
Service Level Agreement
between
State Information Technology Agency (SITA)
and
City of Cape Town
for
**the Hosting and Support of SITA Library
Information Management System (SLIMS)**

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Revision: **1.0**

Author: **Mary Felaar**

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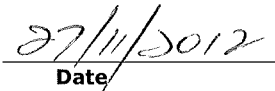
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Approval

The signatories hereof, being duly authorised thereto, by their signatures hereto authorise the execution of the work detailed herein, or confirm their acceptance of the contents hereof and authorise the implementation/adoption thereof, as the case may be, for and on behalf of the parties represented by them.


Mary Felaar
Senior Manager, Infrastructure Services
SITA WC

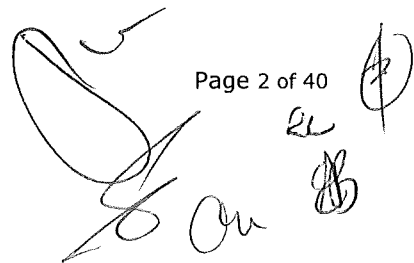

Date

Foreword

This Service Level Agreement forms part of the Business Agreement entered into between the City of Cape Town and the State Information Technology Agency (Pty) Ltd, which the City is subject to as well. This Service Level Agreement rescinds and replaces any previous or interim Service Level Agreement with the LIS for SLIMS implementation, Hosting and support.

References

1. Constitution of South Africa
2. Companies Act, 1973 (Act No. 61 of 1973)
3. Promotion of Access to Information Act 2000 (Act No. 2 of 2000)
4. State Information Technology Agency Act, (Act no. 88 of 1998), as amended, (Act no. 38 of 2002)
5. Business Agreement entered into between the City of Cape Town and the State Information Technology Agency (Pty) Ltd on 26 November 2011
6. Municipal Finance Management Act 56, 2000 (Act No. 56 of 2000)
7. Local Government municipal structures Act 117, 1998
8. Public Service Act, 1994 (Proclamation No. 103 of 1994)
9. Electronic Communications Security (Pty) Ltd Act, 2002 (Act No 68 of 2002)
10. Treasury Regulations for LISs, Trading Entities, Constitutional Institutions and Public Entities
11. Public Services Regulations, 2001



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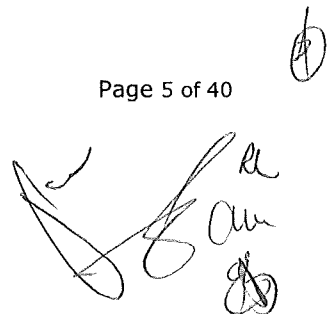
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AMENDMENT HISTORY

Revision No	Date	Change Request No.	Pages changed
Version 1.0	1 July 2012	First Release	Initial Document

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1. Parties to this SLA

The parties to this SLA are:

- a) The City of Cape Town Municipality hereinafter referred to as the City; and
- b) The State Information Technology Agency (Pty) Ltd, established in terms of the State Information Technology Agency Act, (Act No. 88 of 1998), as amended, (Act No. 38 of 2002), registered under the Companies Act, 1973 (Act No. 61 of 1973), company registration number 1999/001899/07, hereinafter referred to as SITA.

2. Statement of Purpose of the SLA

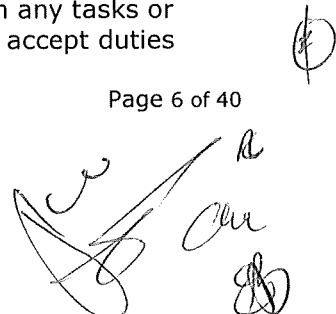
- a) The contents of this document have been formally negotiated between the City and SITA. Both these parties must approve this SLA. It details the service and associated service levels to be rendered by SITA. The cost for these services is also included in this SLA.
- b) The purpose of this SLA, which is subsidiary to the BA, is to establish the relationship between the City and SITA for the Hosting of SLIMS at the SITA Data Centre as well as the functional support of SLIMS.
- c) The scope of the SLIMS Hosting, Data Centre Services and Functional Support is limited to the following service elements:
 - i) Data Centre Processing Services
 - ii) SLIMS System Management Services
 - iii) SLIMS Functional Support Services
- d) The service elements and measurements for the SITA Hosting and Data Centre Services listed in clause 2(c) are detailed in Annex A.
- e) The baseline service for the SITA Functional Support Services listed in clause 2(c) is detailed in Annex B.

3. Definitions and abbreviations

For the purposes of this SLA, unless the context otherwise indicates, the definitions in the BA shall govern this SLA. The definitions and abbreviations for the terms indicated in this SLA are detailed in Annex H.

4. Interpretation of SLA

- a) In this SLA, unless the context otherwise indicates:
 - i) all words and expressions referring to the masculine gender shall be capable of being construed as a reference to the feminine gender;
 - ii) a word signifying the singular shall include the plural and vice versa;
 - iii) a reference to a natural person shall be capable of being construed as a reference to a juristic person and vice versa;
 - iv) words and phrases which are defined or used in any statute which applies to the subject matter, professional person, goods or services provided for in this SLA shall be construed in accordance with the applicable statute or regulations; and
 - v) headings are for convenience only and shall not aid in the interpretation or modification of clauses within the Business Agreement.
- b) This SLA rescinds and replaces any previous or interim SLA with the City.
- c) Prior drafts of this SLA or oral agreements shall not be taken into account in the interpretation of the contents of this SLA.
- d) All human resources for this service shall be supplied by SITA and fall under the jurisdiction of SITA (note that the placement of human resources will be done in consultation with the City).
- e) SITA Provincial Representatives shall not accept, negotiate or perform any tasks or duties from anyone outside of the scope of this service and shall only accept duties



and tasks from the SITA Provincial Manager and/or the City's LIS ICT Officer, or duly assigned representative.

5. Duration of this SLA

This SLA shall commence on 01 July 2012 and shall terminate on 30 June 2015.

6. Review of this SLA

- a) The duration of the agreement is for 3 (three) years and the SLA is subject to a minimum of an annual renewal in terms of the BA.
- b) The parties will discuss, if required, amendments of this SLA at the Quality of Service (QOS) meetings held every three months.
- c) In the event that there are any changes made to the State Information Technology Act, (No 88 of 1998) as amended (Act no. 38 of 2002) or other directly applicable legislation, which may materially affect the Service Level Agreement, the parties will be entitled to request the renegotiation (review) globally thereof.

7. Amendments

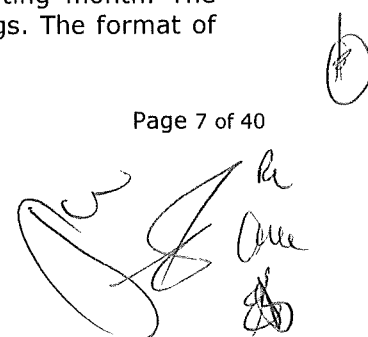
- a) This document is subject to the SITA Change Management process.
- b) No alteration of, variation of or amendment to this SLA is of any force and effect unless it is reduced to writing and signed by the Parties.
- c) The City may vary the extent of the services listed in this SLA at any time during the contract period through negotiation and agreement. Each extension/expansion will be added to the baseline applications supported in Annex B. The associated service cost will be reflected in Annex C.

8. Termination and disputes

- a) This SLA may be terminated in terms of the BA.
- b) If any term, condition or provision of this SLA is declared to be invalid, illegal, unlawful or unenforceable,
 - i) that term, condition or provision shall be severed from the remaining terms, conditions and provisions of this SLA without affecting the validity or enforceability of the remaining terms, conditions and provisions;
 - ii) where possible and appropriate, this SLA shall be amended in writing by the Parties to remedy the defect in a manner consistent with the remainder of this SLA and which best serves the objectives of this SLA; and
 - iii) where the term, condition or provision of this SLA cannot be severed without affecting the overall validity and enforceability of this SLA, this SLA shall terminate,
- c) Where this SLA is terminated, any remaining obligations shall be submitted as a dispute and resolved in terms of the BA.
- d) If the City is dissatisfied with mandatory or optional services provided by SITA, the City may refer the matter for dispute resolution.

