



Annex I to SLA 1064_001: Mainframe Hosting Service

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Annex I: Mainframe Hosting Service

11. Service Classification

Mainframe Hosting Service is classified as Managed Infrastructure in terms of the SITA Services Catalogue and as a mandatory service in terms of the SITA Act.

12. Reference(s)

1064_I ver 1.0

13. Benefit Statement

#	Aspect of business challenge	Value statement	
		Area	Statement
1	Economies of scale based on volumes (storage)	Price	An increase of volumes results in a lower price per unit
2	Economies of scale based on CPU utilisation	Price	An increase of volumes results in a lower price per unit
3	Economies of scale over shared capability (licensing, resources, technology, facilities, scalability)	Price	Shared capability for multiple customers results in lower unit cost based on sharing
4	Recovery of data (System failure)	Business Continuity	Recovery of information System data within contracted timeframes
5	Recovery of data (Disaster recovery)	Business Continuity	Recovery of information System data within contracted timeframes
6	Elimination of duplication of secure Data Centre facilities	Elimination of duplication	Secure, controlled and shared Data Centre environment

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14. Service Category – Configured Service

14.1 Service Metric: Mainframe Hosting Service

	Service Offering	Service Description	Configured Service		Workload		Service Components	Measurement		
			Basic features	Additional features required	Contracted	Cap		Metric	Unit of measure	
Managed Infrastructure	Mainframe Hosting	Hosting provides capacity on the information technology infrastructure (hardware and software) in terms of storage, backup, servers, network switches, DBMS, application platforms and systems management software. This capability has a preparation, administration and management, user support and reporting activity associated with it. The collective capability enables information technology systems by means of Hosting Services defined as Mainframe Application Hosting (proprietary, open source).	1. Managed Data Centre for hosting of ICT infrastructure. 2. Hosting platform together with its operating system environment. 3. Connectivity of mainframe to SITA WAN and data centre network infrastructure. 4. Disk storage capacity and management thereof. 5. Backup and recovery infrastructure and enabling software. 6. Management tools: Capacity, Security, Configuration, Tape Library, Automated Scheduling. 7. Administration: Technical Administration and support of all infrastructure components. 8. Manage the service offering according to approved Service Management Framework. 9. Web Services Administration and Support. (Optional)	None Available			1. System Availability (24X7 Service)	Monthly System Availability of 98%	% System Availability	Service Management
			10. Database Management Systems: Repository for storing transactional data. 11. Database Administration and support. 12. Database Backup and Recovery.	None Available			2. Database Availability	Monthly Database Availability of 98%	% Database Availability	
			1. Failover infrastructure for: a. Hosting platform b. Storage platform c. Backup platform 2. Remote Mirroring.	None Available			3. Disaster Recovery (Warm: Passive DR for all service components)	1. Recovery Time Objective: 8 hrs 2. DR Testing: Twice a year	1. Hours 2. Number of DR Tests	
		The handling of agreed inbound communication channels within acceptable response times and quality levels.	1. Responsiveness and quality of Service Desk	None Available			4. Service Desk: Call Answering	1. 80% of calls handled in 20 seconds. 2. 80% Satisfaction Levels	Responsiveness and quality of Service Desk	

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Mainframe Hosting	Implementation of the Incident/ Request Management process supporting effective monitoring and escalation as defined by the escalation procedure with the Customer.	2. Incident / Request Escalations	None Available		5. Incident and Request Management: Monitoring and escalation	90% Escalations as per agreed escalation procedure	Incident / Request Escalations
	Provision of Incident/ Request Management reports on the performance of all Technical Support environments.	3. Availability of Incident/ Request Management Performance Reports	None Available		6. Incident Management: Reporting on performance against all Incidents and Request	1. 90% Availability of Service Management Reporting Platform	Platform Availability
	Resolution of calls logged by users through defined inbound communication channels	4. Responsiveness to incidents and requests	None Available		7. MTTr / MTTR (Mean time taken to respond / resolve) calls logged for support in a calendar month during business hours.	95% of calls will be responded to within response times rolled up across all priorities as follows, MTTr: a. Critical: 2 Hrs b. High: 4 Hrs c. Medium: 8 Hrs d. Low: 16 Hrs 95% of calls will be resolved within resolution times rolled up across all priorities as follows, MTTR: a. Critical: 4 Hrs b. High: 8 Hrs c. Medium: 16 Hrs d. Low: 24 Hrs	% Respond and Resolve times

