	<p>M-01 = [Actual SfA Date] – [Contractual SfA Date]</p> <ul style="list-style-type: none"> <li>• [Actual SfA Date]: date of the last SfA before positive verification</li> <li>• [Contractual SfA Date]: data as contractually defined</li> </ul>
Used for SQI	SQI01, SQI02, SQI03, SQI04b, SQI09, SQI11, SQ21

##### 3.1.1.2 M-02

ATTRIBUTE	DESCRIPTION
ID	M-02
Description	<p>Delivery of the MPR for Review</p> <p>The following values are possible:</p> <ul style="list-style-type: none"> <li>• 0: delivery is just in time</li> <li>• &gt; 0: delivery with delay</li> <li>• &lt; 0: delivery in advance</li> </ul>
Unit	Commission working days
Measurement	<p>M-02 = [Actual SfR Date] – [Contractual SfR Date]</p> <ul style="list-style-type: none"> <li>• [Actual SfR Date]: the sending date of the e-mail that sent the MPR for Review to DG TAXUD. If the SfR is rejected the date of the first SfR is not taken into account.</li> <li>• [Contractual SfR Date]: data as contractually defined</li> </ul>
Used for SQI	SQI04a

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### 3.1.1.3 M-03

ATTRIBUTE	DESCRIPTION
ID	M-03
Description	<p>Delays for handling an incident or a problem (from here on referred to as service call).</p> <p>The metric is expressed in a percentage of service calls handled on time.</p>
Unit	%
Measurement	<p>Measurement is performed in 3 steps:</p> <p><b>1. Determine the processing time</b></p> <p>For each service call, the processing time is calculated as follows:</p> $PT_i = [\text{Actual Date for Handling}] - [\text{Reception Date}]$ <ul style="list-style-type: none"> <li>[Reception Date]: the date &amp; time when a service call is received by CUST-DEV2. The sending date of the e-mail is used as the Reception Date, and can be retrieved from the call management database.</li> <li>[Actual Date for Handling]: the actual date &amp; time when an acknowledgement e-mail for a service call has been sent to the originator of the service call. This e-mail includes the unique reference number to the call and the solution or the work around for the incident/problem.</li> </ul> <p>PT<sub>i</sub> is expressed in minutes</p> <p><b>2. Calculate the individual measurement</b></p> <p>Each individual measurement is calculated as follows:</p> <p>If <math>PT_i \leq [\text{Contractual Delay}]</math>; then <math>mi = 1</math>; else <math>mi = 0</math>.</p> <p>[Contractual Delay] is defined as follows for the Framework Contract (see “Annex 13 Incident Management <b>Error! Reference source not found.</b>” for the Priority levels definition):</p> <ul style="list-style-type: none"> <li>P1: 1 working day</li> <li>P2: 3 working days</li> <li>P3: 5 working days</li> <li>P4: implemented in next release</li> </ul> <p><b>3. Calculate the aggregated SQI value</b></p> <p>The aggregated SQI value can only be calculated if the [Minimum number of events] has been reached. If this is the case, the following calculation applies:</p> $M-03 = \frac{\sum_i mi}{[CallTotal]} \times 100$ <p>[Minimum number of events]: the minimum number of events (service calls) as specified in the SQI of the Specific Contract, RfA or QTM.</p> <p>[CallTotal]: total number of service calls</p>
Used for SQI	SQI05

