OpenAthens

Service level agreement
Single sign-on made simple

Service support availability

Part of **Jisc**

Contents

1 Introduction

1.1 Document Overview

This document aims to clearly explain the service levels OpenAthens will provide to our 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.net/terms-and-conditions.

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 part of Jisc. Jisc Charity No. 1149740 | Company No. 197 0632 86. Jisc's registered office is: 4 Portwall Lane, Bristol, BS1 6NB, United Kingdom.

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.

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

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

Service component	Description	Customer Type	
Supporting application			
Account Administration web-site	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

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	Major
Self-registration service	Standard
Supporting applications	
Account Administration website	Major
Administration API	Major
Email services	Major
OpenAthens Reporting	Major
Service Provider Dashboard	Major
Documentation website	Standard
Service Desk portal	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.net 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 well defined Information Security incident management process.

2.4.2 Security monitoring

OpenAthens continually monitors for and investigates any suspicious activity that we detect, and we have dedicated staff working to enhance our security posture.

2.4.3 Penetration testing

OpenAthens undergoes an annual penetration test of its systems and software using an external provider. This is 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.

The 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.
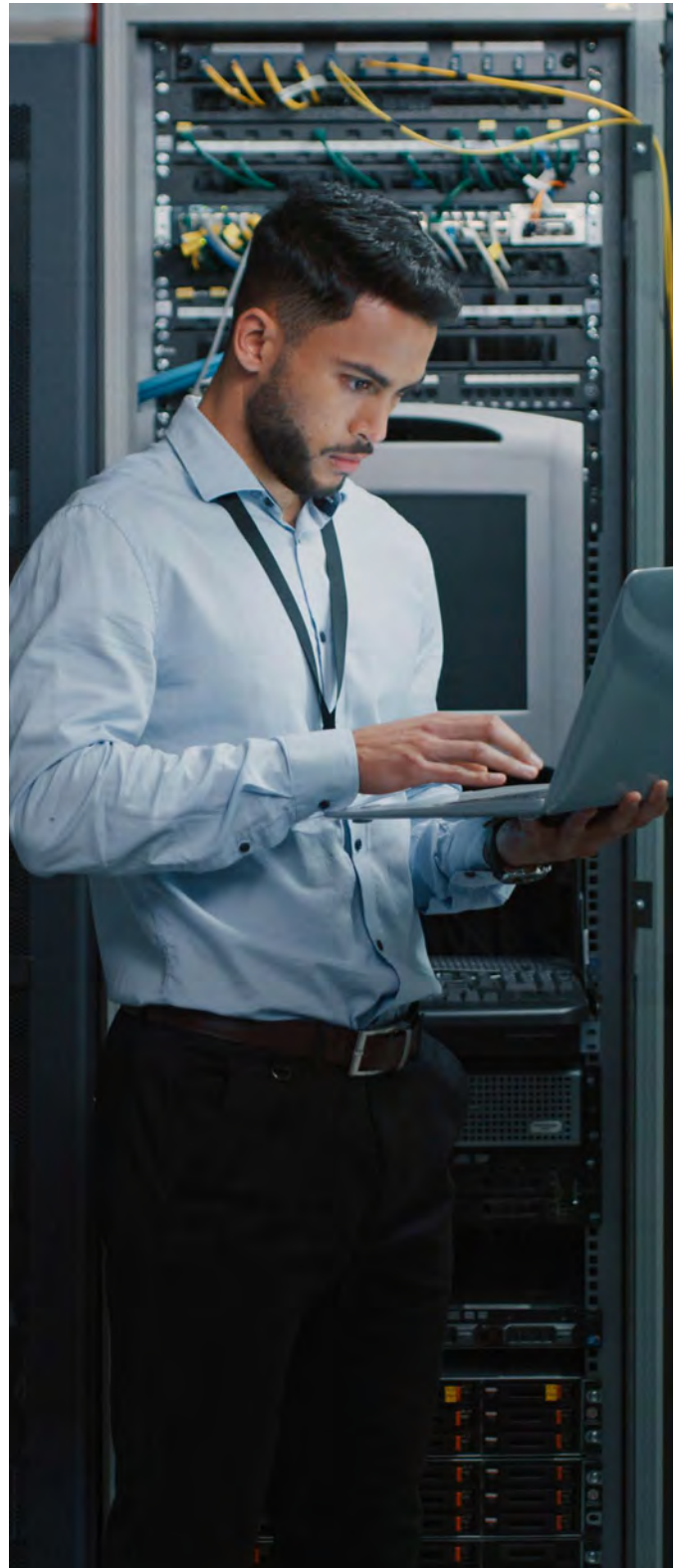
3 Service support

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.
Major (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 'Major' 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 'Major' 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 (02:00 – 22:00 UK time)

Out of hours
Weekdays: Monday - Thursday (22:00 – 02:00 UK time)
Weekend: Friday 22:00 - Monday 02:00 UK time, public holidays in England, and public holidays in Singapore.

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 support of OpenAthens software and APIs used by licenced organisations for authentication.

Service Desk details	
Operational Hours	Core Hours as per section 3.2
Web Portal	www.openathens.net/support/
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 Customer satisfaction

OpenAthens takes great care to ensure that our customers receive the very best possible service and support. We continuously measure and monitor customer satisfaction against a target of 92%.

3.5 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.

3.5.1 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.

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 measures and monitors service standards, and our performance is published quarterly.

