SLA @ Digidentity

Service Level Agreement

Title	SLA @ Digidentity – Service Level Agreement
Date	3 December 2024
Version	2024-v2
Location	wiki: https://digidentity.atlassian.net/wiki/spaces/0SRC/pages/296878152/Service+Delivery+DDY
Classification	Public

Digidentity

Version

Version	Date	Author	Changes
2024-v1	23 January 2024	Client Service Manager	Initial version
2024-v2	3 December 2024	Client Service Manager	Incident Response & Resolution Times

Contents

1 Introduction

[a] Digidentity uses a standard Service Level Agreement. This document outlines the procedures for incidents and inquiries. We differentiate between Business to Business (B2B) and end user (B2C) support.

[b] The products that the customer purchases are specified in the agreement between Digidentity and the customer.

2 General

[a] Within Digidentity, the Service Desk is responsible for ensuring service delivery.

[b] Contacts with end users are handled by the Service Desk, in English or Dutch, depending on the target group. Communication with end users is confidential and is not shared.

[c] Contact with customers regarding existing service provision is managed through the Service Delivery Manager.

[d] Service delivery covers all products that Digidentity provides to the customer or end user.

3 Support for End Users

[a] End users are those who use the product.

[b] End users receive support from the Digidentity Service Desk. The opening hours of the Service Desk are:

Days	Opening Hours
Monday to Friday	09:00 – 17:00 CET
Saturday, Sundays, and Dutch public holidays	Closed

[c] The contact information for the Service Desk is:

How	Description
Telephone	+44(0)330 05 83 454
Email	helpdesk@digidentity.co.uk
Chat & Helpcenter	https://helpdesk.digidentity.com
Emergency Number (outside of office hours)	+31 (0)88 778 78 80

[d] The Service Desk monitors all support channels equally.

[e] Support to end users is provided under a 'best effort' obligation.

4 Customer Support

[a] End users have access to the Service Desk for support.

[b] Customers are those who contract the product on behalf of an organization

[c] Customers with a Customer Success contract have the option to contact Customer Success directly for matters concerning the quality, availability, and performance of the service provision.

5 Incidents

[a] Digidentity classifies interruptions or disruptions to the service provisions as an incident. Incidents are prioritized according to their severity.

[b] Customers, Digidentity employees, and external parties can report incidents.

[c] Digidentity has three classifications, ranging from 'Critical' to 'Limited'.

Classification	Description
P1	Disruption of the entire service or with a serious security risk.
P2	Disruption of part of the service or a limited group of users.
P3	Disruption of service for a few users or an issue that does not result in any security risks.

[d] Digidentity assigns a classification to each incident. The Incident Managers are responsible for the classification.

[e] The resolution times for the different classifications are:

Classification	Response Time	Resolution Time
P1	15 minutes	4 hours
P2	30 – 60 minutes	8 hours
P3	1 – 2 hours	72 hours

[f] The response and resolution times are treated as target times and apply exclusively to incidents within Digidentity's service delivery.

[g] Resolution time refers to addressing all immediate threats and security risks. In exceptional cases, the solution may involve disabling the service provision.

[h] Digidentity keeps the customer informed during incidents, if applicable.

[i] The emergency number is intended for reporting serious incidents outside office hours. The customer designates their own employees who are authorised to use the emergency number. This number is not meant for other inquiries.

6 Availability

[a] Digidentity maintains a service availability of 99.8%.

[b] Availability is measured over a year, both during and outside office hours.

[c] Digidentity measures availability, and this measurement is decisive.

[d] Emergencies are not counted in the measurement of availability.

[e] In emergencies, Digidentity may choose to temporarily interrupt the service provision.

[f] An incident does not automatically affect availability.

7 Maintenance and Repairs

[a] Digidentity operates with a continuous system of maintenance and updates, ensuring a high level of reliability and availability.

[b] Digidentity releases software updates every two weeks (https://www.digidentity.eu/en/release-updates/)

[c] If a software release results in downtime, Digidentity will notify customers at least five (5) working days in advance.

[d] Digidentity publishes the status of its products at https://ddy.statuspage.io.

8 Reporting

[a] Digidentity reports on the performance and progress of the service, not on the technical details.

[b] If additional reporting is required (custom reports), it can be created in consultation.

Digidentity will review and, if necessary, update this Service Level Agreement at least once per year.