

# SLAs

Here are the DA&AI Service Level Agreements (SLAs).

<b>SYENSQO</b>	Dashboarding	Dataiku & GCP	Reporting	Talend
INC backlog size	14	1	10	3
INC Backlog age	20	59	23	30
INC Resolution time	8.54	10.17	9.88	20.08
WO backlog size	15	4	19	2
WO Backlog age	74	25	81	54
WO Resolution time	29.21	13.79	30.42	13.21
<b>SOLVAY</b>	Dashboarding	Dataiku & GCP	Reporting	Talend
INC backlog size	18	18	39	4
INC Backlog age	18	18	33	32
INC Resolution time	5.6	5.6	11.2	14.1
WO backlog size	20	20	82	10
WO Backlog age	73.5	73.5	87	52
WO Resolution time	31.8	31.8	42.9	15

Source: CRITICAL SERVICES - ECO KPIs & CRITICAL SERVICES - Syensqo KPIs

Here are the DA&AI Service Level Agreements (SLAs) contractualized with our suppliers, in order to meet the SLAs above.

Standard SLAs		System availability	99%
		Time coverage	Local business hours
	Incidents	P1 resolution time	6h
		P2 resolution time	17h
		P3 resolution time	40h
		P4 resolution time	112h
		P1 SLA	95%
		P2 SLA	90%
		P3 SLA	85%
		P4 SLA	80%
	Corrective Maintenance	P1 resolution time	8h
		P2 resolution time	17h
		P3 resolution time	40h
		P4 resolution time	112h
		P1 SLA	95%
		P2 SLA	90%
P3 SLA		85%	
P4 SLA		80%	
Evolution	P1 resolution time	Agreed date vs Delivery date	
	P2 resolution time		
	P3 resolution time		
	P4 resolution time		
	P1 SLA	95%	
	P2 SLA	90%	
	P3 SLA	85%	
	P4 SLA	80%	
Service Request	P2 resolution time	< 88 h	
	P3 resolution time	< 104 h	
	P4 resolution time	< 120 h	
	P2 SLA	90%	
	P3 SLA	85%	
	P4 SLA	80%	