SLA Service Level Agreement

Contents

1. Objectives

This Service Level Agreement (SLA) sets out the ICT services of Flughafen Zürich AG in terms of fault reports and resolution.

2. Single Point of Contact

The customer's single point of contact for ICT services at Flughafen Zürich AG at all times is

Customer Service Desk (ICT hotline)

Internal	6 73 00
International	+41 (0)43 816 73 00
Telephone business hours	24 x 7
E-mail	customerservicedesk@zurich-airport.com
E-mail business hours	Daily 8 a.m. - 5 p.m. (incl. weekends and public holidays)

3. Reporting a fault

Faults can be reported to the Customer Service Desk at any time by telephone and will be entered in the ticket system. Reports sent by e-mail will be processed according to the information in section 4.1.

Critical faults should always be reported to the ICT by telephone to ensure that the guaranteed response times in section 4 can be upheld.

The following processes do not apply to fault reports submitted to other hotline organisations, e.g. Service 24 or SITA Helpdesk.

3.1. Fault reporting by customers

If a customer reports a fault to the Customer Service Desk the first step – whenever possible – is to attempt to troubleshoot the fault or remedy it directly on the telephone. In parallel, a service request is generated and activated.

The following information is required for troubleshooting and remedying the fault:

- A description of the fault and the consequences
- Location of the faulty system or connection with clear official designation (e.g. computer name)
- Customer's full contact information in the event further clarification is required

If further processing is required the service request will be sent on to the relevant support organisation. A contact person from the customer should remain contactable by means of this information until the fault has been remedied.

3.2. Fault reporting by an automated monitoring system

If a monitoring system, for example a network management system, reports a fault, a service request is immediately generated and activated on the basis of this information. Fault reporting by an automated system is equivalent to fault reporting by a customer over the telephone for the purposes of the timeframes guaranteed in the SLA.

3.3.   Prioritising the fault

The Customer Service Desk prioritises the fault in accordance with the reported impairment according to the following system:

Classification	Severity	Description
Priority 1	Outage or critical fault	The customer is unable to use the service (e.g. application). For technical reasons it is not possible to switch to other equipment. The customer is unable to perform key tasks.
Priority 2	Average impairment	The customer can use the service (e.g. application) only to a limited extent. The problem can be mitigated by using different terminals.
Priority 3	Minor impairment	Operation of the customer's systems is impaired to only a minor degree. Overall the service (e.g. application) can still be used by the customer.

3.4.   Service business hours

The service business hours describe the time windows within which faults are processed by the support organisation. The three service times "bronze", "silver" and "gold" correspond to the three levels of support hours. Support hours designate the times during which the support organisation works to resolve problems.

Bronze (office hours)
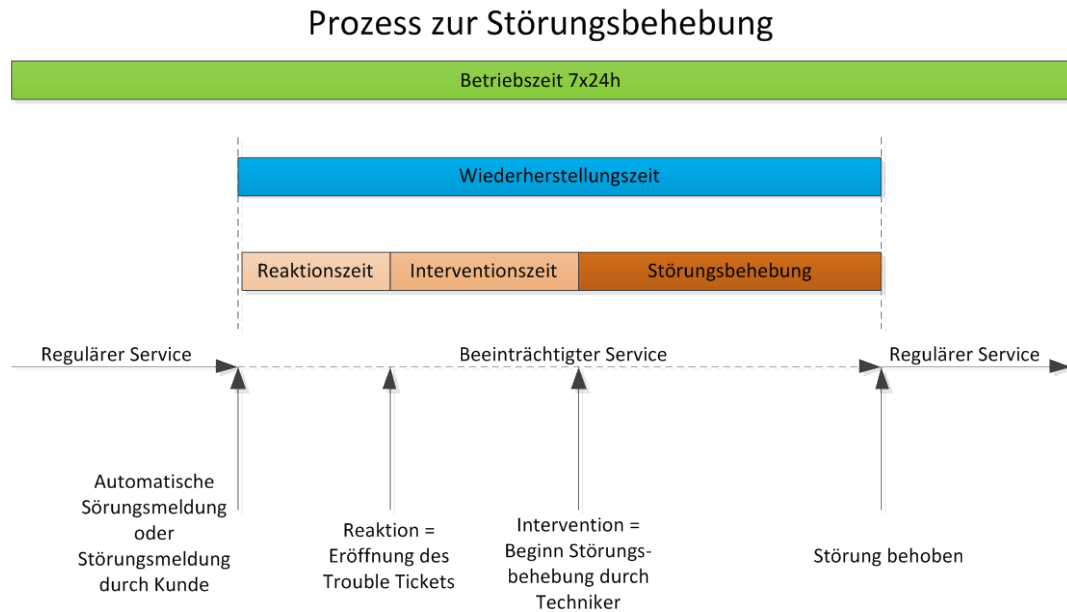Monday to Friday 8 a.m. to 5 p.m. excl. public holidays

Silver (airport operating hours)
Monday to Friday 5 a.m. to 11 p.m.

