# Infrastructure as a Service SLA (template)

This document is a Service Level Agreement (SLA) between the State of Vermont and the Service Provider for the provision of Infrastructure as a Service (IaaS). This SLA aims to define the service levels, roles and responsibilities, and performance metrics for the IaaS service.

The IaaS service provides the State of Vermont access to on-demand virtual machines, storage, network, and other cloud resources. The Service Provider is responsible for managing, maintaining, and securing the underlying infrastructure and platform. At the same time, the State of Vermont is responsible for configuring, deploying, and managing its applications and data on the IaaS service.

The term of this SLA is one year, starting from MM/DD/YYYY and ending on MM/DD/YYYY. The SLA will be reviewed annually and may be amended by mutual agreement of both parties.

The followings are the service levels and performance metrics for the IaaS service:

***Availability***: The Service Provider will ensure that the IaaS service is available at least 99.9% of the time in any calendar month, excluding scheduled maintenance and force majeure events. Availability is measured by the ability of the State of Vermont to access and use the IaaS service and its features.

***Performance:*** The Service Provider will ensure that the IaaS service meets or exceeds the performance standards specified in the Service Catalog, such as CPU, memory, disk, network, and bandwidth. Performance is measured by the response time and throughput of the IaaS service and its features.

***Support***: The Service Provider will provide technical support to the State of Vermont via phone, email, or web portal. The Service Provider will respond to support requests within one hour for critical issues, four hours for high-priority issues, eight hours for medium-priority issues, and 24 hours for low-priority issues. The Service Provider will resolve support requests within four hours for critical issues, eight hours for high-priority issues, 24 hours for medium-priority issues, and 48 hours for low-priority issues.

The followings are the roles and responsibilities of both parties:

The Service Provider will:

* Provide, manage, maintain, and secure the IaaS service and its infrastructure and platform.
* Monitor and report on the availability, performance, and usage of the IaaS service.
* Provide technical support to the State of Vermont according to the support levels and response times defined in this SLA.
* Notify the State of Vermont of any planned or unplanned downtime or degradation of the IaaS service.
* Backup and restore the IaaS service data according to the backup policy defined in the Service Catalog.
* Comply with all applicable laws, regulations, and standards related to data protection, privacy, security, and compliance.

The State of Vermont will:

* Configure, deploy, manage, and secure their applications and data on the IaaS service.
* Use the IaaS service under the terms and conditions of this SLA and the Service Catalog.
* Report any issues or problems with the IaaS service to the Service Provider via phone, email, or web portal.
* Cooperate with the Service Provider to resolve issues or problems with the IaaS service.
* Backup and restore their applications and data on the IaaS service according to their backup policy.
* Comply with all applicable laws, regulations, and standards related to data protection, privacy, security, and compliance.

The followings are the remedies and penalties for any breach of this SLA:

* Suppose the Service Provider fails to meet the availability or performance levels defined in this SLA in any calendar month. In that case, the State of Vermont will be entitled to a service credit equal to 10% of its monthly fee for each percentage point below the target level.
* Suppose the Service Provider fails to meet the support levels or response times defined in this SLA in any calendar month. In that case, the State of Vermont will be entitled to a service credit equal to 5% of its monthly fee for each percentage point below the target level.
* The total service credits in any calendar month will not exceed 50% of their monthly fee.
* The State of Vermont must request a service credit within 30 days of the end of the calendar month in which the breach occurred. The Service Provider will verify and apply any service credits within 60 days of receiving such a request.
* The service credits are the sole and exclusive remedy for any breach of this SLA. The Service Provider will not be liable for any direct or indirect damages or losses arising from or related to any breach of this SLA.