I4.2 Service Detail

Service Category	Service Sub Category	Service Component	Service Component Description	Service Measures	Definition of service measures	Service Level Metrics	Dependencies
Hosting	Mainframe Hosting	1. System Availability	- Managed Data Centre: Physical location for hosting of ICT infrastructure. - Network: SITA WAN and any data centre network infrastructures. - Storage: Physical storage space required. - Backup and Recovery: Backup and recovery infrastructures and enabling software. - Hosting Platform: Provide the server hardware together with its operating system environment. - Management tools: Capacity, Security, Configuration, Automated Scheduling, Tape Library Management. - Administration: Technical Administration and support of all infrastructure components. - Manage the service offering according to approved Service Management Framework. - Web Services Administration and Support. (Optional)	- Service Availability - System Availability	Monthly SLA reporting on service & system availability	- Service Availability: 24X7 - System Availability: 98%	- Production application systems shall be available as specified in Service Level Metric, except for: - Scheduled downtime as negotiated with the Application Owner (the Application Owner will notify their users of scheduled downtime). The Application Owner will be informed at least 48 hours in advance of any scheduled downtime. - Unscheduled downtime in cases of emergency. - Extended service hours - When essential, the availability of services with regard to production application systems additional to the times specified in this SLA may be requested by the Application Owner via the logging of a call at the SITA Service Desk. Requests for extended service hours shall be requested via the Application Owner at least 48 hours beforehand (the notice period may be shorter in cases of emergency) and will be authorized by SITA should it be acceptable.
Hosting	Mainframe Hosting	2. Database Availability	- Database Management System: Repository for storing transactional data. - Administration: Database Administration and support. - Backup and recovery: Databases.	Database Availability	Monthly SLA reporting on Database availability	Database Availability: 98% per month	- Database availability is subject to the operational requirements of the Application Owner. - Databases shall be available as specified in Service Level Metric, subject to dependencies of System Availability.
Hosting	Mainframe Hosting	3. Disaster Recovery	- Failover host platform for: - Hosting platform - Storage platform - Backup platform - Remote Mirroring	- Recovery Time - Conducting DR Tests	- Warm: Passive DR for all service components - Bi-annual reporting for DR Testing	- Recovery Time Objective (RTO) : 8 hrs - Testing: Twice a year	- Connectivity from client site to DR site. - Client participation in DR tests. - Downtime for DR tests approved by Application Owners. - RTO measurement to start upon declaration of a disaster.