Gold (7x24)
Monday to Friday 24 hours/day

4. Reply times

The following reply times apply within the fault rectification process.

Prozess zur Störungsbehebung

4.1. Response time

The response time measures the time between the fault being reported by the customer to the Customer Service Desk and successful entry of the report in a ticket system. The customer receives a confirmation e-mail (provided an e-mail address was supplied) with the description of the reported and entered fault. The maximum response time is guaranteed as part of the Service Level Agreement and is defined as follows.

Response time	Daytime	Extended to include Zurich Airport's operating hours	Extended to include night-time hours (7 x 24h)
	Daily 8 a.m. – 5 p.m.	Daily from 5 a.m. – 8 p.m. Daily from 5 p.m. – 11 p.m.	Daily 11 p.m. – 5 a.m.
Telephone report	15 minutes	15 minutes	30 minutes
Report by e-mail	4 hours	Daily between 8 a.m. – 5 p.m. within 4 hours	Daily between 8 a.m. – 5 p.m. within 4 hours

4.2. Intervention times

Intervention time measures the length of time between the recording of the fault report in the ticket system and the expert, effective remote or on-site intervention of a service technician for the purpose of remedying the fault.

The maximum intervention time is guaranteed – taking the customer's service hours (section 3.4) into account – and is defined as follows.

Intervention times	Mission-critical services[1]		Business-critical services[1]		Standard services	
	Mon - Fri. 8 a.m. – 5 p.m.	Other hours	Mon - Fri. 8 a.m. – 5 p.m.	Other hours	Mon - Fri. 8 a.m. – 5 p.m.	Other hours
Priority 1	15 minutes	30 minutes	30 minutes	60 minutes	2 hours	4 hours
Priority 2	30 minutes	60 minutes	60 minutes	120 minutes	4 hours	8 hours
Priority 3	8 hours		8 hours		16 hours	

4.3. Restoration time

The restoration time commences when a fault report is received and ends when functionality has been restored. Functionality is deemed to have been restored when the connected systems are able to operate and the service is available again. The restoration time cannot be guaranteed.

The support organisation attempts, following an initial analysis, to make a qualified statement about the expected restoration time.

4.4. Completion of the fault resolution process

The successful resolution of a fault is documented in the service request. Once this has been entered, the fault resolution process is complete. The resolution of the fault is reported to the customer.

The customer can enquire at the Customer Service Desk at any time regarding the status of the fault resolution or provide feedback about the fault resolution, quoting the service request number.

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[1] The service levels are set out in the Annex.
Mission-critical = direct impact on flight operations
Business-critical = direct impact on airport operations

5.   Target service availability

Unless any special conditions are stipulated, all systems can be used 24 hours a day on all days of the week. The defined maintenance windows are the only exception.

The respective target service availability of the core infrastructure [2] is measured in an annual time window and excludes scheduled maintenance windows.

Service availability	Gold	Silver	Bronze
Mission-critical	99.9%	99.7%	99.5%
Business-critical	99.7%	99.5%	99.3%
Standard	n/a	n/a	n/a

6.   Reporting

The quality of the services is set out in a periodic report and can be requested at the Customer Service Desk.

7.   Entry into force and amendments to the SLA

This SLA comes into force on 1 January 2014.

Amendments to the SLA may be made by Flughafen Zürich AG at any time. Customers must be informed of these in writing.

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[2] Core infrastructure is understood to mean the central server infrastructures, network connections, server applications, databases, interfaces and connections to third parties.
Core infrastructure does not include terminals such as desktops, mobile devices, printers, microphones, etc.

Annex: Service overview

A.1. Mission-critical services

- AIMS
- Alarmstern
- BRTS
- Trunked radio
- CUTE
- Darts
- EAI
- GSA IT
- IP-MPLS network
- PVIS
- Sally
- ZUKO

A.2.   Business-critical services

- Alarmstern-NBK
- Operating WLAN (Outdoor & indoor)
- Byron
- CUSS
- CUT
- Long-term parking application (DPA)
- Document Management System (DMS)
- Exos locking technology
- FEV routing systems
- FIDS
- GAVS / BKK
- Intercom
- Customer workplace infrastructure (incl. VDI)
- PAMOS
- Parking Skidata
- Car park routing system (PLS)
- PWS
- RTC FZAG
- SAP
- Telephony
- Video
- XOVIS

A.3.   Standard services

Unless explicitly stated, all services are standard services with the bronze support level.

A.4. **Change control**

Version	Date	Name	Comments
1.1	28.01.2014	Fabio Morandi	Layout amendments
1.2	12.02.2016	Manuela Janser	Insert new services (XOVIS, Alarmstern-NBK)

Publication details

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