

DevOps SLA - Support

Summary

This document is used to define the standard DevOps SLA in both a current and target states. As DevOps capabilities and integration with other ACCA business support units, these times will change. A copy of the final version of this document will be published on ACCA Arthur.

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The following are the proposed SLAs for the DevOps team to action requests from the RtC programme. This agreement will be distributed to key stakeholders on both teams to detail the expected response times for each task although best-effort will always be to complete ASAP.

Contact Details

All support requests will be managed through the email address contained in this document - a revised version of this document is available at <https://support.devops.acca.io/>

Request Ingress

All support requests are processed through.

Function	Contact Point
General Enquiry	devops@acca.io
User or Change Request	devops-users@acca.io
Problem or support request	devops-support@acca.io
Application, Incident or Event	devops-outage@acca.io

Note: No untracked conversation such as Skype, Slack or Teams will be considered a support request.

Escalation Path

In the event that the standard SLA are breached or require case by case scrutiny, the escalation path through IT Operations Senior Management is required.

Name	Role	Contact
Richard Staniforth	DevOps Senior Manager	richard.staniforth@accaglobal.com
Terence Burton	Technical Operations	terence.burton@accaglobal.com
Al Gibson	IT Operations Manager	al.gibson@accaglobal.com

User & Request Management

This section covers change to user access and the management of requests made against the tooling.

Task	Description	Day 1	Target
New user	The creation of a user in the DevOps central management system allowing authentication to the tools chain.	1 Business Day	1 Business Day
Change Password	Request to change or reset password of the user. At present a unique password is applied to the DevOps tooling, this is to be integrated with the ACCA AD password.		Self service
Access level change	Add or remove authorisation for a user to a particular resource or subset of information within the stack. .		1 Business Day/ Team self management
Revoke Access	Service the request to remove access for the entire tool chain.		1 Business Day
Standard Request Fulfilment	A list of change request types defined as standard operations, these are specific to each service and are published in confluence document sets on agreement with Change Control.	1 Business Day	1 Business Day
Non-standard request Fulfilment - Acknowledgement	The acknowledgement of receipt along with preliminary response as to the validity of the request.	3 Business Days	1 Business Day
Non-standard Request Fulfilment - Estimate provided.	A technical estimate and cost behind implementing this request.	10 Business Days	10 Business Days
Non-standard Request Fulfilment - Completion	All request are prioritised and scheduled in line with other business priorities and actioned on authorisation of the product owner depending on the scope.	Best Effort	Best Effort

The definition of a business day is 10 hours between 8am to 6pm of standard operating days of the Glasgow office. (Excluding Festive Season)

Problem Management

Problem management is defined as

- The inability to execute and action as documented and as understood by the user.
- The outcome of the action is not as expected.
- It is expected that problems will often be converted to request management or upgraded to incident management.
- Applies to existing features that have proven or documented to be working. (For example access from a new location or profile is a change request)

Task	Description	Day 1	Target
Receipt Acknowledgement	An email receipt of acceptance of the problem ticket will be provided by the PM workflow management. Problems will be acknowledge by a staff member within 3 business hours of receipt.	10 business hours. (10am - 4pm)	6 business hours.
Resolution of issue - Single user	A single user is experience the issue and can replicate it.	10 business days	10 business days
Resolution of issue - Project level Impact	There is a material impact to a business critical project through the inability to perform an action.	1 business day.	1 business day.
Resolution of issue - Total Service Impact	Escalated to incident management process.		

Due the availability of staff, problem management business hours will be defined as 10am - 4pm on Glasgow standard business days. (Excluding Festive Season)

Application Management

For production services and capabilities, application management is defined by the an official release point for a product as defined by the DevOps (Richard Staniforth), Technical Operations (Terence Burton) or IT Operations manager (Al Gibson). Prior to this, services may operate in a 'beta' best effort environment that provides no guarantees but instead is used to solicit feedback for the future production environment.

An operational task is considered a change that is standard to the daily operation of the service and does not require CAB/Change control approval. This will include tasks such a proven non-impacting service fixes or upgrades utilising no downtime processes. (Note: these modern processes are native to DevOps tooling but not the greater business.)

Task	Description	Notice Period
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Non-urgent Outage	Majority of changes will follow ACCA CAB Processes	As defined by ACCA CAB Procedures
DevOps change process	TBA	None - Target transparent to users.
Critical change (Emergency)	An action that may lead in degraded or loss of service. IT Operations Senior Management will protect long-term application continuance.	Immediate with as much notice as can practically be provided.
Non-outage job or process	An action that may lead to a degradation in service performance.	Performed to a published schedule or with 4 hours direct email notice to users.

Due the availability of staff, application management business hours will be defined as 10am - 4pm on Glasgow standard business days.

Event & Incident Management

The DevOps team uses BI/MI monitoring processes for proactive incident management for common problems, this includes service outages that impact the users of the service.

Task	Description	Day 1	Target
Event Notification	Customer notification will be provided for impacting events via the operational management tooling or email.	Manual - as required.	Automated
Single User	Where a single is experiencing an issue that with no user change has resulted in a previously working process to fail.	5 business days	3 business days
Multiple User (5+) or quantifiable business impact	Where multiple users (>5) are experiencing an issue that with no user change has resulted in a previously working process to fail.	1 business days	
Total	The capability is unavailable or no longer able to provide its intended purpose.	Best Effort	

Note: Change that is the result of an action generated by the user themselves, it will be treated as a Change Request.

Due the availability of staff, incident management business hours will be defined as 10am - 4pm on Glasgow standard business days. (Excluding Festive Season)

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