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Service Category	Service Sub Category	Service Component	Service Component Description	Service Measures	Definition of service measures	Service Level Metrics	Dependencies
Hosting	Mainframe Hosting	4. Service Desk: Call Answering	The handling of agreed inbound communication channels within acceptable response times and quality levels.	Responsiveness and quality of Service Desk	Number of calls handled that have breached 20 seconds before being answered) / Total number of calls received for the calendar month (within stipulated service hours.)	1. 80% of calls handled in 20 seconds over a period of one calendar month. 2. 80% Satisfaction Levels, i.e. (Inbound calls)	Users participating in the survey to obtain a reasonable sample.
Hosting	Mainframe Hosting	5. Incident and Request Management: Monitoring and escalation	Implementation of the Incident/ Request Management process supporting effective monitoring and escalation as defined by the escalation procedure with the Customer.	Incident / Request Escalations	% of automated escalations carried out as per agreed escalation procedure.	90% Escalations as per agreed escalation procedure	As per agreed scope of the escalation procedure enabled by the Customer and/or 3rd Parties.
Hosting	Mainframe Hosting	6. Incident Management: Reporting on performance against all Incidents and Request	Provision of Incident/ Request Management reports on the performance of all Technical Support environments.	Availability of Incident/ Request Management Performance Reports	1. Provision of access to automated reports on a. Mean Time to Respond (MTTr) per service category. b. Mean Time to Resolve (MTTR) per service category.	90% Availability of Service Management Reporting Platform	Customer and/or 3rd Parties must have internet access.
Hosting	Mainframe Hosting	7. Service Support	Resolution of calls logged by users through defined inbound communication channels	Responsiveness	MTTr /MTTR (Mean time taken to respond /resolve) calls logged for support in a calendar month during business hours.	95% of calls will be responded to within response times rolled up across all priorities as follows, MTTr: a. Critical: 2 Hrs b. High: 4 Hrs c. Medium: 6 Hrs d. Low: 8 Hrs 95% of calls will be resolved within resolution times rolled up across all priorities as follows, MTTR: a. Critical: 4 Hrs b. High: 8 Hrs c. Medium: 16 Hrs d. Low: 24 Hrs	Users must log a call for support via the support process

15. Roles and responsibilities

Description	Responsibilities	
	SITA	Client
System Availability	1. Operate, manage and maintain ICT infrastructure. 2. Manage the reliability of the service to such an extent that unplanned service interruptions are minimized at all times. 3. Plan and coordinate hardware installations. 4. Manage operating system installations, configurations, new versions, testing, adaptation and deployment by following formal change control processes. 5. Configure and install third party system software products. 6. SITA will take reasonable measures and precautions to protect Client data from unauthorised, accidental or malicious modification, destruction and disclosure. SITA cannot however accept responsibility for the loss or theft of data and no penalties will be payable in the event of such loss or theft. 7. Manage access to the mainframe systems via the RACF Security Server environment, in accordance with standards defined by SITA. 8. Provide access to applications based on defined rules of access, upon receipt of a formal request from Client's security administrator. 9. Adherence to applicable security and Auditor-General requirements as may be set from time to time. 10. Assisting the respective Application Owners with forecasting and planning for the capacity requirements. (where applicable) 11. Ensuring the availability of information as and when needed by the Client. 12. Execution and implementation of job schedules in accordance with the requirements of the Application Owner. (where applicable) 13. Notify the Application Owner with regard to the failure of jobs executed by SITA in accordance with job schedules. (where applicable) 14. Create, manage and maintain automated scheduling rules in accordance the requirements of the Application Owner. 15. Ensuring the availability of adequate disk space to cater for projections made in the applications systems capacity plan (where applicable). 16. Deploy Client's Web Services Application to WebSphere in accordance with the requirements of the Client. (Optional)	1. Report all incidents (calls) and service requests to the SITA Service Desk via the Toll free number (0800 11 55 75). 2. Report all service requests for transversal systems implementation directly to the Application Owner in writing. 3. Advise the Application Owner for transversal systems of significant changes in usage forecasts and of changed/new service requirements deviating from capacity planning forecasts. 4. Provide approval to SITA within requested time frame for change control to be implemented as requested from time to time. 5. Perform acceptance tests after installation of new software releases as requested by SITA. 6. Rules of access for applications are defined by the Client and/or Application Owner. 7. Client is responsible for permitting of access to applications and data, based on defined rules of access. 8. Management of Client user profiles. 9. If the Client is the Application Owner, the Client may choose to create its own rules for automated scheduling. In such cases, the Client will be responsible for the correct functioning, management and maintenance of such rules. 10. Provide SITA with growth roadmap. 11. Inform SITA in writing in the event of decommissioning a service. 12. Provide SITA with correct Web Services Application and configuration requirements for deployment to WebSphere. (Optional) 13. Comply with technical standards recommended by SITA, as described in document eSDHS-00450 Mainframe Technical Standards for Clients.
Database Availability	1. Manage the system database administration process within a formal documented procedure. 2. Perform data integrity checks as requested by the Client. 3. Provide backup and recovery for Applications owned by the Client, in accordance with the Client's requirements. 4. Provide risk/impact analysis of new or changed operating systems and database management systems.	1. Report all DBMS related incidents and requests to the SITA Service Desk via the Toll free number (0800 11 55 75). 2. Provide approval to SITA within requested time frame for change control to be implemented as requested from time to time.
Disaster Recovery	1. Develop DR Plan together with Application Owner (where applicable). 2. Maintain DR Plan. 3. Schedule, manage and perform DR Tests.	1. Participate in DR testing as and when requested by SITA.