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#### 3.1.1.4 M-04

ATTRIBUTE	DESCRIPTION
ID	M-04
Description	Delays in the response time for an RfI/RfD. The metric is expressed in a percentage of responded to on time.
Unit	%
Measurement	<p>Measurement is performed in 3 steps:</p> <ol style="list-style-type: none"> <li><b>Determine the processing time</b> For each RfI/RfD, the processing time is calculated as follows:  <math display="block">PT_i = [\text{Actual Date for Handling}] - [\text{Reception Date}]</math> <ul style="list-style-type: none"> <li>[Reception Date]: the date when an RfI/RfD is received by CUST-DEV2. The sending date of the e-mail is used as the Reception Date, and can be retrieved from the call management database.</li> <li>[Actual Date for Handling]: the actual date when a response to an RfI/RfD has been sent.</li> </ul> <p>PT<sub>i</sub> is expressed in Commission working days</p> </li> <li><b>Calculate the individual measurement</b> Each individual measurement is calculated as follows:  <p>If <math>PT_i \leq [\text{Contractual Delay}]</math>; then <math>mi = 1</math>; else <math>mi = 0</math>.</p> <p>[Contractual Delay] is defined as 10 working days for the Framework Contract.</p> </li> <li><b>Calculate the aggregated SQI value</b> The aggregated SQI value can only be calculated if the [Minimum number of events] has been reached. If this is the case, the following calculation applies:  <math display="block">M-04 = \frac{\sum_i mi}{[RfIDTotal]} \times 100</math> <p>[Minimum number of events]: the minimum number of events (RfI/RfD) as specified in the SQI of the Specific Contract, RfA or QTM.  [<b>RfID Total</b>]: total number of RfI/RfD</p> </li> </ol>
Used for SQI	SQI06

#### 3.1.1.5 M-05

ATTRIBUTE	DESCRIPTION
ID	M-05
Description	Number of test iterations required for a software release: 1 test iteration = 1 FAT run (execution of the test plan).
Unit	Number of test iterations required for a software release
Measurement	M-05 = count the number of test iterations during PSAT/SAT required for the software release
Used for SQI	SQI07, SQI26

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### 3.1.1.6 M-06

ATTRIBUTE	DESCRIPTION
ID	M-06
Description	<p>Time to process escalation to the Commission for critical incidents/major service risks/prolonged delays on major deliverables.</p> <p>The metric is expressed as percentage of critical incidents, major service risks and prolonged delays on major deliverables escalated by CUST-DEV2 (from now on referred to as escalations).</p>
Unit	%
Measurement	<p>Measurement is performed in 3 steps:</p> <ol style="list-style-type: none"> <li><b>Determine the processing time</b> <p>For each escalation, the processing time is calculated as follows:</p> <math display="block">PT_i = [\text{Actual Date of Escalation}] - [\text{Detection Date}]</math> <ul style="list-style-type: none"> <li>[Detection Date]: Time of critical incidents/major service risks/prolonged delays on major deliverables;</li> <li>[Actual Date of Escalation]: the date &amp; time when an escalation is sent out by CUST-DEV2. The sending date of the e-mail is used as the Reception Date.</li> </ul> <p>PT<sub>i</sub> is expressed in minutes</p> </li> <li><b>Calculate the individual measurement</b> <p>Each individual measurement is calculated as follows:</p> <p>If <math>PT_i \leq [\text{Contractual Delay}]</math>; then <math>m_i = 1</math>; else <math>m_i = 0</math>.</p> <p>[Contractual Delay] is defined as 120 minutes for the Framework Contract.</p> </li> <li><b>Calculate the aggregated SQI value</b> <p>The aggregated SQI value can only be calculated if the [Minimum number of events] has been reached. If this is the case, the following calculation applies:</p> <math display="block">M-06 = \frac{\sum_i m_i}{[\text{Escalation Total}]} \times 100</math> <p>[Minimum number of events]: the minimum number of events (escalations) as specified in the SQI of the Specific Contract, RfA or QTM.</p> <p>[Escalation Total]: total number of escalations</p> </li> </ol>
Used for SQI	SQI08

### 3.1.1.7 M-07

ATTRIBUTE	DESCRIPTION
ID	M-07
Description	Process Compliance as measured by self assessment, internal and external audits, audit by the Commission
Unit	Number of critical and/or significant audit recommendations open
Measurement	M-07 = count of critical and significant audit recommendations open
Used for SQI	SQI22

