

Service Guarantee

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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 KvK 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 Service Desk;
- handling of incidents;
- handling of requests.

Service Desk

- The KvK Service Desk is the single point of contact.
- Incidents and/or requests are logged at the Service Desk by phone and/or email.

Incidents

- 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 KvK. The KvK will work with your organisation to determine the priority of an incident if the priority cannot be determined unambiguously.
- The KvK 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 KvK;
- Requests submitted to the KvK Service Desk are classified as a service request or a request for change;
- The classification is determined by the KvK;
- The KvK 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;
- Service Desk 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 Service Desk availability (first-line)

Table 2 Availability indicator

Performance indicator	Standard
Support period Service Desk	Available by phone 24/7 t

	Service window	Standards
Maximum waiting time for reports by phone	Monday to Friday 07:30–17:30 ¹	80% < 30 seconds
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 service desk.

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	Period
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 Service Desk 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 Kvk's Change Management process.

Release calendar

Changes to the service for the coming year will be published by means of a release calendar in October of the current year.

3. Contact details

Service Desk of the Kamer van Koophandel (Kvk)

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

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