

OpenAthens Service level agreement

Login to amazing

- **Service**
- **Support**
- **Availability**



1 Introduction

1.1 Document Overview

This document aims to clearly explain the service levels OpenAthens will provide to all OpenAthens customers.

1.2 Terms of Service

This Service Level Agreement is subject to the terms and conditions of the prevailing contract between the parties. In the absence of any prevailing contract, then this Service Level Agreement is subject to the standard OpenAthens terms and conditions at <https://openathens.org/terms-conditions-openathens/>.

OpenAthens reserves the right to amend this SLA in agreement with the customer and in line with service changes throughout the life of the Contract.

OpenAthens is a Jisc enterprise. Jisc is a registered charity (number 1149740) and a company limited by guarantee which is registered in England under Company No. 5747339, VAT No. GB 197 0632 86. Jisc's registered office is: One Castlepark, Tower Hill, Bristol, BS2 0JA.

The single sign-on service handles all requests for authentication from online services that have adopted SAML/OpenID authentication.

The supporting applications are used to manage user access and setup or administer the integration with 3rd party products and services.

2.2 Service component description

Table 2.2 shows the components that make up the single sign-on service and supporting applications with a short description of their purpose. The table also shows the types of customer who utilise each service component.

Customer types:
IdP – Identity providers
SP – Service providers

2 Your service summary

2.1 Service description

The OpenAthens service consists of a single sign-on service and supporting applications. All OpenAthens services are hosted on a public cloud platform geographically dispersed with the ability to auto-scale to meet demand. The exception is the OpenAthens Managed Proxy service. This service is either delivered from the public cloud or via a physical data centre depending on the preferred customer solution.

Table 2.2

| Service component | Description | Customer Type |
|--------------------------------|---|---------------|
| Single sign-on service | | |
| Authentication API | Application Programming Interface for the Authentication Point | IdP |
| Authentication broker | Manages delegated authentications such as LDAP or ADFS | IdP |
| Authentication Point | Users login to the Authentication Point or are redirected here for authentication into online services | IdP |
| Managed Proxy service | Provides users with offsite IP-recognition access to online resources | IdP |
| MyAthens user portal | User portal showing subscribed online resources | IdP |
| OpenAthens Federation | Framework that supports the exchange of information between identity providers and service providers using metadata | IdP SP |
| OpenAthens Keystone | Hosted Service Provider product that uses OpenID instead of SAML | SP |
| Redirector service | Used to bypass SAML authentication for onsite users where IP authentication is in use | IdP |
| Self-registration service | Service to allow users to self-register for an OpenAthens account | IdP |
| Wayfinder | An organisation discovery tool that makes it easier for users to login. The service is implemented by publishers | SP |
| Supporting application | | |
| Account Administration website | Used to manage user accounts and access to online resources | IdP |
| Administration API | Application Programming Interface (API) for the Account Administration website | IdP |
| Documentation website | Documentation for OpenAthens products and services | IdP SP |
| Email services | Sends service-related emails such as account activation invitations | IdP |
| OpenAthens Reporting | Shows statistics on resource usage | IdP |
| Service Desk portal | Allows organisations to log and update support tickets | IdP SP |
| Service Provider Dashboard | Used by publishers to configure federated access for online resources | SP |
| Yum Repository | Software repository for installing OpenAthens products | IdP SP |

2.3 Service component criticality

Table 2.3 shows the components that make up the single sign-on service and supporting applications. The components are categorised by importance, these are used when assigning priorities to incidents with OpenAthens hosted services.

Table 2.3

| Service component | Importance |
|--------------------------------|------------|
| Single sign-on service | |
| Authentication Point | Critical |
| Authentication API | Critical |
| Authentication broker | Critical |
| Managed Proxy service | Critical |
| OpenAthens Federation | Critical |
| OpenAthens Keystone | Critical |
| Redirector service | Critical |
| Wayfinder | Critical |
| MyAthens user portal | High |
| Self-registration service | Standard |
| Supporting applications | |
| Account Administration website | High |
| Administration API | High |
| Email services | High |
| OpenAthens Reporting | High |
| Service Provider Dashboard | High |
| Documentation website | Standard |
| Service Desk portal | Standard |
| Yum Repository | Standard |

2.4 Service security

2.4.1 GDPR

OpenAthens data protection assumptions and commitments are published in our [privacy notice](#) on the www.openathens.org website. Clause 10 of the [OpenAthens Terms and Conditions](#) outlines our responsibilities under the General Data Protection Regulation (Regulation (EU) 2016/679) (GDPR).

