# Platform as a Service SLA (template)

A service level agreement (SLA) is a contract between a platform as a service (PaaS) Service Provider and the State of Vermont that defines the quality and availability of the platform and the responsibilities and obligations of both parties.

* ***Availability***: The percentage of time the platform is operational and accessible to the customer. The SLA may specify different levels of availability for different regions, times, or platform features. The SLA may also define how availability is measured and reported and what are the consequences of failing to meet the availability targets.
* ***Performance***: The speed and responsiveness of the platform and its features. The SLA may specify performance metrics such as latency, throughput, error rate, or scalability. The SLA may also define how performance is measured and reported and the consequences of failing to meet the performance targets.
* ***Security:*** The PaaS Service Provider takes measures to protect the platform and the State of Vermont data from unauthorized access, modification, or disclosure. [modify as needed: The SLA may specify security standards, policies, procedures, or certifications the PaaS Service Provider follows or adheres to. The SLA may also define how security incidents are handled and reported and what are the consequences of failing to meet the security requirements.]
* ***Support:*** The services that the PaaS Service Provider offers to assist the customer in using the platform and resolving any issues or problems. [modify as needed: The SLA may specify support channels, hours, response times, escalation procedures, or resolution times. The SLA may also define how support requests are tracked and reported and the consequences of failing to meet the support expectations.]
* ***Maintenance:*** The activities that the PaaS Service Provider performs to keep the platform up-to-date, secure, and reliable. [modify as needed: The SLA may specify maintenance schedules, windows, notifications, or backups. The SLA may also define how maintenance impacts the availability or performance of the platform and what are the consequences of failing to meet the maintenance standards.]

The SLA should also be reviewed periodically and updated as needed to reflect any changes in the platform or the State of Vermont’s needs. [modify as needed: The SLA should also include a dispute resolution process in case of any disagreements or conflicts between the parties regarding the SLA terms or compliance. Typical disputes arising from PaaS SLAs

***Performance issues***: Customers may experience a slow or unreliable performance of their applications due to factors such as network latency, server downtime, or resource contention. Customers may claim that the provider has breached the SLA if the performance metrics do not meet the agreed-upon standards or thresholds. Providers may argue that the performance issues are caused by external factors beyond their control, such as the State of Vermont’s code quality, configuration errors, or third-party services.

***Security breaches***: Customers may suffer from data loss, unauthorized access, or malicious attacks on their applications due to vulnerabilities in the platform or the provider's security measures. Customers may claim that the provider has failed to protect their data and comply with the relevant laws and regulations. Providers may argue that the security breaches are due to customer's negligence, such as using weak passwords, sharing credentials, or failing to update their software.

***Service changes***: Providers may change or discontinue some features or functionalities of the platform without prior notice or consent from the customers. Customers may claim that the provider has violated the SLA by reducing the quality or scope of the service. Providers may argue that the service changes are necessary to improve the platform, comply with new standards or regulations, or respond to market demands.

***Billing disputes***: Customers may dispute the charges or fees imposed by the provider for using the platform. Customers may claim that the provider has overcharged them, applied hidden fees, or failed to provide accurate invoices. Providers may argue that the billing disputes are due to customer's misunderstanding, miscalculation, or misuse of the platform.]