3.5.1.1 Customer incident target first response times

Volume of first responses	
4 working hours	95% of customer incidents responded to
20 working hours	100% of customer incidents responded to

20 working hours = 1 business day

3.5.1.2 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 first responses	
Up to 1 day	40% of total incidents resolved
Up to 3 day	65% of total incidents resolved
Up to 5 day	75% of total incidents resolved
Up to 10 day	80% of total incidents resolved

Resolution times of customer incidents can be delayed where either third-party products, 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.

It may not always be possible to meet SLA times where the Chinese national firewall, also known as the Great Firewall of China, or any similar intercepting technology is involved.

3.5.2 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/.

3.5.2.1 Incident target resolution times for services hosted by OpenAthens

Priority	Target
Critical incident (P1)	4 hours
Major incident (P2)	8 hours
Standard incident (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.

3.6 Service requests

A Service Request is made by an OpenAthens Administrator for information, advice, or minor configuration changes that are low risk, relatively common and follow a procedure.

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.

3.6.1 Service request target first response times

Volume of first responses	
4 working hours	95% of service requests responded to
20 working hours	100% of service requests responded to

20 working hours = 1 business day

3.6.2 Service request target completion times

Volume of completed service requests	
Up to 1 day	55% of total requests completed
Up to 3 day	75% of total requests completed
Up to 5 day	80% of total requests completed
Up to 10 day	85% 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.

3.6.3 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.

3.7 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.

3.8 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.

3.8.1 OpenAthens service maintenance, service affecting

OpenAthens aim to minimise the impact of service maintenance by undertaking any
service affecting activities within defined 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	40 working hours
Tuesday 06:00 - 09:00 UK time	40 working hours
Wednesday 06:00 - 09:00 UK time	40 working hours
Thursday 06:00 - 09:00 UK time	40 working hours
Friday 06:00 - 09:00 UK time	40 working hours

20 working hours = 1 business day

On occasions we may need to carry out maintenance outside of these times, dependent upon factors such as customer impact and the availability of internal resources. The same notice period of 40 working hours may not apply in these cases.

3.8.2 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 monitoring tools

4.2.1 Calculation of availability

Service Availability shall be calculated on the basis of:
- (Monitoring period – Total period of unavailability) / Monitoring period * 100
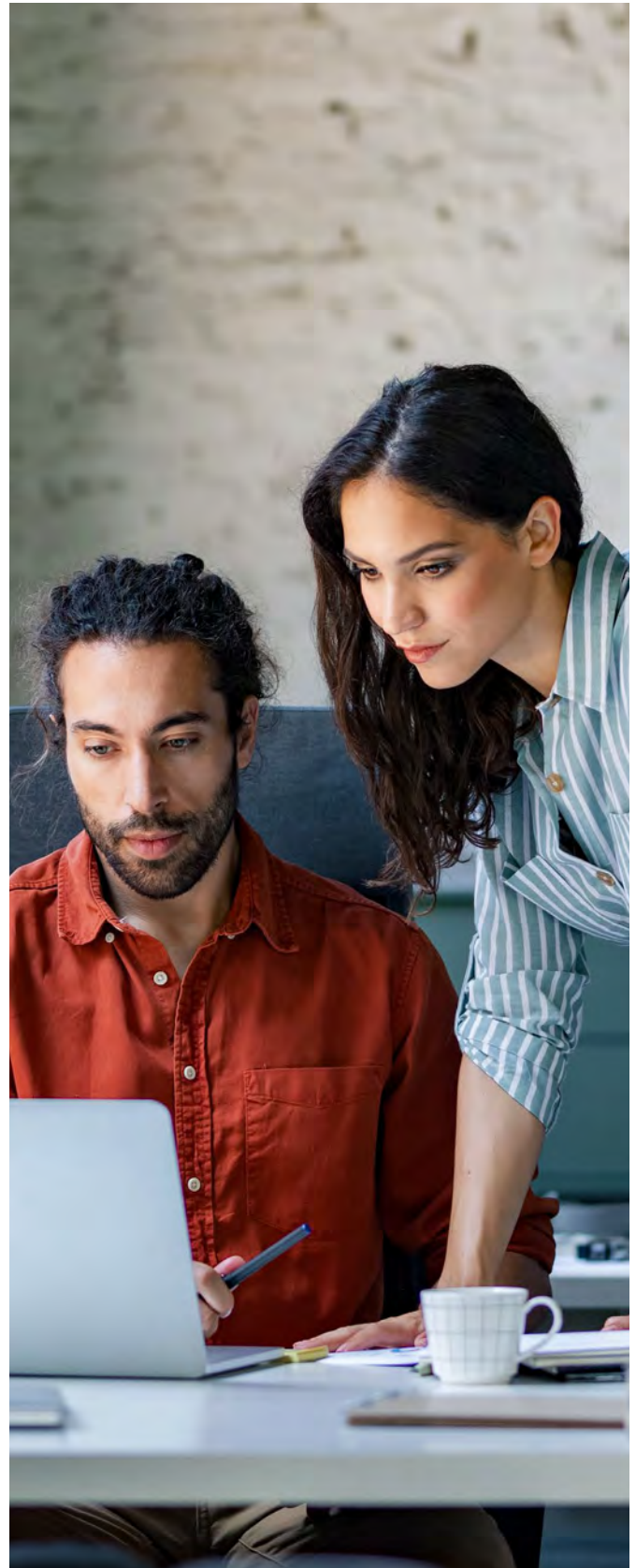
5 When things go wrong

5.1 Escalation and complaints procedure

5.1.1 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
- Customer services manager
- OpenAthens service relationship or account manager
- Chief technology officer

5.1.2 Service Escalation

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

5.1.3 Complaints

If, after following the escalation route, the customer finds any response unsatisfactory, then the matter can be escalated through the Jisc complaints process.

i 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

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