# KVK

# Service Guarantee
## KVK API (Version 1.3)

## Colophon

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# 1. Introduction

## 1.1  Service Guarantee

This Service Guarantee describes the required service level and the associated principles and preconditions.

## 1.2  Terms and definitions

In accordance with ITIL standards:

Request:

- Service request: a request from a user for support for or delivery of information, advice or documentation;
- Request for change (RFC): a proposed (desired) change in the IT service. An RFC contains details of the proposed change and is recorded electronically.

Change: the addition, modification or removal of a component in the information services that could have an effect on IT services. The scope should change in one or more of the following component categories: architectures, processes, tools, metrics and documentation, as well as changes to IT services and other Configuration Items (CIs).

Incident: an unplanned interruption or quality reduction of the IT service.

Function recovery time: time – in service hours – between the time of notification of a fault to the Netherlands Chamber of Commerce and the time when the fault has been rectified.

Handling time: the time – in service hours – between the time of registration of the request until the moment the request has been handled.

## 1.3  Service

### 1.3.1  Service Support

The service support includes:

- communication via a Servicedesk;
- handling of incidents;
- handling of requests.

Servicedesk

- The Netherlands Chamber of Commerce Servicedesk is the single point of contact.
- Incidents and/or requests are logged at the Servicedesk by phone and/or email.

Incidents

- De classificatie van incidenten wordt bepaald door de Impact en Urgentie (c.q. noodzaak). Er zijn drie • Events are classified depending on their impact and urgency (and/or necessity). There are three priority levels, namely priority 1 (P1) to priority 3 (P3).
  - Priority 1: the business processes of your organisation or customers are severely disrupted.
  - Priority 2: the business processes of your organisation or customers are disrupted to a limited extent.
  - Priority 3: the business processes of your organisation are minimally disrupted.
- The priority of an incident is determined by the Netherlands Chamber of Commerce. The Netherlands Chamber of Commerce will work with your organisation to determine the priority of an incident if the priority cannot be determined unambiguously.
- The Netherlands Chamber of Commerce is responsible for handling these reports within the specified time and conditions of this Service Guarantee.

Requests
- Requests (questions/demands) from your organisation directed at the Netherlands Chamber of Commerce;
- Requests submitted to the Netherlands Chamber of Commerce Servicedesk are classified as a service request or a request for change;
- The classification is determined by the Netherlands Chamber of Commerce;
- The Netherlands Chamber of Commerce will handle the requests in accordance with the handling time agreed upon in this Service Guarantee, and will ensure the availability of sufficient and high-quality resources to carry out the requests within the agreed service levels.

# 2. Service level specification

## 2.1 Service support specification

The service level is described using the following parameters:
- 2.1.1 Service availability;
- Servicedesk availability;
- maintenance service window;
- service times (function recovery time for incidents and handling time for requests).

### 2.1.1 Service availability

Service availability is measured in periods of a month and excludes previously announced interruptions in the availability due to changes (for example, changes to the software or structure of messages due to legislative changes) and/or maintenance work, performed during production hours.

**Table 1** Availability indicator

| Indicator | Service Window | Service level standard | Measurement collection |
|---|---|---|---|
| Technical availability | 24/7[1] | 99%, measured per month | % availability within the service window |
| Availability of the management organisation | Monday to Friday from 7:30 to 17:30[2] | | |

[1] This means that under normal conditions, said facilities are available for consultation 24 hours a day. The availability within the service window is measured over one month.

[2] Priority 1 Incidents are also handled outside office hours.

### 2.1.2 Servicedesk availability (first-line)

**Table 2** Availability indicator

| Performance indicator | Standard |
|---|---|
| Support period Servicedesk | Available by phone 24/7 |

| Indicator | Service Window | Standards |
|---|---|---|
| Maximum waiting time for reports by phone | Monday to Friday 07:30–17:30[1] | 80 % < 30 seconden |
| Maximum response time in the event of reports by e-mail | Monday to Friday from 7:30 to 17:30[2] | 90 % < 30 minutes |

[1] Outside office hours, response times may be slower due to the use of an external servicedesk.

[2] Emails sent outside opening hours are processed the next business day.

### 2.1.3 Maintenance service window

**Table 3** Scheduled maintenance takes place within the service window

| Service Window | Periode |
|---|---|
| Maintenance period for scheduled work | Maintenance can be performed every working day (Monday to Friday) between 18:00 and 07:30 and at weekends from Saturday 17:30 to 07:30 Monday morning |

The service is available during maintenance, unless downtime is required during the implementation of a change. The Servicedesk will of course communicate such a situation in a timely manner.

### 2.1.4 Service times
Function recovery time for incidents

**Table 4** Applicable standards for function recovery times for incidents

| Priority | Function recovery time |
|---|---|
| P1 | 95% within 4 hours and 100% within 24 hours |
| P2 | 95% within 1 business day and 100% within 2 business days |
| P3 | 70% within 3 business days and 100% within 5 business days |

If an incident leads to a referral to a third party (for example, a supplier), the aforementioned agreed recovery times do not apply

Service requests and/or Requests for change

**Table 5** Standards apply to the handling of requests

| Type of request | Handling time |
|---|---|
| Request for Change (RFC) | Depending on the priority of the request |
| Service request | Within 5 business days |

By default, requests for change are assigned a priority level in accordance with the Netherlands Chamber of Commerce's Change Management process.

### 2.1.5 Changes

#### 2.1.5.1 Standard Procedure

In case a new release is not backwards compatible, we aim to announce a new release six months in advance. The documentation is made available with the release. After this release moment, the former version will be supported for 6 months. Customers must switch to latest version and complete implementation within six months, in order to be able to continue to use the service.

#### 2.1.5.2 Deviations

In special cases, KVK may deviate from the obligations referred to in this article. Deviations in the notice period or support period may, for example, arise if changes must be implemented immediately in relation to mandatory legislation, decisions by third parties (such as regulators) or in due to bug fixes or prevention of security risks.

# 3. Contact details

## Servicedesk of the Netherlands Chamber of Commerce

This Service Guarantee describes the required service level and the associated principles and preconditions.

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|---|---|
| **Telephone number** | +31(0)88 585 30 30 |
| **Email** | servicedesk@kvk.nl |