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### 3.1.1.8 M-08

ATTRIBUTE	DESCRIPTION
ID	M-08
Description	Delays in the resolution of audit recommendations. The metric is expressed in a percentage of recommendations not solved in 6 months time.
Unit	%
Measurement	<p>Measurement is performed in 3 steps:</p> <ol style="list-style-type: none"> <li><b>Determine the processing time</b> For each unresolved audit recommendation, the processing time is calculated as follows:  <math display="block">PT_i = \text{Today} - [\text{Reception Date}]</math> <ul style="list-style-type: none"> <li>[Reception Date]: the date when the audit recommendation is received by CUST-DEV2. The sending date of the e-mail is used as the Reception Date.</li> </ul> PT<sub>i</sub> is expressed in Commission working days</li> <li><b>Calculate the individual measurement</b> Each individual measurement is calculated as follows:  If <math>PT_i \geq [\text{Contractual Delay}]</math>; then <math>mi = 1</math>; else <math>mi = 0</math>.  [Contractual Delay] is defined as 120 working days for the Framework Contract.</li> <li><b>Calculate the aggregated SQI value</b> The aggregated SQI value can only be calculated if the [Minimum number of events] has been reached. If this is the case, the following calculation applies:  <math display="block">M-08 = \frac{\sum_i mi}{[AuditrecTotal]} \times 100</math> [Minimum number of events]: the minimum number of events (audit recommendations) as specified in the SQI of the Specific Contract, RfA or QTM.  [AuditrecTotal]: total number of audit recommendations closed.</li> </ol>
Used for SQI	SQI23

### 3.1.1.9 M-09

ATTRIBUTE	DESCRIPTION
ID	M-09
Description	Delays in the resolution of corrective problems. The metric is expressed in a percentage of resolved on time.
Unit	%
Measurement	<p>Measurement is performed in 3 steps:</p> <ol style="list-style-type: none"> <li><b>Determine the processing time</b> For each corrective problem, the processing time is calculated as follows:  <math display="block">PT_i = [\text{Actual Date of Resolution}] - [\text{Reception Date}]</math> <ul style="list-style-type: none"> <li>[Reception Date]: the date when a corrective problem is received</li> </ul> </li> </ol>

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	<p>by CUST-DEV2. The sending date of the e-mail is used as the Reception Date, and can be retrieved from the call management database.</p> <ul style="list-style-type: none"> <li>[Actual Date of Resolution]: the actual date when the corrective problem is resolved.</li> </ul> <p>PTi is expressed in Commission working days</p> <p><b>2. Calculate the individual measurement</b></p> <p>Each individual measurement is calculated as follows:</p> <p>If <math>PT_i \leq [\text{Contractual Delay}]</math>; then <math>mi = 1</math>; else <math>mi = 0</math>.</p> <p>[Contractual Delay] is defined as follows for the Framework Contract (see “<b>Error! Reference source not found.</b>Annex 13 Incident Management” for the Priority levels definition):</p> <ul style="list-style-type: none"> <li>P1: 1 working day</li> <li>P2: 3 working days</li> <li>P3: 5 working days</li> <li>P4: implemented in next release</li> </ul> <p><b>3. Calculate the aggregated SQI value</b></p> <p>The aggregated SQI value can only be calculated if the [Minimum number of events] has been reached. If this is the case, the following calculation applies:</p> $M-09 = \frac{\sum_i mi}{[probTotal]} \times 100$ <p>[Minimum number of events]: the minimum number of events (corrective problems) as specified in the SQI of the Specific Contract, RfA or QTM.</p> <p>[probTotal]: total number of corrective problems</p>
Used for SQI	SQI24

### 3.1.1.10 M-10

ATTRIBUTE	DESCRIPTION
ID	M-10
Description	Amount of complaint calls received. The metric is expressed in a percentage of calls.
Unit	%
Measurement	<p>Measurement is performed in 2 steps:</p> <p><b>1. Determine the number of complaint calls</b></p> <p>Count all complaint calls received.</p> <p><b>2. Calculate the aggregated SQI value</b></p> <p>The aggregated SQI value can only be calculated if the [Minimum number of events] has been reached. If this is the case, the following calculation applies:</p> $M-10 = \frac{countCompl}{totalCalls} \times 100$ <p>[Minimum number of events]: the minimum number of events (calls) as specified in the SQI of the Specific Contract, RfA or QTM.</p>

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	[total Calls]: total number of calls received
Used for SQI	SQI25