9. Service reviews

- a) Service Review meetings will be held every 3 (three) months. These meetings will be convened by the City and will take place at a venue as indicated by the City. The LIS ICT Officer or his designee will attend Service Review Meetings. The appointed Client Interface Manager and the appointed SITA Quality and Service Managers will represent SITA. Business Unit Managers could attend meetings upon request.
- b) A service report will be produced by SITA on a monthly basis and will be distributed to the City 12 (twelve) business days after the end of the reporting month. The service reports will also be discussed at the Service Review Meetings. The format of the Service Report is attached as Annex F.



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- c) Minutes of the Service Review meetings are to be provided by the LIS and circulated to all attendees and persons identified in the distribution list of the minutes within 8 (eight) business days after the meeting.
- d) The Service Review Meetings will provide input for the Service Improvement Program which will include:
 - i) action plans for the resolution of service level non-conformances;
 - ii) alterations, variations or amendments referred to in paragraph 7(b); and
 - iii) corrective action requests from the applicable business unit managers.

10. Responsibilities and obligations

10.1 Responsibilities

Annex D details the responsibilities of the City and SITA in terms of this specific service.

10.2 SITA's obligations to the City

- a) SITA and its employees, agents and subcontractors shall comply with all management systems and reporting procedures required by the City.
- b) Upon signing of this SLA, SITA shall make an originally signed copy of this SLA available to the City.
- c) SITA shall ensure that the relevant SITA personnel involved in services to be delivered under this SLA are informed of the contents of this SLA and receive updates where necessary.
- d) New version releases: SITA must notify the City at least 1 (one) month prior to the release/roll-out of a new version. The notification must contain all changes made in the new version.
- e) SITA and the City will together ensure that all new releases are thoroughly tested to ensure no negative impact on the client environment before roll-out.

10.3 The LIS's obligations to SITA

The City shall be responsible for:

- a) providing SITA with written instructions for services in terms of this agreement and with all information required to realise this SLA;
- b) providing SITA with the City's Strategic and Annual Performance Plans;
- c) informing SITA management of any unacceptable situation, service levels or non-conformance and specify the impact thereof, as soon as detected;
- d) providing SITA with the City's initiatives that would impact on the SLIMS system;
- e) providing annual infrastructure and facility requirements;
- f) declaring a functional disaster and notifying SITA of the occurrence; and
- g) responding to hardware capacity requirements related to user data growth as provided by SITA.

11. Service and support hours

- a) Support hours refer to the Prime time listed in table 1 below. The service will be available during the following hours

Table 1: Service hours

Application System	Prime time
SLIMS	08:00 – 20:00 Monday to Friday 08:00 – 17:00 Saturdays

- b) If services are required outside prime time it will be levied in terms of time and materials based on approved quotation and subject to the pre-approval by the City.

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c) Service Downtime:

- i) Scheduled downtime: SITA is to provide a formal notification at least 10 (ten) business days prior to any scheduled downtime.
- ii) Unscheduled/emergency downtime: The City will be contacted as soon as possible by either the SITA Account Manager or the SITA Data Centre Manager. The City will be kept informed of progress. Once resolved, SITA will provide a Root Cause Analysis report.

12. Incident logging and escalation

- a) All incidents will be logged by the City with the SITA Service Centre as per the call logging procedures.
- b) The Escalation and Corrective Action Requests procedures will be followed as per SITA Call centre/service desk.

13. Pricing

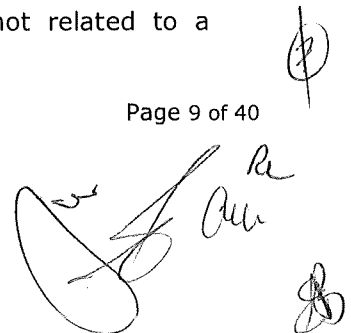
- a) The costing of this service is detailed in Annex C.
- b) Changes to the baseline services listed in Annex A and Annex B may result in changes to the pricing and constitute a renegotiation of the fixed price and services listed in Annex C.
- c) Pricing as listed in Annex C will be subject to price variation as a result of:
 - i) annual change in the Consumer Price Index (CPI) of Statistics South Africa;
 - ii) National Treasury approved tariffs;
 - iii) current foreign exchange ratio; and
 - iv) variations in supplier contract prices.
- d) Any price change will be reviewed and implemented in alignment with the City Budget cycle of July to June and result in the replacement of Annex C.

14. Warranties and guarantees

SITA will guarantee the services provided in terms of this SLA.

15. Invoicing

- a) SITA shall submit an invoice for the service rendered to the City which will be based on the costing as detailed in Annex C or the relevant quotation/proposal and associated City Order.
- b) The invoice will include the following details:
 - i) the name, address, contact telephone and fax numbers for SITA;
 - ii) description of services provided in terms of this SLA;
 - iii) the date such services were completed;
 - iv) reference to the relevant service level agreement number and/or Departmental order number; and
 - v) supplementary information where applicable, being:
 - 1) a sign-off certificate;
 - 2) a delivery note; and/or
 - 3) signed time sheets.
- c) SITA shall provide an invoice for ad hoc services within 30 (thirty) days of sign-off of the ad hoc service, failing which SITA shall provide the City with a written explanation for the delay in producing the invoice.
- d) In the event of a conflict or dispute regarding the accuracy of an invoice, SITA shall be required to prove the accuracy thereof.
- e) The City may not withhold payment for any services which is not related to a disputed invoice.



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- f) The City undertakes to process payment of undisputed invoices within 30 (thirty) days of receipt of such invoice.
- g) A list of outstanding invoices will be included in the monthly service report.

16. Penalties and Incentives

- a) Should SITA fail to achieve the service levels that are stipulated in terms of the services indicated in Annex A and Annex B, and provided such a failure is not caused by either a failure of the City to comply with its obligations and duties in terms of this SLA or influence of a force majeure or any other act beyond the control of SITA, the City reserves the right to enforce penalties as detailed in Annex C, depending on the merit of each case.
- b) Penalties and incentives for ad hoc projects may be negotiated per project.
- c) Incentives for service deviations may be negotiated per service deviation request.

17. General

- a) Each Party shall bear its own costs in the negotiation, preparation and finalisation of this SLA.
- b) The parties to this SLA may not assign, transfer or cede this SLA or part thereof, to any other party without the prior written consent of other signatories to this SLA, which consent shall not be unreasonably withheld.
- c) Disclosure of information by either SITA or the City is governed by the BA finalised on 26 November 2011.
- d) This SLA shall be governed by and construed in accordance with South African law.
- e) In the event of a conflict between this SLA and the BA or Incorporating Agreement or an order in terms of a SLA, then:
 - i) the BA takes precedence over the SLA; and
 - ii) the SLA takes precedence over an order, request for proposal/quotation.
- f) No party may be bound by any express or implied term, representation or warranty, promise or the like not recorded herein or otherwise created by operation of law.
- g) No indulgence or leniency, which a Party may grant or show to another Party shall in any way, prejudice the granting Party or preclude the granting Party from exercising any of its rights in the future.
- h) The Parties hereby consent to the jurisdiction of the Magistrate Court or High Court located in Cape Town, as required in terms of relevant legislation.

