

AZNet II – Arizona Network

ADSP011-019559
AZNet II

Service Level Requirements - Network

AZNet II offers three levels of Service availability: Standard, Medium, and High. CenturyLink provides three (3) levels of availability at WAN connected facilities; 99.8%, 99.9% and 99.99%. The availability demarcation for each of the services will be the LAN interface of the router at both facilities connected over the router.

Service Availability is defined as the Availability of the Network Services, including all circuits and all associated hardware. This may refer to either the overall environment or to the Network Services pertaining to a specific designated client facility. The minimum Service Availability SLRs are as follows:

1.1. Service Availability SLRs				
#	SLR	Requirement	Measurement Interval	Liquidated Damage
1	Circuit Availability —MAN Locations	Availability, 24x7x365, 99.99%	Monitor Continuously, Measure Daily, Report Monthly	15% of At Risk Amount
2	Router Availability - Critical Locations	Availability, 24x7x365, 99.99%	Monitor Continuously, Measure Daily, Report Monthly	15% of At Risk Amount
3	Router Availability - Medium office	Availability, 24x7x365, 99.9%	Monitor Continuously, Measure Daily, Report Monthly	4% of At Risk Amount
4	Router Availability - Standard office	Availability, 24x7x365, 99.8%	Monitor Continuously, Measure Daily, Report Monthly	4% of At Risk Amount
5	LAN Availability	Availability, 24x7x365, 99.9%	Monitor Continuously, Measure Daily, Report Monthly	4% of At Risk Amount
6	VPN Availability	Availability, 24x7x365, 99.9%	Monitor Continuously, Measure Daily, Report Monthly	1% of At Risk Amount

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1.2. - Service Accessibility SLRs				
#	SLR	Requirement	Measurement Interval	Liquidated Damage
1	Network Transit Delay	Elapsed Time – round trip transit delay from ingress and egress ports on premise devices. Performance Target <120 ms 99.99%	Monitor every 5 minutes, Measure Daily, Report Monthly	1% of At Risk Amount
2	Packet Delivery Ratio	Successful packet transmission. Performance Target data loss < 0.05% 99.9%	Monitor every 5 minutes, Measure Daily, Report Monthly	1% of At Risk Amount
3	Jitter	Variation in timing, or time of arrival, of received packets. Performance Target < 10 ms 99.9%.	Monitor every 5 minutes, Measure Daily, Report Monthly	1% of At Risk Amount

1.3. Network Administration SLRs				
#	SLR	Requirement	Measurement Interval	Liquidated Damage
1	Network Service capacity reallocation or change	Proactive monitoring and preemptive intervention to advise The State of need to increase capacity. Sustained avg. daily utilization consistently reaches 60% of installed capacity. SLR 98%	Monitor Continuously, Measure Daily, Report Monthly	1% of At Risk Amount
2	Implement service packs and updates to “dot” releases	Overall Schedule, Per scheduled maintenance. SLR 98%	Monitor Continuously, Measure Daily, Report Monthly	1% of At Risk Amount
3	Implement version or major release updates	Overall Schedule, Per scheduled maintenance. SLR Per Schedule	Monitor Continuously, Measure Daily, Report Monthly	1% of At Risk Amount

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4	Service addition or change as scheduled under Change Control process	Service Measure Elapsed Time. Performance Targets: Increases of installed capacity within 1 month; Decreases of installed capacity within 1 month. SLR 95%	Monitor Continuously, Measure Daily, Report Monthly	1% of At Risk Amount
5	Firewall Management Implementation of firewall changes related to changing, adding/deleting firewall rules.	Service Measure Response Time. Performance Targets: Emergencies =2 hours; Standard Requests within normal change control parameters after submission by The State. SLR 99%	Monitor Continuously, Measure Daily, Report Monthly	2% of At Risk Amount

1.4. Security Intrusion Detection SLRs

#	SLR	Requirement	Measurement Interval	Liquidated Damage
1	NIDS – monitor for current attack signatures	Overall Schedule. Performance Target 7x24x365. SLR 99.99%	Monitor Continuously, Measure Daily, Report Monthly	1% of At Risk Amount
2	HIDS – monitor for changes to selected local files	Overall Schedule. Performance Target 7x24x365. SLR 99.99%	Monitor Continuously, Measure Daily, Report Monthly	1% of At Risk Amount
3	NIDS – review all positive priority 1 and priority 2 alerts and notify The State by E-mail	Elapsed Time, Performance Target <15 minutes. SLR 99.9%	Monitor Continuously, Measure Daily, Report Monthly	1% of At Risk Amount

1.5. Security Vulnerability and Penetration Services SLRs

#	SLR	Requirement	Measurement Interval	Liquidated Damage
1	Testing of Vulnerabilities & Penetration	Overall Schedule, Performance Target: Mon–Fri, 1700–0700; Sat–Sun, 0000–2400. SLR 99.9%	Monitor Continuously, Measure Daily, Report Monthly	5% of At Risk Amount

1.6. Incident Resolution SLRs

#	SLR	Requirement	Measurement Interval	Liquidated Damage
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1	Severity 1	Time to Restore, = 2 hours, 98% Number of requests completed per type per Target/Total of all requests occurring per type during Measurement Period	Monthly	15% of At Risk Amount
2	Severity 2	Time to Restore, = 4 hours, 98% Number of requests completed per type per Target/Total of all requests occurring per type during Measurement Period	Monthly	15% of At Risk Amount
3	Severity 3	Time to Restore, = 16 business hours, 95% Number of requests completed per type per Target/Total of all requests occurring per type during Measurement Period	Monthly	10% of At Risk Amount

Severity Levels are defined categories that identify the degree of business criticality and importance to the State (the "Business Impact") of specific Incidents. Contractor shall respond to the incident in accordance with the Severity Level of the incident and in accordance with the Mean Time to Restore Service Level Requirement for the respective Severity Level, in accordance with the following:

- a. Severity 1 – Any failure of a device supporting a facility or call center with availability of 99.99%. Contractor shall receive from the State a list of critical personnel which shall have the ability to escalate any outage (service) to a Priority Restoration of Service for each incident = Less than 2 hours
- b. Severity 2 – Any failure of a device supporting a facility or call center with availability of 99.9%. Restoration of Service for each incident = Less than 4 hours
- c. Severity 3 – Any failure of a device supporting a facility or call center with availability of 99.8%. Restoration of Service for each incident = Less than 16 business hours