### 3.1.1.11 M-11

ATTRIBUTE	DESCRIPTION
ID	M-11
Description	<p>Delay to deliver a patch during a pre-SAT session</p> <p>The following values are possible:</p> <ul style="list-style-type: none"> <li>• 0: delivery is just in time</li> <li>• &gt; 0: delivery with delay</li> <li>• &lt; 0: delivery in advance</li> </ul>
Unit	Commission working days
Measurement	<p>M-11 = [Actual Delivery Date] – [Contractual Delivery Date]</p> <ul style="list-style-type: none"> <li>• [Actual Delivery Date]: date &amp; time of the delivery of the patch</li> <li>• [Contractual SfA Date]: date &amp; time as per the [Contractual Delay]</li> </ul> <p>[Contractual Delay]: Contractual delay foreseen to provide a patch during pre-SAT, target is 4 hours and limit is 8 hours.</p>
Used for SQI	SQI27

## 3.1.2 Normalisation and profiling of SQI measurements

Normalisation and profiling of the SQI will happen according to TEMPO [RD8].

## 3.1.3 SQI Overview

The service level is a measure of the quality of the services provided by the Service Provider. They are measured through the Service Quality Indicators (SQI) described in these sections.

The target values described below are defined in the SQI and the SQI value is calculated after each reporting period, and communicated to DG TAXUD through a Service Level Report.

SQI#	NAME	TARGET	LIMIT	MIN NB OF EVENTS
SQI01	Delivery of a major deliverable	“0 delay” for acceptance	10 wdays	1
SQI02	Delivery of a common deliverable	“0 delay” for acceptance	15 wdays	1

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SQI03	FAT report	“0 delay” for acceptance	10 wdays	1
SQI04 a	Monthly Progress Report (SfR)	“0 delay” for acceptance	2 wdays	3
SQI04 b	Monthly Progress Report (SfA)	“0 delay” for acceptance	5 wdays	3
SQI05	Handling time for incidents and problems	95% "0 delay" according to rule in the OLA	90%	20
SQI06	Response time for RfI/RfD	95% "0 delay" according to rule in the OLA	85%	10
SQI07	Software release	1 test iteration	3 test iterations	1
SQI08	Time to escalate to Commission for critical incidents/major service risks/prolonged delays on major deliverables	95% less than 2 hours in the basic time coverage	90% less than 2 hours	5 events to escalate
SQI09	Delay to deliver an accepted offer/proposal	"0 delay" for getting an accepted offer/proposal	2 wdays	1
SQI11	Delivery of the FQP and CQP	“0 delay” for acceptance	10 wdays	1
SQI21	FAT report for the Take-Over	“0 delay” for FAT Report acceptance	10 wdays	1
SQI22	Process Compliance as measured by self assessment, internal and external audits, audit by the Commission	Maximum 2 critical and/or significant audit recommendations open	Number of critical and significant recommendations open less than 15	1 self assessment, 1 audit
SQI23	Resolution of audit recommendations	10% of important & critical recommendations unresolved after 6 months	20% of important & critical recommendations unresolved after 6	1 self assessment, 1 audit



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			months	
SQI24	Corrective problem resolution	98% "0 delay"	93% "0 delay"	1 problem
SQI25	User complaints	Less than 0,5 % of calls received	Less than 1% of calls received	3 complaints
SQI26	Number of SAT required before acceptance	1	2	1
SQI27	Delay to deliver a patch during a pre-SAT session	4 hours	8 hours	1

**Table 3-1: SQI Table**

Each Specific Contract will indicate the applicable SQIs and their relative weight in the calculation of the Global Quality Indicator (GQI).

### **3.2 Service Level Reporting**

Reports on actual service levels achieved will be provided to DG TAXUD on a monthly basis. This will cover each service component delivered and the performance achieved compared with target. These reports are to be provided to DG TAXUD together with the MPR. The report will contain information on the service levels detailed in this document.

### **3.3 Deliverables Acceptance Procedure**

This section references the procedures to be adopted, on both sides of the agreement, for the acceptance of deliverables. For this OLA, the TEMPO Deliverables Acceptance Guide [RD5] will be followed by both parties.

### **3.4 Review Meetings between parties**

The services being delivered will be discussed on a monthly basis at the Bilateral Monthly Meetings (BMM) at the premises of DG TAXUD. The issues to be covered will include (as applicable):

- Service performance levels;
- Support performance levels;
- Service level reporting;
- Installation performance;
- Equipment issues;
- System issues;

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- Compensation issues;
- Administrative Issues;
- Security Issues;
- Changes proposed.