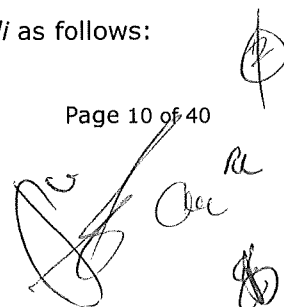
18. Domicilium Citandi et Executandi

- a) Any notice in terms of this SLA may be hand-delivered to the physical address of the Parties, in which event proof of acknowledgment shall be endorsed upon a copy of the notice, together with the name of the recipient and date of receipt, or may be sent by registered post to the nominated postal addresses of the Parties, in which event proof of postage issued by the relevant postal authority will serve as proof.
- b) The City chooses for purposes of this SLA their *domicilium citandi et executandi* as follows:

Street Address:
Director LIS
City of Cape Town
12 Hertzog Boulevard
Cape Town
8001

Postal Address:
Director LIS
City of Cape Town
P O Box 2815
Cape Town
8000

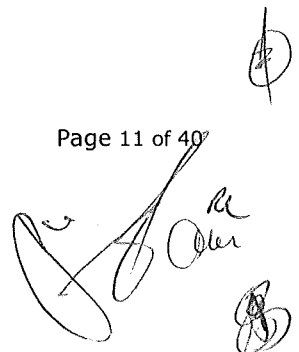
- c) SITA chooses for purposes of this SLA its *domicilium citandi et executandi* as follows:



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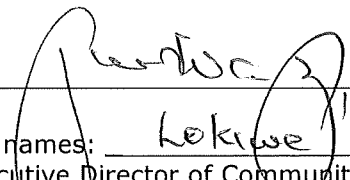
Street Address:
SITA (Pty) Ltd
459 Tsitsa Street
Erasmuskloof
Pretoria
0048

Postal Address:
SITA (Pty) Ltd
P O Box 26100
Monument Park
0105

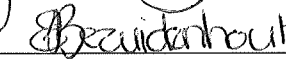
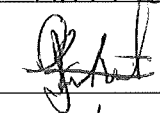
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19. Signatures and Execution

Thus done and signed at Civic Centre on this 5th day of December 2012


Full names: Lokuwe Mtwaazi
Executive Director of Community Services
City of Cape Town

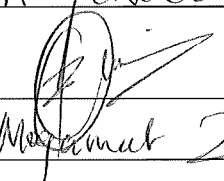
Witnesses:

1. Signature 
Full Name Emma Bezuidenhout
2. Signature 
Full Name Emma Kenevels

Thus done and signed at OBSERVATORY on this 22 day of November 2012


Full names: Charles Phe
Provincial Manager: SITA Western Cape
State Information Technology Agency (Pty) Ltd

Witnesses:

1. Signature 
Full Name AM ENGGUSRECHI
2. Signature 
Full Name Magamat Zaid Ome

Annex A: Integrated Hosting Services: Service Elements

The following service elements comprise the Hosting Services provided by this SLA:

A.1 Hosting of SLIMS application

Deliverables	Service Levels	Measurement Criteria	Dependencies/ Constraints	Responsibilities	
				SITA	Client
1. Provide Centralised Data Processing platforms 2. Hardware Management 3. Data Security Management 4. Capacity Management 5. Disk Space Management 6. Production Management 7. Backup and Recovery	1. Respond to Critical Priority call within 2 hours. 2. Respond to High Priority call within 4 hours. 3. Respond to Medium Priority call within 6 hours. 4. Respond to Low Priority call within 8 hours.	Monthly service level reports will be provided by the 7 th working day of the following month.	Dependencies: 1. None. Constraints: 1. Influence of a <i>force majeure</i> : any disaster disabling the centralised data processing computer facility or parts thereof. 2. Unplanned increases in the number of users and transaction volumes. This shall not deter SITA from doing proper planning with inputs obtained from the Client.	1. Operate, manage and maintain integrated hosting infrastructure. 2. Plan and coordinate hardware installations. 3. Maintain hardware in accordance with supplier support agreement. 4. Protect information from unauthorised, accidental or malicious modification, destruction and disclosure. 5. Execution and implementation of job schedules in accordance with the requirements of the Application Owner. 6. Manage disk space subsystem. 7. Ensuring the availability of adequate infrastructure.	1. Report all incidents (calls) and service requests to the SITA Service Desk (Annex D). 2. Advise SITA of significant changes in usage forecasts and of changed/new service requirements deviating from capacity planning forecasts.

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A.2 System software management

Deliverables	Service Levels	Measurement Criteria	Dependencies/ Constraints	Responsibilities	
				SITA	Client
1. Configure new libraries on SLIMS 2. Convert existing library data to SLIMS where possible 3. Daily monitoring of the production and test servers (knowledge of Linux RedHat and Apache webserver is a prerequisite), including log files and Probes 4. Implement new versions of system software. 5. Installation of system software changes as required from time to time. 6. Support operating system environments.	Maintain supported levels of application and database software.	Accurate change control reporting.	Dependencies: Correct configuration and conversion data to be supplied by clients. Constraints: User requirement analysis reflects client's needs for changes.	1. Inform the Client of new software and new versions of software and making the appropriate documentation available to them. 2. Provide risk/impact analysis of new or changed operating systems and applications exclusive to mainframe architecture. 3. Configure and install third-party system software products. 4. Manage operating system installations, configurations, new versions, testing, adaptation and deployment by following formal change control processes.	1. Provide correct configuration and conversion data. 2. Provide approval to SITA within requested time frame for change control to be implemented as requested from time to time. 3. Perform acceptance tests after installation of new software releases as requested by SITA.

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A.3 Data base management system support

Deliverables	Service Levels	Measurement Criteria	Dependencies/ Constraints	Responsibilities	
				SITA	Client
1. Implement and maintain new versions of DBMS software. 1. Install system software changes as required from time to time. 2. Manage the system database administration process within a formal documented procedure. 3. Support database management systems.	Maintain 98% availability of data base during prime time measured monthly (excluding application induced down time or mutually agreed to down time for maintenance purposes).	Monitoring and reporting of service levels via a monthly report.	Dependencies: Acceptance from the Client for software upgrades as requested by SITA. Constraints: None.	1. Perform data integrity checks as requested by the Client. 2. Provide database backup and recovery. 3. Provide risk/impact analysis of new or changed operating systems and database management systems.	1. Report all DBMS related incidents and requests to the SITA Service Desk (Annex D). 2. Provide approval to SITA within requested time frame for change control to be implemented as requested from time to time.

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A.4 Disaster recovery (production servers only)

Deliverables	Service Levels	Measurement Criteria	Dependencies/ Constraints	Responsibilities	
				SITA	Client
1. Perform daily backups of data on production servers 2. Provide Disaster Recovery capacity.	Continuity of service as per remote copy for the Linux RedHat and Apache webserver.	Recovery and availability of data.	Dependencies: 1. Compliance of the Client with DR test requirements. 2. External parties that provide essential services, such as TelCo. Constraints: Influence of a <i>force majeure</i> : any disaster disabling the mainframe facility or parts thereof.	1. Develop and maintain DR Plan pertaining to hosting services. 2. Schedule, manage and perform DR Tests.	Participate in DR testing as and when requested by SITA.