In the event of a breach, we follow a robust Information Security incident management procedure to ensure that harm and disruption is minimised.

2.4.2 Penetration testing

OpenAthens undertakes a penetration test of its systems and software at least annually, using an external provider, to ensure that we are made aware of potential security weaknesses which could lead to a compromise of data or an outage to any of our services.

This test looks at how we have configured our systems and the processes we use to manage these systems. The results from the test enable us to regularly review any risks which have been identified so that we can act quickly to mitigate them.

3 Service support

3.1 Service components

Table 3.1 outlines the priority associated to incidents with components of the OpenAthens hosted service. They are used by the OpenAthens Service Desk to assess the impact of tickets. These priorities have assigned resolution targets described in the Incident Management section of this document.

Table 3.1

| Priority | | Service Components |
|----------|----|---|
| Critical | P1 | An incident that results in a complete failure of one or more service components with an associated importance of 'Critical' as specified in section 2.3. |
| High | P2 | An incident that results in a partial failure of one or more service components with an associated importance of 'Critical' as specified in section 2.3. Or An incident that results in a complete failure of one or more service components with an associated importance of 'High' as specified in section 2.3. |
| Standard | P3 | An incident that results in a partial failure of one or more service components with an associated importance of 'High' as specified in section 2.3. Or An incident that results in a complete or partial failure of one or more service components with an associated importance of 'Standard' as specified in section 2.3. |

3.2 Support hours

OpenAthens support hours are defined as follows:

Core hours

Monday – Friday (07:00 – 22:00 UK time)

Out of hours

Weekdays: Monday - Thursday (22:00 – 07:00 UK time)

Weekend: Friday 22:00 - Monday 07:00 UK time and English public holidays.

3.3 Service desk

During core hours OpenAthens will provide an ITIL ([Information Technology Infrastructure Library](#)) aligned Service Desk that will be the primary interface between the customer and OpenAthens. The Service Desk will facilitate the logging and management of service incidents and/or service requests throughout their life cycle.

Incidents and requests can be managed directly through the [OpenAthens Service Desk Web Portal](#) which will facilitate the quickest response from the Service Desk. It provides the functionality for customers to raise, update and view tickets.

Customer support is provided through one of the following models:

- The OpenAthens Service Desk for 1st, 2nd and 3rd line support
- Agency representatives for 1st and 2nd line support, with the OpenAthens Service Desk providing 3rd line support

Customer support involves dealing with enquiries from OpenAthens administrators at licensed organisations, by telephone, email or via the [OpenAthens Service Desk Web Portal](#). Licensed organisations are defined as organisations subscribing to OpenAthens products or services.

Both support models include:

- Diagnosing access problems
- Providing advice and assistance for newly licenced organisations and organisations changing their local procedures
- Support of OpenAthens software and APIs used by licenced organisations for authenticating access to services.


Customer incidents can be managed directly through the [OpenAthens Service Desk Web Portal](#). Target initial response and completion times are based on business impact and criticality as described at the point of logging the incident, and are subject to the availability of resources outside the control of OpenAthens.

OpenAthens continually measure and monitor service standards, and our performance is published quarterly.

| Service Desk details | |
|--------------------------|---|
| Operational Hours | Core Hours as per section 3.2 |
| Web Portal | https://support.openathens.net/ |
| Authorised Access | OpenAthens Administrator username and password |
| Contact Number | +44 (0)300 121 0043 |
| Email | help@openathens.net |
| Escalation | See section 5 of this document for details |

3.4.1.1 Customer incident target first response times

| Volume of first responses | |
|---------------------------|---|
| 4 working hours | 75% of customer incidents responded to |
| 15 working hours | 100% of customer incidents responded to |

 15 working hours = 1 business day

3.4 Incident management

Incident Management procedures are categorised as customer incidents or service incidents. Customer incidents are isolated to specific customers. Service incidents relate to the services that OpenAthens host.