### **3.5 Continuity Management**

The continuity plans and procedures in place to protect the continuity of the services being delivered are described in the Disaster Recovery Plan of the Contract Quality Plan under Specific Contract 02 [A05].

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SERVICE SUPPORT MANAGEMENT	

## **4 SERVICE SUPPORT MANAGEMENT**

### **4.1 Call Issuer Management**

Please refer to the Incident and Problem Management procedures in the Framework Quality Plan [A04].

### **4.2 Configuration and Change Management**

Configuration and Change Management are discussed in Annex 02, respectively Annex 01 to the FQP [A04].

### **4.3 Request for Information, Issues and Contract Change Management**

Please refer to the Framework Quality Plan [A04] for the Change Management Procedures.

### **4.4 Availability of the service**

The service is delivered during business hours unless a specific RfA is submitted under WP8.8 for support outside of the business hours under. Business hours are from 08:00 am to 08:00 pm from Monday to Friday except 25/12 and 01/01.

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CUSTOMER RESPONSIBILITIES	

## 5 CUSTOMER RESPONSIBILITIES

### 5.1 Customer Personnel, Facilities and Resources

DG TAXUD will ensure that CUST-DEV2 has timely access to appropriate DG TAXUD personnel and will arrange for CUST-DEV2 personnel to have suitable and safe access to DG TAXUD's facilities and systems. DG TAXUD will also provide suitable office space and associated resources for CUST-DEV2 personnel working on-site including all necessary computing and office support resources.

### 5.2 Approvals and Information

DG TAXUD will respond promptly, and in any case, within 3 working days, to CUST-DEV2 requests to provide direction, information, approvals, authorisations or decisions that are reasonably necessary for CUST-DEV2 to perform the services.

CUST-DEV2	REF: [REMOVED]
GENERIC OLA	
SERVICE LEVEL WARRANTEES & QUALITY	

## **6 SERVICE LEVEL WARRANTEES & QUALITY**

### **6.1 Quality of Service**

CUST-DEV2 warrants that the Services will be performed in a professional and workmanlike manner consistent with industry standards reasonably applicable to such services. If DG TAXUD considers that a breach of this warranty has occurred and notifies CUST-DEV2 in writing stating the nature of the breach, then CUST-DEV2 will be required to urgently correct any affected services in order that they comply with the warranty.

### **6.2 User Satisfaction**

The Service Desk is committed to deliver the best possible services to the Service Desk Users. Nevertheless, if the Customer is dissatisfied, a notification should be sent to the Service Provider. CUST-DEV2 will review and assess the complaints, propose improvements to its service through the Continuous Service Improvement Programme.

### **6.3 Deviations from TEMPO**

No deviations from TEMPO are identified.

CUST-DEV2	REF: <b>[REMOVED]</b>
GENERIC OLA	
SECURITY	

# 7 SECURITY

Please refer to section 9 of the FQP [A04] for more details on security.

CUST-DEV2	REF: <b>[REMOVED]</b>
GENERIC OLA	
LEGAL COMPLIANCE & RESOLUTION OF DISPUTES	

## **8 LEGAL COMPLIANCE & RESOLUTION OF DISPUTES**

### **8.1 Governing Law**

The laws pertaining in the jurisdiction of Belgium will govern this Agreement.

### **8.2 Language Conventions**

Please refer to section 8.9 of the FQP [A04] for more information about applicable language conventions.

### **8.3 Standards for Electronic Documents**

Please refer to section 8.9 of the FQP [A04] for more information about applicable standards for electronic documents.

CUST-DEV2	REF: <b>[REMOVED]</b>
GENERIC OLA	
GENERAL	

## 9 GENERAL

### 9.1 Meeting Conventions

Please refer to section 8.1 of the FQP [A04] for more information about applicable meeting conventions.

### 9.2 Entire Agreement

This agreement forms part of the Framework Quality Plan and the order of precedence that applies to the FQP also applies to this agreement. For more details on the applicable order of precedence, please refer to Section 5.1 of the FQP [A04].

### 9.3 Severability

The provisions of this Agreement shall be deemed severable, and the unenforceability of any one of the provisions shall not affect the enforceability of other provisions. In the event that a provision is found to be unenforceable, the parties shall substitute that provision with an enforceable provision that preserves the original intent and position of the parties.