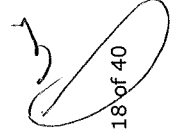
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A.5 3rd - and 4th - level functional application support

Deliverables	Service Levels	Measurement Criteria	Dependencies/ Constraints	Responsibilities	
				SITA	CIPAL
Level 3 support					
1. Solve SLIMS allocated issues in Issue Tracker escalated by Level 2	Report progress to level 2 on outstanding issues back	Solve 80% Issue Tracker issues before reaching level 4	Adequate Training and skills transferred.	1. Escalating of SLIMS statistics processes to Level 4 (if not run) 2. Escalating of batch run processes to Level 4 (if not run)	Escalating of batch run processes to Level 4 (if not run)
2. Manage request for system changes	As per agreed project plan	Changes implemented	1. Accurate business analysis 2. Accurate and agreed to URS	1. Perform business analysis 2. Develop URS	1. Analyse URS 2. Develop and implement change request
3. Testing of new releases of the SLIMS software	Ensure that existing functionality is operational during and after testing	Sign of release notes	Agreed downtime on production server	1. Communicating with Client when upgrade will be done. 2. Schedule upgrade	Provide release notes and testing environment
Level 4 support					
1. Solve SLIMS allocated issues in Issue Tracker escalated by Level 3	Reporting progress to level 3 on outstanding issues back	Solve 80% Issue Tracker issues before reaching Univ of Antwerp	Ability to change Database source code	1. Manage of SLIMS statistics processes to Level 4 (if not run) 2. Manage of batch run processes to Level 4 (if not run)	Manage of batch run processes to Level 4 (if not run)
2. Develop and implement change request	As per agreed project plan	Signed off design and implementation plans	1. Signed off test plan 2. Signed off implementation	1. Facilitate and communicate with clients 2. Provide input regarding test criteria 3. Facilitate testing by client and obtain approval	1. Develop and test of application change requirements 2. Implementation of change requests on production servers

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Deliverables	Service Levels	Measurement Criteria	Dependencies/ Constraints	Responsibilities	
				SITA	CIPAL
3. Implementation of new releases of the SLIMS software on production servers	Confirm that existing functionality is operational during and after testing	Prepare release notes and test environment	Functional changes agreed had been completed	Communicating with Client during upgrade	1. Providing release notes for each new release that describes the new or changed functionality. 2. Executing of initial functional tests for each new release. 3. Providing a test document which summarize the functional test reports and certify that all new functionality had been tested. 4. Providing a time schedule for installation of new version. 5. Installing new version on production server.



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Annex B: Functional application services

Second level functional application support

Definitions and Descriptions					
Definition: SLIMS Functional Application Support is rendered as a service. A integrated call logging system called Issue Tracker will enable Public Libraries to report their support problems to 1 st -Line Support on-line by using the help function within SLIMS or by using Issue Tracker via a web browser URL. All support calls reported will be handled centrally by the 1 st -Line support group. If the reported problem could not be resolved by the Client's 1 st -Line support group, the relevant call should be allocated to the provincial SITA 2 nd -Line support group by selecting "Triage2" Group" within Issue Tracker. If the escalated problem could not be resolved by the provincial SITA 2 nd -Line support "Triage2" group, the relevant call need to be allocated to the Western Cape SITA Hosting Support Group (SITA 3 rd -Line support – "Triage3") for further investigation and possible resolution. If the SITA 3 rd -Line support could not resolve the call it then needs to be allocated to the CIPAL 4 th -Line support group.					
Deliverables	Service Levels	Measurement Criteria	Dependencies/ Constraints	Responsibilities	
				SITA	CLIENT
1. Call desk first-line support	1. Management and administration of service/problem requests logged. 2. Escalation of outstanding service/problem requests. 3. Reporting on service/problem requests (calls) logged and solved using an approved problem logging system. 4. Performance reports on all service/problem reports logged.	1. Problem reports available to the user. 2. Feedback to 1 st -Line support on service/problem requests logged, solved and outstanding. 3. Feedback to 1 st -Line support on response performance.	Dependencies: 1. Correct allocation of support problems 2. Effective network connectivity 3. Trained user base in SLIMS Constraints: Influence of a <i>force majeure</i> : any disaster disabling the production server or parts thereof.	1. Respond to issues within agreed period as per service metrics. 2. Correctly assign issues to 3 rd line support (Triage3). 3. Provide feedback to 2 nd -level support regarding logged issues.	1. Handle support calls allocated by affiliated libraries. 2. Correctly assign support calls to 2 nd -line support (Triage2). 3. Provide feedback to affiliated libraries regarding logged issues.

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Deliverables	Service Levels	Measurement Criteria	Dependencies/ Constraints	Responsibilities	
				SITA	CLIENT
2. Problem-solving services	- Completed change requests with 'auditable' and authorising documentation attached. - Detail problem identification, analysis and definition. - User requirement specification for complex problems. - Monitoring and reporting on progress made with requests. - Implementation of recommended solutions.	- Supporting documentation submitted outlines the details of problems and the recommended solutions. - User presented with relevant documentation regarding problem status. - URS as supporting documentation in line with initial requests and analysis. - Satisfied users that are able to use application systems optimally	Dependencies: - Correct allocation of support problems - Effective network connectivity - Trained user base in SLIMS Constraints: Influence of a <i>force majeure</i>: any disaster disabling the production server or parts thereof.	- Respond to issues within agreed period as per service metrics. - Correctly assign issues to 3rd-level support (Triage3). - Provide feedback to 2nd-level support regarding logged issues.	- Handle support calls allocated by affiliated libraries. - Correctly assign support calls to 2nd-level support (Triage2). - Provide feedback to affiliated libraries regarding logged issues.
3. Business advice	- Sustained and improved service rendered to the client's IT business and business requirements. - Expert inputs to user needs and requirements. - Reporting on problem areas and non-conformance to business requirements. - Support in the	- Integrated business and applications processes. - The content of URS in accordance with the clients needs analysed. - Implemented quality procedures. - Service requests are planned and prioritised in accordance to	Dependencies: - Correct allocation of support problems - Effective network connectivity - Trained user base in SLIMS Constraints: Influence of a <i>force majeure</i>: any disaster disabling the production server or parts thereof.	- Respond to issues within agreed period as per service metrics - Correctly assign issues to 3rd-level support (Triage3) - Provide feedback to 2nd-level support regarding logged issues	- Handle support calls allocated by affiliated libraries - Correctly assign support calls to 2nd level support (Triage2). - Provide feedback to affiliated libraries regarding logged issues


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Deliverables	Service Levels	Measurement Criteria	Dependencies/ Constraints	Responsibilities	
				SITA	CLIENT
	prioritisation of service requests at meetings.	business needs.			
4. Monitoring and reporting on application system usage.	1. Reporting on the working and usage of the relevant application systems. 2. Reporting on problem areas within the systems prevents optimal utilisation.	Informed users on the status of the application systems (usage and problems). Reports to clients	Dependencies: 1. Correct allocation of support problems 2. Effective network connectivity 3. Trained user base in SLIMS Constraints: Influence of a <i>force majeure</i>: any disaster disabling the production server or parts thereof.	1. Respond to issues within agreed period as per service metrics 2. Correctly assign issues to 3rd level support (Triage3) 3. Provide feedback to 2nd level support regarding logged issues	1. Handle support calls allocated by affiliated libraries 2. Correctly assign support calls to 2nd level support (Triage2). 3. Provide feedback to affiliated libraries regarding logged issues
5. Day-to-day operational support.	1. Identifying of problem areas to be addressed as part of functional support or by means of on-the-job training. 2. Evaluation of and reporting on, the measure that the systems support the business needs of the users.	Knowledgeable users, able to use the systems in support of their business. User and training problems reported per month.	Dependencies: 1. Correct allocation of support problems 2. Effective network connectivity 3. Trained user base in SLIMS Constraints: Influence of a <i>force majeure</i>: any disaster disabling the production server or parts thereof.	1. Respond to issues within agreed period as per service metrics 2. Correctly assign issues to 3rd level support (Triage3) 3. Provide feedback to 2nd level support regarding logged issues	1. Handle support calls allocated by affiliated libraries 2. Correctly assign support calls to 2nd level support (Triage2). 3. Provide feedback to affiliated libraries regarding logged issues