3.4.1 Customer incidents

A customer incident is defined as an event which is not part of the standard operation of a live service where the issue relates to the use of an OpenAthens product or service, either directly or when integrating with a third party product or service. These incidents typically involve (but are not limited to) 'fixes' to customer or third party services with support from the OpenAthens Service Desk.

3.4.1.2 Customer incident target resolution times

The target resolution times for customer incidents are based on how long tickets remain open, and not customer wait times for a fix to be implemented. The OpenAthens Service Desk will typically identify a fix or solution to a customer incident then allow time for testing and confirmation from the customer that the issue has been fully resolved before closing the ticket.


| Volume of resolved incidents | |
|------------------------------|---------------------------------|
| up to 1 day | 25% of total incidents resolved |
| up to 3 days | 45% of total incidents resolved |
| up to 5 days | 55% of total incidents resolved |
| up to 10 days | 80% of total incidents resolved |

Resolution times of customer incidents can be delayed where either third party products or resources, or specialist technical knowledge from development teams is required. This will be indicated by the status of the request in our service desk system. Customer incidents requiring third party products or resources will have a status of 'Pending' whilst OpenAthens await a response on a customer's behalf.

3.4.2 OpenAthens service incidents (hosted services)


OpenAthens follow ITIL Incident Management process guidelines for all OpenAthens-hosted services to diagnose incidents and restore service operation as quickly as possible with minimum disruption. The objective is to restore service in line with the agreed service level targets.

An Incident is defined as an event which is not part of the standard operation of the service. Planned scheduled maintenance, which often involves shutting down and restarting key services, is excluded from this classification and therefore not classed as an incident.

 Notification of incidents will be provided to customers via the OpenAthens status page at <https://status.openathens.net/>.

3.4.2.1 Incident target resolution times for services hosted by OpenAthens

| Priority | | Target |
|----------|----|----------|
| Critical | P1 | 4 hours |
| High | P2 | 8 hours |
| Standard | P3 | 24 hours |

 Target fix times represent the time taken to devise a fix or workaround to the reported issue. If a workaround is used in the initial response, a fix may be deployed at a later date as part of a future release.

3.5 Service requests


A Service Request is a user request for information or advice, or for a standard change (a pre-approved change that is low risk, relatively common and follows a procedure) or for access to an IT service.

Service requests can be managed directly through the [OpenAthens Service Desk Web Portal](#). Target initial response and completion times are based on business impact and criticality as described at the point of logging the request.

The targets are typical and for planning purposes but may vary on a case-by-case basis in which case OpenAthens reserves the right to exclude Service Requests from the quoted targets where either 3rd party products or resources are involved, or specialist technical knowledge is required from development teams.

3.5.1 Service request target first response times

| Volume of first responses | |
|---------------------------|---------------------------------------|
| 15 working hours | 75% of service requests responded to |
| 30 working hours | 100% of service requests responded to |

 15 working hours = 1 business day

3.5.2 Service request target completion times

| Volume of completed service requests | |
|--------------------------------------|---------------------------------|
| up to 1 day | 30% of total requests completed |
| up to 3 days | 50% of total requests completed |
| up to 5 days | 60% of total requests completed |
| up to 10 days | 80% of total requests completed |

Completion times of Service Requests can be delayed where either third party products or resources, or specialist technical knowledge from development teams is required. This will be indicated by the status of the request in our service desk system. Service Requests requiring third party products or resources will have a status of 'Pending' whilst OpenAthens await a response on a customer's behalf.

3.5.3 Service requests outside of existing service

Service Requests where OpenAthens are requested to provide deliverables such as product installations or upgrades, or consultancy, will be quoted separately.


3.6 Quotations

Development service / outside of existing service.

Where a Service Request is identified as being outside of the existing service, a Statement of Work or Specification will be provided detailing the consultancy assignment together with a quote. The target and scheduling date for completion of the work will be agreed with the customer.