16. Pricing

Mainframe Project	Application	2023/2024 Estimate	2024/2025 Estimate	2025/2026 Estimate	2026/2027 Estimate	2027/2028 Estimate
PRNOP	BAS	R 37 030,11	R 39 066,77	R 41 215,44	R 43 482,29	R 45 873,82
PRR07	BAS	R 64 045,36	R 67 567,85	R 71 284,08	R 75 204,70	R 79 340,96
PRR27	BAS	R 111 453,92	R 117 583,89	R 124 051,00	R 130 873,81	R 138 071,87
OZVJ5	LOGIS	R 63 245,57	R 66 724,08	R 70 393,90	R 74 265,56	R 78 350,17
OZPP1	PERSAL	R 81 966,09	R 86 474,22	R 91 230,30	R 96 247,97	R 101 541,61
SUBTOTAL PER ANNUM		R 357 741,05	R 377 416,81	R 398 174,72	R 420 074,33	R 443 178,43
PLUS: 15% VAT		R 53 661,16	R 56 612,52	R 59 726,21	R 63 011,15	R 66 476,76
TOTAL PER ANNUM		R 411 402,21	R 434 029,33	R 457 900,93	R 483 085,48	R 509 655,19

Notes:

- Pricing reflected is only an estimate and have been based on an average monthly usage. The pricing has also been converted to a twelve (12) month period to provide an estimate price per annum. Actual pricing for services rendered will be reflected on the monthly invoices.

17. Penalties

No penalties apply.

- If SITA fails to achieve the service levels on the services that are stipulated in paragraph 14 above and provided that such a failure is not caused by application system failure or caused by a failure of the client to comply with its obligations and duties in terms of this SLA, the Office may institute a penalty according to the service level penalty of 2.5%.
- Where penalties are imposed a credit note for the penalty amount will be passed within 3 months of the target not being met.
- The client reserves the right to enforce these penalties, or not, depending on the merits of each case.

18. Dependencies and constraints

18.1 Dependencies

- Database availability is subject to the operational requirements of the Application Owner.
- The service level shall be revised in consultation with the Application Owner if an impact analysis of a newly required application indicates that adding the application may affect the response time.
- Non-routine batch jobs and abnormal transaction loads not specified in the capacity planning inputs obtained from the Application Owner.

18.2 Constraints

- Unplanned increases in the number of users and transaction volumes. This shall not deter SITA from doing proper planning with inputs obtained from the Application Owner.

E9. Certification

We hereby certify that this Annex covers the full extent of the Mainframe Hosting Service as required. We further accept the service and the price accordingly.

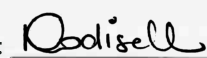
This Annex shall be effective from **1 October 2023** until **30 September 2028**.

Thus done and signed at Polokwane on this 02nd day of August 2023

Signature: 

Full names: Ramokena Walter Segoo
On behalf of **Limpopo: Office of the Premier**
And duly authorised thereto

Thus done and signed at Pretoria on this 08 day of August 2023

Signature: 

Full names: Nancy Modiselle
On behalf of **State Information Technology Agency SOC Ltd**
And duly authorised thereto