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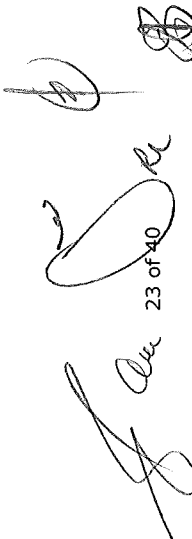
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Deliverables	Service Levels	Measurement Criteria	Dependencies/ Constraints	Responsibilities	
				SITA	CLIENT
6. Application system support.	- Support to the user's application system(s) during the total systems lifecycle. - Day-to-day informal on-the-job training and/or assistance where required. - Support to the client in assessing whether requirements can be incorporated into the functional framework of existing systems. - Support to the client in meeting business requirements, goals and objectives. - Assistance in optimal system utilisation, aligned with integrated business processes.	- Documentation available to users for all relevant processes within the system lifecycle (URS, FDS, etc) – on new developments - Users frequently evaluated to ensure optimal system utilisation. - Needs analysed, sufficiently detailed and also aligned with system processes. - Prepared and satisfied users, able to use the system optimally.	Dependencies: - Correct allocation of support problems - Effective network connectivity - Trained user base in SLIMS Constraints: Influence of a <i>force majeure</i>: any disaster disabling the production server or parts thereof.	- Respond to issues within agreed period as per service metrics - Correctly assign issues to 3rd-level support (Triage3) - Provide feedback to 2nd-level support regarding logged issues	- Handle support calls allocated by affiliated libraries - Correctly assign support calls to 2nd level support (Triage2). - Provide feedback to affiliated libraries regarding logged issues
7. System testing.	- Detailed system and accepted test plans. - Beta test environment. - Assistance with Beta testing. - Organisation and assistance with user acceptance testing.	- Test data addresses positive and negative scenarios. - Test reports sufficiently detailed, reflecting the actual system test results and enabling the client to sign-off.	Dependencies: - Sign-off test plans - Signed-off release notes - Mutually agreed and scheduled downtime Constraints: Backup of production environment.	- Communication test plans - Communication of release notes and differences in functionality - Schedule downtime re downtime of Application system during upgrade	- Approval of test plans - Communication of release notes regarding expected changes in new release - Communication and negotiation regarding downtime of Application system during upgrade

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Deliverables	Service Levels	Measurement Criteria	Dependencies/ Constraints	Responsibilities	
				SITA	CLIENT
8. Implementation support.	1. Implementation services for system enhancements/changes and newly developed systems. 2. Inputs in terms of environmental preparations, training needs, infrastructure needs, transaction volumes, procedures, costs and progress. 3. Implementation plans covering all the required activities. 4. New or updated user manuals /online help. 5. Post-implementation audits.	1. Applicable forums are assisted to ensure proper implementation planning. 2. The following analyses are formally compiled: a. impact on SOP, databases, and b. impact on c. Impact on system interfaces. 3. Implementation plans are approved before processing. 4. Updated user manuals are in existence. 5. Audit reports are formally compiled, in line with URS'.	Dependencies: 1. Clear User requirements 2. Detailed request for quotation 3. Official government purchase order for required services Constraints: Mutual agreement regarding scope of ad hoc implementation project	1. Supply quotation in response to RFQ 2. Facilitate planning of implementation project 3. Supply implementation schedule and project management plan 4. Monitor and control implementation project execution 5. Provide project progress reporting regarding project status	1. Supply request for quotation for new implementations 2. Supply configuration parameters and workflow description for new libraries 3. Provide network and computer related equipment required to implement new library 4. Provide training venue and internet connected workstations 5. Provide system admin support during implementation
9. Management information support services.	Management, executive information and decision support reporting (feedback) on exceptions, performance and deficiencies.	Reports assist in effective business management.	Dependencies: Reliable data within issue management systems Constraints: None	Timely reports as agreed	Comments on perception of service delivery


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Annex C: Financials

C.1 Consolidated hosting and functional support services pricing

Description				
Hosting costs	Comment	2012/2013	2013/2014	2014/2015
Application maintenance	Brocade and Cache Database License costs	R570,466.16	R597,509.03	R624,524.88
System management	System management by CIPAL and SITA	R250,134.79	R260,482.16	R270,819.20
Server admin, support & connectivity	Server support by CIPAL and SITA	R52,741.67	R83,970.44	R115,168.00
Housing	Cost to centrally host SLIMS	R79,363.49	R55,797.97	R32,256.00
HW maintenance	Costs related to server maintenance and operating systems	R106,111.63	R154,131.80	R202,104.00
Disaster recovery	Costs related to backup and disaster recovery	R85,120.60	R76,329.12	R67,546.42
Management operations	Cost related to service and account management	R4,281.10	R8,570.76	R12,856.14
	Total hosting costs (excl VAT)	R1,148,219.44	R1,236,791.28	R1,325,274.64
Functional support	Comment	2012/2013	2013/2014	2014/2015
Functional application support (2 nd line)	Functional support (dedicated resource)	R519,475.72	R604,314.64	R689,068.80
Functional application support (3 rd & 4 th line)	Functional support (shared resource with other SLIMS clients)	R28,410.02	R56,876.92	R85,315.38
	Total Functional Support (excl VAT)	R547,885.74	R661,191.56	R774,384.18
	Annual costs (excl. VAT)	R1,696,105.17	R1,897,982.84	R2,099,658.82
	Monthly cost (excl VAT)	R141,342.10	R158,165.24	R174,971.57
	Previous monthly cost	R124,552.57	R141,342.10	R158,165.24
	Difference between previous and revised costs	-R16,789.53	-R16,823.14	-R16,806.33
	Percentage increase	12%	11%	10%

Notes:

The above comprises the following:

- 1) Brocade Application and Cache Database License costs
- 2) System management costs by SITA and CIPAL
- 3) Server support costs by SITA and CIPAL
- 4) Cost to centrally host SLIMS
- 5) Cost related to Server maintenance and operating systems
- 6) Cost related to backup and disaster recovery
- 7) Cost related to service and operations management

- 8) Shared cost related to (3rd & 4th line) functional application support service
- 9) Annual price increases shall be based on the CPI (Consumer Price Index) and National Treasury Labour Tariff adjustments.
- 10) Travel and subsistence costs are not included. These costs will be billed to the Client in according to the Treasury rates. These expenses would have to be approved in writing in advance by the Client. These costs will be separate ad hoc payments and will not have any effect on the SLA ceiling price.

C.2 Penalties

- a) Should SITA: Hosting Services and Data Centre fail to achieve the service availability figure as set in Paragraph A.1, and provided such a failure is not caused by a failure, malfunction or non-availability of the Applications System or caused by a failure of SITA to comply with its obligations and duties in terms of this Service Level Agreement, SITA will compensate the Client by crediting the Client's account with an amount calculated as set out below.
- b) If the agreed service level rendered by SITA Hosting Services and Data Centres falls below an average of 98% up-time over a period of 3 (three) months, the compensation amount will be limited to a maximum penalty which will be calculated as per Critical Impact Incident, and applied to the monthly amount payable to SITA by the Client.
- c) Penalties for the specific applications negatively impacted are detailed below:

Description	Definition	Comment	Response Time	Mean Time to Repair (MTTR)	Penalty
Critical Impact Incident	Total failure of Hosting Service resulting in unavailability of SLIMS service	Total SLIMS service unavailable	1 hour	4 hours*	5% of monthly charges for every hour after 4 hours
High Impact Incident	Failure of Circulations Module	Failure of Circulations Module	1 hour	6 hours*	5% of monthly charges for every hour after 6 hours
Medium Impact Incident	Failure of critical Application Module	Partial service inoperability, critical application module unavailable	1 hour	8 hours*	5% of monthly charges for every hour after 8 hours
Low Impact Incident	Minor fault	Transactional Fault logged	1 hour	16 hours*	2.5% of monthly charges for every hour after 16 hours
Service Requests	System changes, application development, configuration	Enhancements	1 hour	As per agreed timeframes as per quotation or project plan	2.5% of service request value
Service Reports	Monthly reports as defined in SLA	Monthly report	n/a	5 th working day of every month	1% of monthly charges for every week after MTTR
Invoices	Monthly or ad-hoc services invoices	Receipt by CoCT of SITA invoice	n/a	Within 30 days of services rendered	1% of invoice value

*Hours = business hours

Non-performance on the agreed upon service levels as stipulated in the SLA, caused by an act of God or any other cause beyond the reasonable control of either party, such as

civil war and riots, will be excluded from this penalty clause. This penalty will also be excluded upon the declaration of a disaster.