3.7 Change management

In order to protect service availability and proactively manage service stability, OpenAthens will follow Change Management best practices in order to minimise the negative impact of change.


 All OpenAthens maintenance and service requests are subject to change management.

3.7.1 OpenAthens service maintenance, service affecting

OpenAthens aim to minimise the impact of service maintenance by undertaking any service affecting activities within agreed scheduled maintenance periods.

Notification of any planned service affecting maintenance and its impact will be published on the OpenAthens Status page at <https://status.openathens.net/>. A number of options are available to subscribe to updates for notification of updates to the status page. Please see the [status page](#) for further details. The status page will be updated by the agreed minimum notice period below.

| Day and time | Minimum notice |
|------------------------------------|------------------|
| Monday 06:00 - 09:00 UK time | 30 working hours |
| Wednesday 06:00 - 09:00 UK time | 30 working hours |
| Wednesday 06:00 - 09:00 UK time | 30 working hours |
| Thursday 06:00 - 09:00 UK time | 30 working hours |
| Friday 06:00 - 09:00 UK time | 30 working hours |

 - 15 working hours = 1 business day

On occasions we may need to do maintenance outside of these times, dependent upon factors such as customer impact and the availability of internal resources. The same notice period of 30 working hours would apply in these cases.

3.7.2 OpenAthens service maintenance, non-service affecting

Maintenance that is not expected to disrupt services will be carried out as soon as due diligence and quality assurance processes have been completed. This is to enable OpenAthens to deliver value to customers as soon as possible. In these cases, we would not publish a notification on the OpenAthens Status page.

4 Availability

4.1 Service levels and performance indicators

OpenAthens shall provide availability of each critical or high importance service component 99.95% of the time, other than when caused by factors outside OpenAthens control (Force Majeure).

4.2 Definition of availability

Service checks will indicate the availability of the end-to-end service and will reflect any service-impacting incidents. Downtime is recorded for any of the following:

- Total loss of service whereby all users are unable to access the service
- A degradation of service to the extent where response times produce 'timeout' alerts from OpenAthens deployed enterprise management tools

4.2.1 Calculation of availability

Service Availability shall be calculated on the basis of:

- $(\text{Scheduled Service Time} - \text{Total period of unavailability}) / \text{Scheduled Service Time} * 100$

5 When things go wrong

5.1 Escalation and complaints procedure

Operational escalation path

OpenAthens provides escalation paths for operational and service-related issues. For all operational escalations the OpenAthens Service Desk should be contacted in the first instance.

- OpenAthens service desk
- International service desk manager
- Service relationship (publishers) or account manager
- IT director

Service Escalation

All service management, service improvements, complaints or unresolved operational issues should be escalated via the named service relationship or account manager.

Complaints

If, after following the escalation route, the customer finds any response unsatisfactory, then the matter can be escalated to the OpenAthens Executive Director via the OpenAthens Service Desk at which point the issue will be investigated and a response will be made.



OpenAthens Service Desk information can be found in the section 3.3 of this document.

Service desk customer charter

The support team at OpenAthens strive to deliver the **best possible experience for our customers**

Our charter



Our service

- Our goal is to give you the very best service, from start to finish
- There shouldn't be any surprises, as we keep you in the loop so you know what to expect
- We take ownership
- We're efficient and consistent
- We'll share with you how we are doing, and if we're hitting the high standards that we set ourselves



Our communication

- We will keep things simple
- We want to understand your line of work and how you use our products
- When you get in touch with us, we won't keep you waiting too long
- Our updates will be useful and easy to understand, and we'll make them a regular thing



What we need from you

- Check to see if there is already an answer to your query in our [documentation](#)
- Give us as much detail as possible so we can get going on your ticket straight away, and work with us until it's done
- Be mindful that urgent issues sometimes have to jump the queue, but we won't forget about you...
- ...and issues which need outside help will naturally take longer to fix



Talk to us...

Let us know how we are doing by giving us feedback, both good and bad, and tell us how we can be better

- help@openathens.net
- +44 (0)300 121 0043



OpenAthens