

APPENDIX 3 - SLA

This Appendix is made by and between the Information System Authority of the Republic of Estonia (RIA) and the Population Centre of Finland (VRK) and is an integral part of the General Agreement (PRC 2286/2401/16; RIA 16-0448-001) concerning the Trust Federation of Estonian X-Tee and Finnish Palveluväylä
Trust Federation of Estonia X-tee and Finnish Palveluväylä

DOCUMENT MANAGEMENT

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VERSION CONTROL

version no.	what has been done	date/person
0.1	Initial draft	Petteri Kivimäki
0.2	Update by X-tee data	Heiko Vainsalu
0.3	Added GA and SD contact info, and Palveluväylä member classes	Petteri Kivimäki
0.4	Full Translation for Member Classes and details on availability	Heiko Vainsalu

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This document describes the SLA of different areas of operations for Finnish Palveluväylä environment "fi" and Estonian X-tee environment "ee".

1 Governing Authorities

The governing authority of Palveluväylä is the Finnish Population Register Centre (VRK) and the governing authority of X-tee is Riigi Infosüsteemi Amet (RIA).

RIA		VRK
Office hours	Monday to Friday 9:00-17:00 (UTC +2)	Monday to Friday, 8.00 – 16.15 (UTC +2)
Response time	Best effort	Best effort
Contact	help@ria.ee	kapa-asiakaspalvelu@vrk.fi

2 Service Desks

RIA		VRK
Operator	RIA	Centre for Science (CSC)
Services	Helpdesk	Technical support to all the member organizations
Office hours	Monday to Thursday, 8:30-17:00 (UTC +2), Friday 8:30 – 16:00	Monday to Friday, 8.30-16.00 (UTC +2)
Response time	Up to 5 working days	4 h / critical, 1 working day / normal, 2 working days / low
Contact	help@ria.ee	palveluvayla@palveluvayla.fi +358 9 457 4997

3 Technical Components

RIA		VRK
Availability during working hours	99% (for working hours)	99,5 % (for 24/7/365)
Availability for OCSP service	Declared for all supported service providers: service interruptions not longer than 4 hours.	99,9 %

	RIA	VRK
Availability for TSA	Declared for all supported service providers: service interruptions not longer than 4 hours.	99,9 %
OCSP responses are valid for	8 hours	23,5 hours
OCSP responses are refreshed	Every 48 minutes	Once in an hour
Global configuration is valid for	6 hours	72 hours
Global configuration is refreshed	60 seconds	60 seconds
TSA grace period	30 minutes	30 minutes
Maximum length of a single Un-planned Service Interruption	For management services: 6 hours	Not defined
Maximum annual Unplanned Service Interruption time	For management services: 6 hours	4,38 hours
Notice time of Planned Service Interruption	For management services: 48 hours	Fixed maintenance breaks on the first Monday of the month 20:00-22:00 (UTC +2).
Maximum length of a single Planned Service Interruption	For management services: 6 hours	Not defined
Maximum annual Planned Service Interruption time	For management services: 12 hours	Not defined
Count of monthly Planned Service Interruptions	2	1
Service recovery point class (accepted data loss during restore)	168 hours	Not defined
Backup indefinite preservation	1 year	3 months
Backup of short-term preservation	24h copy - 1 week 7 day copy - 4 weeks 1 month copy - 12 months	24h copy - 1 week 7 day copy - 4 weeks 1 month copy - 3 months

4 Member Classes

Member Class	RIA	VRK
GOV	All governmental organizations as defined in The State Register of State and Local Government Institutions	All governmental organizations.
COM	All commercial entities as defined in the Business Register	All private companies.
NGO	All institutions as defined in the Registry of Foundations and Non-Profit Organizations (Sihtasutuste ja mittetulundusühingute register).	-
NEE	Organizations not registered in Estonian registers.	-
EDU		All educational organizations, e.g. Universities.
MUN		Municipalities.
ORG		Non-profit organizations, e.g. foundations.

This Appendix is an integral part of the General Agreement (PRC 2286/2401/16; RIA 16-0448-001) concerning the Trust Federation of Estonian X-Tee and Finnish Palveluväylä.

VRK and RIA must notify each other the occurrence of circumstances which might lead to the amendments of this Appendix. Previously mentioned notifications shall be in a written form.