C.3 Time and material services pricing

The implementation of SLIMS at affiliated libraries will be coordinated by the City. All affiliated libraries need to preferably request a quotation from the City subject to their specific needs. SITA will provide the quotation to the City. The requested service will only commence once the quotation has been formally accepted and a formal purchase order has been received.

SLIMS implementation services will be managed and coordinated centrally from SITA Western Cape offices in order to ensure adherence to applicable quality standards regarding configuration, conversion and training. The following services can inter alia be rendered:

a) Configuration and setup of SLIMS

A configuration work session may be required in order to determine the workflow in order to prepare and facilitate the required parameters in order to setup SLIMS on the City's existing SLIMS environment.

If no configuration work session is required, the City needs to supply the required parameters to configure the new library on SLIMS. Configuration and setup services will include the configuration of either a main or branch library on SLIMS as well as the setup of the applicable OPAC according to the parameters and page banner provided by the City.

b) Conversion of existing data to SLIMS

The conversion of existing data in respect of patron, circulation and catalogue data is subject to an analysis of a sample of the existing data and will be converted as per mutual agreement. The conversion costs will be calculated and determined based on quantity of records and estimated time duration of the conversion.

c) Training of SLIMS

Training is optional and will be quoted based on the applicable training needs. Training services will be rendered separately per SLIMS functional module e.g. Acquisitions, Cataloguing and Circulations.

d) Simulation, preparation and go-live support

Implementation support services regarding the simulation of training in a live environment, the preparation of affiliated libraries and go-live support can be rendered as an optional service

The abovementioned services as well as any other SLIMS-related services not specified above will be rendered based on a formal request for quotation followed by an official SITA quotation.

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Annex D: Service Management Services

D.1 Service desk

DEFINITIONS AND DESCRIPTIONS		SERVICE MEASURES	DEFINITION OF MEASURES	SERVICE LEVEL METRICS
Definition: The Service Desk ensures that all incidents and requests are assessed, captured, classified and routed to the correct support team to resolve. The Service Desk also provides first-line support while the caller is on-line in order to resolve minor incidents. Incidents can be reported via different communication channels, e.g. telephone, e-mail and fax. NOTE: Service Desk is a function of the Incident Management process, but for the purpose of providing a logical process flow has been indicated separately.		Responsiveness of Service Centres	[Number of calls that have breached industry standard of 20 seconds before being answered) / Total number of calls received]	Achieve >80% of calls answered in 20 seconds over a period of one calendar month. Measurement to be performed monthly.
Value of the service: Provides a quality, single point of contact for the Client to report all service related incidents and requests.				
Call Answering	This entails the handling of calls for users at a central location, whereby a user's call is answered.			
1 st -line investigation	Basic first-line investigation while the user is on the line.			
Request/incident logging	Logging an incident or request into the call logging system.			
Request/incident routing	Routing an incident or request in the call logging system to the appropriate support team.			
Request/incident closure	Closing the incident or request when successfully resolved.			
Customer Satisfaction Survey	Provides feedback to the client on resolved incidents or requests. Normally this is confirmed via an email, but could also be via telephone or fax. Process also involves feedback from the client to rate the quality of the Service Desk service.			

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D.2 Incident management

DEFINITIONS AND DESCRIPTIONS		SERVICE MEASURES	DEFINITION OF MEASURES	SERVICE LEVEL METRICS
Definition: To restore agreed service to the business as soon as possible or to respond to service requests. Value: Improve overall responsiveness in restoring IT service interruptions/outages.	Incident detection and recording Note: This is performed by the Service Desk which is a function of Incident Management	Mean time to respond (MTTr)	Mean time taken to resolve incidents per priority category from the time that was logged to the time it was resolved over a calendar month period (excluding non-business service time and pending time as per listed agreed reasons). Agreed business hours: As indicated in the SLA. Agreed reasons for pending: To be agreed with the client. Note: Priority is determined by the combined factors of "business impact of the incident" and the "urgency of the incidents"	Refer to paragraph C.3.c
	Classification and initial support Note: This is performed by the Service Desk which is a function of Incident Management			
Escalate and manage critical and high impact incidents	This stage brings about a Service Desk agent doing initial first-line support and incident classification. Incidents are classified on the basis of impact and urgency which together determine the priority of the call.			
Investigate and diagnose	All incidents classified as critical and high impact will be tracked and monitored up to resolution, by escalating to supervisory and managerial personnel responsible for resolving such incidents.			
Report on resolution and recovery	Incident Management manages the process to ensure that technical support staff troubleshoots the incident to find a solution or a work around within the agreed service level times.			
Close incident Note: This is performed by the Service Desk which is a function of Incident Management	Incident Management reports on the process whereby technical support staff implements a solution or a work around. Once the service has been successfully restored, the incident is closed.			

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D.3 Problem management

DEFINITIONS AND DESCRIPTIONS		SERVICE MEASURES	DEFINITION OF MEASURES	SERVICE LEVEL METRICS
Investigate, diagnose & identify root cause (problem control)	Definition: To minimize the adverse impact of errors and to prevent the recurrence of incidents related to these errors on the IT infrastructure. This is done by identifying and managing underlying causes of service incidents and to improve or correct the situation. Value: Drives continual service improvement in the provision of quality IT services through root cause investigations and the implementation of work-arounds or improvements.	Turnaround time to execute "Root Cause Analysis (RCAs)". % Service Improvement Implementation from "Root Cause Analysis (RCAs)".	Reflects the performance with respect to turn around time to generate a root cause analysis (RCA) in response to a raised problem triggered by manual escalation or through Critical / high impact incidents. This excludes data lines. <u>Measure:</u> Number of RCAs that met the agreed turnaround time, i.e. [short term < 31days; med. term < 93 days; long term <186 days / Total number of RCAs that have been raised *100]. Where the RCA requires the client to perform certain activities to complete, the same time frames will be applicable and reported on. SITA can only take responsibility for those that are 100% a SITA responsibility.	Achieve >80% of turn around times (where SITA is responsible). Achieve >80% service improvement implementation against RCAs that have improvements and target dates agreed with the client. Monthly trend reports as per standard communicated format reporting on all RCAs on a year-to-date basis Ad hoc reports for focused areas.
	Management and administration of the process for identifying, recording, classifying and tracking problems through investigation and diagnosis until a "known error" status is achieved, or an alternative procedural reason for the problem is revealed.		Reflects the percentage suggested improvement implementation as per RCAs. [Number of RCA where suggested improvements have been implemented / Total number of RCAs that have been raised * 100] (excluding those RCAs that involve substantial investment as agreed with the customer) Note: All improvements needing financial investment must be agreed upon with the customer before being included in performance measurement.	
	Eliminate and recover (error control)	Management and administration of the process for identifying, recording, classifying and tracking known errors. When a problem is investigated and a solution was found to resolve the problem, the problem is "resolved" and the status changed.		
Close problem				

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D.4 Change/release management

DEFINITIONS AND DESCRIPTIONS		SERVICE MEASURES	DEFINITION OF MEASURES	SERVICE LEVEL METRICS
Definition: To manage and administer the process for all changes that could impact on IT's ability to deliver services through a formal, centralized process of approval, scheduling and control to ensure that the IT infrastructure stays aligned to business requirements with a minimum level of risk. Value: To manage and administer the process for change management so as to minimize the risk of disruption to the business.		% Success rate of IT changes/releases implemented	Reflects the percentage of planned/emergency changes & releases requested that have been successfully implemented. [(Number of successfully executed change / release requests / Total number of executed change / release requests) * 100].	Achieve >90% success rate of all changes for the year to date, reported on a monthly basis.
Categorize changes/releases	Categorize changes/releases by determining their impact to business functions and services.			
Evaluate, prioritize and authorize	Changes/releases are evaluated against their technical and business risk and complexity.			
Communicate changes/releases	The details of the approved changes/releases are communicated to impacted clients through corporate communications/SMC Comms (email) and the Account manager through the CIO's communication structure.			
Schedule and implement	Manage the process by which changes/releases are built and tested, deployed/implemented.			
Post-implementation review	Service outages or business incidents are recorded against the changes/releases. Root cause analysis is requested for changes/releases that are unsuccessful.			
Close changes/releases	Confirmation that changes/releases have been successful. Changes/releases are closed.			

