

Sample SLA Excerpt

Illustrative - final SLA customized per contract

PROCUREMENT

Severity definitions and response targets for procurement review.
Your executed agreement will include environment-specific commitments.

Procurement resource | Bilingual EN/FR | amensecurity.ca

Severity definitions

- P1 Critical - Business stopped or active security incident
- P2 High - Major function degraded, no workaround
- P3 Normal - Single user or non-critical issue
- P4 Low - Request, question, or scheduled change

Response targets and reporting

- P1 - 15 min initial response, engineer engaged immediately
- P2 - 30 min initial response
- P3 - 4 business hours initial response
- P4 - 1 business day initial response
- Monthly service report: tickets, SLA adherence, patch compliance
- Full SLA provided during procurement at amensecurity.ca/en/contact