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D.5 Service level management

DEFINITIONS AND DESCRIPTIONS		SERVICE MEASURES	DEFINITION OF MEASURES	SERVICE METRICS	LEVEL
Definition: The purpose of Service Level Management is to define, agree, record and manage levels of service.		Regular service level performance reporting.	Regular reporting on Service Management performance metrics for services contained in this SLA.	Monthly Service Performance Reports on services contained in this SLA with Service Improvement Plans.	Level
Value: Continual management of the services defined within this SLA through regular performance reporting and service improvement, as per an agreed Service Improvement Plan.		SLA Reviews	Status reporting of progress on Service Improvement Plans.	SLA reviews are to be conducted as per the agreed review schedule agreed with the client but with a minimum review period of 1 (one) year.	
Managing the client service portfolio	Managing customer service requirements ensuring alignment with the SITA service catalogue pertaining to Service Management elements within this SLA.				
Create and agree on service levels	Create, maintain and agree service levels pertaining to Service Management elements contained in this SLA.		Reporting on performance against SLA targets; a) Overall reporting on statistics for the department. b) SITA performance statistics		
Develop service level agreements	Develop SLAs that contains Service Management service elements and metrics to monitor and evaluate the performance of support groups.		SLA reviews as scheduled with the client.		
Review and maintain service level agreements	Review and update service level agreement on a regular basis related to Service Management elements contained in this SLA.				
Monitor and report on performance against service levels	Continual management of services defined in this SLA through regular reporting on service elements as agreed with the customer to be used as management information for Continuous Service Improvement.				

Notes and disclaimers:

- Standard service availability: Prime time, from 08:00 to 20:00 Monday to Friday and Saturday 08:00 to 17:00 excluding Sundays and public holidays.
- Standard service support: business hours, 07:45 to 16:30 Monday to Friday. This excludes weekends and public holidays.

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- c) After hours means from 16:30 on one calendar day to 07:45 on the following day.
- d) Maintenance (functional application support): The threshold will be (a) number of incidents, (b) number of hours, or (c) Rand value per month.
- e) High (6 business hours); or Medium (8 business hours); or Low (16 business hours).
- f) "Resolve" includes respond by default. "Eight hours" to resolve means eight consecutive business hours, and may span two calendar days if tasks are started after 08:00 a.m.
- g) For fixed cost services, the client shall be invoiced in arrears.
- h) For time and material services, the client shall be invoiced in arrears based on hours worked per month – as per the client's official order number.

D.6 Joint responsibilities

Key: A = Authorise; F= Formal review; I= Provide information; P = Perform; R= Responsible; S= In support

No.	SE description	Client	SITA
1	Data processing	A	RPI
2	Data backup	AI	RPI
3	Performance management and technical evaluation	F	RPI
4	Computer resources usage and information management	F	RPI
5	Data security management	AI	RPIS
6	Database support	AF	RPI
7	Disaster recovery (contingency)	A	RPI
8	Technology Hosting Services	A	RPI
9	HW management	F	RPI
10	SW management	A	RPI
11	Media management	AI	RPI
12	Operational services	A	RPIS
13	Production management	AI	RPI
14	Printing	A	RPIS
15	Post processing	A	RPIS
16	Form design	AFI	RPIS

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Annex E: Service Requests

E.1 Technical maintenance (incident and problem management)

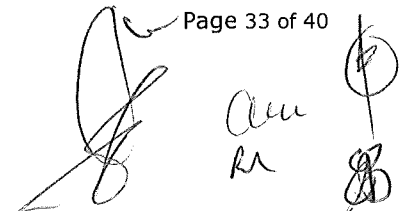
All calls for technical maintenance are to be logged only with SITA's central call desk. Each call is assigned a unique ARS reference number upon which all performance tracking is based.

E.2 Request for service

All requests for service are to be submitted on the attached request forms. A request for service would be required for the expansion of an existing service listed in this SLA or an addition of a new service to those listed in this SLA.

The SLA for Procurement Services will be used as the tasking instrument for procurement of IT/IS goods and services.

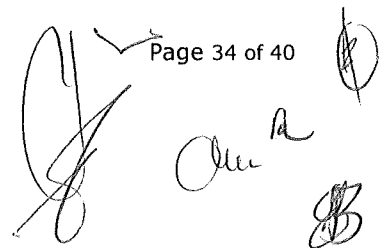
The attached forms are to be used in the process of submitting such a request to SITA.

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Annex F: Monthly Service Review Report

The Service review report shall reflect the following items:

- a) Business Overview
- b) Project Overview
 - i) Projects in Progress: SITA to provide a log sheet with all requests from the City with expected delivery dates.
 - ii) Projects proposed or quoted: SITA to provide a log sheet with all requests from the City with detailed account why delayed/justification for quote/development.
- c) Services Rendered
 - i) Data Centre processing – (production server) Linux Red Hat Systems
 - ii) Server availability (where available)
- d) Statistics
 - i) Calls logged: Log number+ time logged+ institution assigned + person assigned to at the institution
 - ii) Calls resolved: Log number + time resolved + detail on what is required to resolve the issue.
 - iii) Calls unresolved: Log number + time logged +time responded + institution assigned to + person assigned to at the institution + reason why it is not resolved.

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Annex G: Call logging, escalation and corrective action procedure

G.1 Call logging procedure

G.1.1 Business Hours

a) Call logging via telephone:

Calls may be reported directly to the SITA National Service Management Centre in Pretoria on the Toll-Free number 0800 11 55 75. A unique reference number will be provided to the call logger to be used during an enquiry.

b) Call logging via electronic means:

- i) Calls may be logged electronically via the SLIMS application, OR
- ii) Calls may be emailed to the Service Management Centre at sitasc@sitaco.za. A unique reference number will be emailed to the call sender, which must be used during an enquiry.

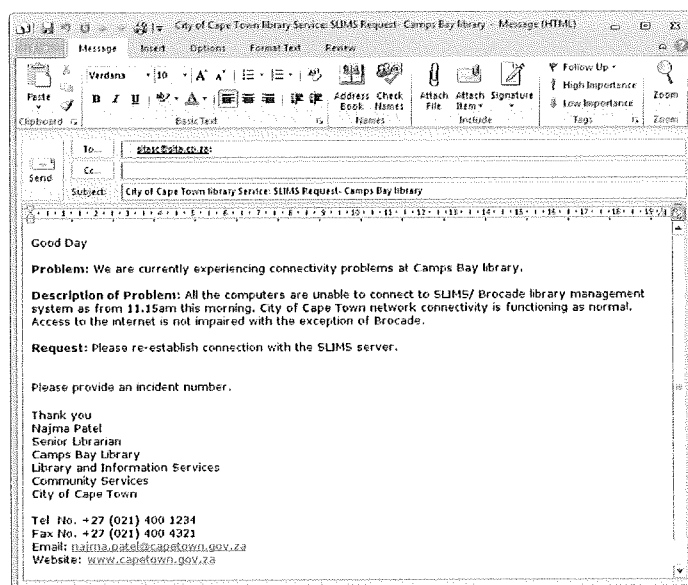
c) Call logging via Fax:

Calls may be logged by means of a fax to 012-6721777. This information will be recorded and verified by the Call Desk operator.

d) Communicating with the SITA Service Desk procedure for the Client:

- i) **Logging calls via email:** When logging calls via email, the following content must be included in the communication:

- 1) **To:** sitasc@sitaco.za
- 2) **Subject:** [Client Name]: SLIMS Request for assistance and add the library name. (this will remain standard with the exception of the library name with NO DEVIATIONS allowed)
- 3) **Content:**
 - Provide an overview of the problem, give a detailed description of the problem (how, when, where etc.)
 - Request an incident number
 - Signature: It is imperative that the signature conforms to the Client's standards. This will allow service desk staff to identify who and from which library the call generated while providing the correct contact details for the library concerned.



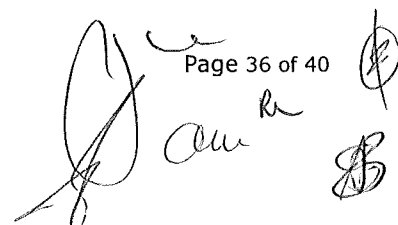
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- ii) **Logging calls via telephone:** You will need to clearly identify yourself, client name, SLIMS request for assistance, library name, state the nature of the problem and request an incident number.

G.2 Escalation procedures

Should it be required that an incident be escalated, the following escalation process will be followed automatically via the SITA Service Desk:

SITA service responsibility	Escalations	email	Telephone	Time period before escalation
SITA account manager	Mr Zaid Orrie	zaid.orrie@sita.co.za	021 442 8400	4 hours
SITA Data Centre Manager	Mrs Mary Felaar	Mary.felaar@sita.co.za	021 442 8400	6 hours
SITA Infrastructure Manager	Mrs Mary Felaar	Mary.felaar@sita.co.za	021 442 8400	8 hours
SITA Provincial Manager	Mr Charlie Page	Charlie.page@sita.co.za	021 442 8400	16 hours



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Annex H: Definitions and abbreviations

H.1 Definitions

For the purpose of this SLA, unless the context otherwise indicates, the definitions in clause 3.0 of the BA shall govern this SLA, with the following definitions set out for the terms indicated in this SLA:

"A4 paper" means 210 millimetres by 297 millimetre paper.

"Act" means the State Information Technology Agency Act, 1998 (Act No. 88 of 1998), as amended, and **"the Act"** shall have a corresponding meaning.

"Business Agreement" means the most current Business Agreement, including all annex, entered into by SITA and the City of Cape Town Metropolitan Municipality.

"Business hours" means 07:45 to 16:30 from Monday through Friday, excluding public holidays.

"Consumable" means any fungible item, including but not limited to printer paper, printer cartridges, cut-sheet paper, continuous paper, glue, stationery, shrink-wrap, perforation wheels, glue-fold rollers and similar items, which are used in the realisation of this Service Level Agreement.

"Cut-sheet paper" means loose sheets of paper, usually A4 size.

"Data Centre Processing" means all activities related to Data Centre operations, data security, backup, recovery, hosting, database administration and database support, as detailed in Annex A.

"Data Centre Printing Services" means all activities related to digital printing and post processing, as detailed in Annex A.

"Font" means the size and appearance of the print in a printed text.

"Form" means the layout of information on printed media.

"Hosting and Data Centre Processing and Printing services" means data centre processing services and functions and data centre printing functions, including but not limited to:

- data centre operations;
- data security, backup and recovery;
- technology hosting services;
- database administration and support;
- printing; and
- post processing.

"Incorporating Agreement" means the Incorporating Agreement, including all annex, entered into by and between SITA and the LIS.

"Instruction" means a written instruction from authorised City staff detailing City hosting service requirements.

"Logo" means a graphical image.

"Media" means any medium used for storing information, including but not restricted to magnetic disk, data cartridges, compact disks and stiffy disks.

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"New Libraries" means Libraries not affiliated, nor associated with the City Library and Information Service.

"Non-conformance" means SITA's failure to fulfil requirements specified by the City.

"Non-prime time" means the time during which SITA stand-by personnel will be available from 16:30 through 08:00 Monday through Friday and weekends and holidays.

"Non-production standby requirement" means the requirement by the City for SITA personnel to be on standby during non-prime time to be available for call out in the event of non-production.

"PALS Libraries" means libraries already profiled on PALS to reflect provincial library material collections.

"Party" means the parties to this Service Level Agreement, that is SITA and the City, and **"Parties"** shall have a corresponding meaning.

"Post processing" means any special finishing or packaging of the printed media to conform to City requirements.

"Prime time" means normal business hours.

"Printed media" means laser or line printing on various types of paper.

"Reprint" means the printing of a completed task where the printing must be redone due to non-conformance or non-performance.

"Schedule" means a list containing instructions and control information with respect to a specific Provincial job.

"Server host" means Sun Microsystems, mini-computers and personal based services assigned by the City to SITA.

"Service Level Agreement" means this Agreement entered into by and between the City and SITA.

"Services" means work performed by SITA in terms of this Service Level Agreement, including compliance with this Service Level Agreement.

"Simplex printing" means printing done on one side of a page.

"SLIMS" means SITA Library Information Management System powered by Brocade Library Services®.

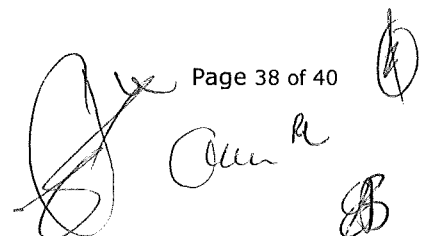
"Stock" means consumables used in the printing process.

"Timely" means delivery of work by the date set by the City and **"timeous"** shall have a corresponding meaning.

"Up time" means the average availability of services provided to the City by SITA, measured against prime time minus the time services are not available.

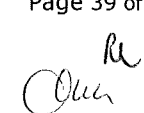
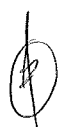
H.2 Abbreviations

AG	Auditor General
BA	business agreement
CPI	consumer price index
DB	database

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DBA	database administration/database administrator
DBMS	Database Management System
DC	Data Centre
DRP	disaster recovery plan
ELS	emergency lending server
FDS	functional design specification
HW	hardware
ICT	information communication technology
IS	information systems
ISS	information system security
ISO	International Organization for Standardization
IT	information technology
JIT	just-in-time
LIMS	Library Information Management System
MTT	mean time to
OEM	original equipment manufacturer
OPAC	Online Public Access Catalogue
OS	operating system
PALS	Public Access Library System
PC	personal computer
QOS	quality of service
RFQ	request for quotation
SE	service element
SEG	service element group
SITA	State Information Technology Agency
SL	service level
SLA	service level agreement
SLIMS	SITA Library Information Management System
SOP	standard operating procedure
SW	software
UPS	uninterrupted power supply
URS	user requirement specification
WAN	wide area network

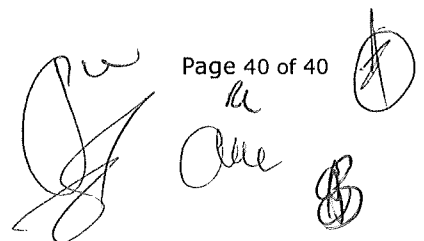
Annex I: Distribution list

City of Cape Town:

Head of LIS

SITA:

Provincial Manager SITA Western Cape

Handwritten signatures and initials in the bottom right corner. There are four distinct marks: a large stylized signature, the word 'Allie' written in cursive, a circled 'X' or similar mark, and another stylized signature or set of initials.