



Annex M to SLA 1845_001: Server Accommodation Facilities

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Author:	M Molele
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Annex M: Wide Area Network

M1. Service Classification

The **Server Accommodation Facilities** is classified as Managed Infrastructure in terms of the SITA Services Catalogue and is an optional service in terms of the SITA Amendment Act (Act number 38 of 2002).

M2. Reference(s)

1845_M ver 1.0.

M3. Benefit Statement

	Aspect of business challenge	Value statement	
		Area	Statement
1	Economies of scale over shared capability (infrastructure, technology, resources, facilities, scalability)	Price and Economies of Scale	Shared capability for multiple customers housing servers in the shared facilities, result in lower unit cost based on shared infrastructure and bulk discounts.
2	Reduction in Duplication	Elimination of duplication	Shared infrastructure for several customers eliminates duplication of infrastructure.
3	Security	Security	Secure access control to approved individuals, based on client policy, limits unauthorised access.

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M4. Service Category: WAN

M4.1 Service Metric: Server Accommodation Facilities - Configured Service

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	Service Offering	Service Description	Configured Service		Workload		Service Components	Measurement		
			Basic features	Additional features required	Contracted	Cap		Metric	Unit of measure	
Managed Infrastructure	Server Accommodation Facilities	Provision of facilities to accommodate servers for clients on the NGN core at permanent, core SITA Switching Centres.	- Provision of Server Accommodation Facilities and WAN connectivity to ensure uptime of client servers on the core: - Network connectivity - Physical Security - Access & Climate control - Floor space - Power & Emergency power - Fire & Surge protection. - Cabinets supported: - Client owned (Client to supply Screen, keyboard and mouse) - SITA owned: cabinet only (Client to supply Screen, keyboard and mouse) - Facilities at permanent core SITA Switching Centres SIA Reporting (individual client reports) 24x7 service	None Available			Server Accommodation Facilities	98% Availability on connectivity of Servers onto NGN core within the Server Accommodation Facilities 95% of incidents will be responded to and resolved as follows: - Mean time to Respond (MTTr): 4 hours - Mean time to Resolve (MTTR): 8 hours	% Availability - Hours	Service Management
Managed			Responsiveness and quality of Service Desk	None Available			Service Desk : Call Answering	80% of calls handled in 20 seconds. 80% Satisfaction Levels	% of seconds % of satisfaction levels	Service Management

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		6. Incident / Request Escalations	None Available			3. Incident and Request Management : Monitoring and escalation	90% Escalations as per agreed escalation procedure	% escalation
		7. Availability of Incident/ Request Management Performance Reports	None Available			4. Incident Management : Reporting on performance against all Incidents and Request	90% Availability of Service Management Reporting Platform	% Availability Performance Reports

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M4.2 Services Detail: Server Accommodation Facilities

Service Category	Service Sub-Category	Service Component	Service Component Description	Service Measures	Definition of service measures	Service Level Metrics	Service dependencies
WAN	Server Accommodation Facilities	1. Server Accommodation Facilities at permanent core SITA Switching Centres	Provision of facilities to accommodate servers for clients on NGN core at permanent core SITA Switching Centres.	1. Availability 2. Mean time to Respond (MTTr) will be based on hours per incident priority.	The WAN infrastructure will be available 24 hours x 7 days and shall not be less than 98% per core device, averaged over any given month during prime time hours only (excluding Client's servers).	1. 98% Availability of core WAN infrastructure 2. 95% of Incidents will be responded to and resolved as follows: a. Mean time to Respond (MTTr): 4 hours. b. Mean time to Resolve (MTTR): 8 hours.	1. Signed Server Accommodation Proposal. 2. Signed Server Accommodation SLA. 3. Back-to-Back agreements with Service Providers. 4. Availability of accommodation and Infrastructure for server accommodation requirements.
WAN	Server Accommodation Facilities	2. 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.
WAN	Server Accommodation Facilities	3. 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.
WAN	Server Accommodation Facilities	4. 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	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.

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M5. Roles and responsibilities

Service Sub-Category	Responsibilities	
	SITA	Client
Server Accommodation Facilities	1. SITA will provide access to the servers when required by the Client through the SITA toll-free number (0800 11 55 75), 24/7. 2. SITA reserves the right to physically disconnect the server from the WAN Network during any virus infestations. 3. SITA further reserves the right to audit the server to determine if the latest operating system service packs and security patch levels are installed. 4. Establish and maintain processes for incident (fault/problem) and change management. 5. Provide tools to support the service management processes. 6. Service reporting reflecting Server Accommodation Facilities availability.	1. Report all identified Server Accommodation related, calls via the SITA Toll free number (0800 11 55 75) including request for access to servers. 2. Ensure that a suitable Anti-virus solution is installed on the server and configured to update itself from a reputable source. 3. Servers utilising the Microsoft Operating System must be configured to use the Software Update Service provided by SITA. 4. Server Support and Maintenance remains the responsibility of the Client. 5. Inform SITA in writing of any Client initiated change controls that will affect the Server Housing service.

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M6. Pricing

Pricing (6 February 2024 to 31 March 2024)

Service	Cost per cabinet/U per month	Quantity	Monthly Total
Price per U (Kimberley)	R 267.75 (excl.VAT)	2	R 535.50
Price per U (Uppington)	R 267.75 (excl.VAT)	2	R 535.50
Subtotal			R 1 071.00
PLUS: 15% VAT			R 160.65
Monthly Total (VAT Inclusive)			R 1 231.65
Total for 2 months including VAT			R 2 463.30

2024/2025 Pricing with 4.8% CPI (1 April 2024 to 31 March 2025)

Service	Cost per cabinet/U per month	Quantity	Monthly Total
Price per U (Kimberley)	R 280.61 (excl.VAT)	2	R 561.22
Price per U (Uppington)	R 280.61 (excl.VAT)	2	R 561.22
Subtotal			R 1 122.44
PLUS: 15% VAT			R168.37
Monthly Total (VAT Inclusive)			R 1 290.81
Annual Total (VAT Inclusive)			R 15 489.72

NOTE:

1. Cabinet space (in the switching centres other than SITA Centurion) is charged on a 'per-U' basis (1 U is 44.45 mm), with the minimum space assigned being 1U plus 1U for airflow per device. If the customer's server requires 10U then the space assigned and billed will be 10U + 1U.
2. Annual price escalations will be based on CPI price adjustment.

M7. Penalty Clause

If SITA fails to achieve the service levels on the **Server Accommodation Facilities** that are stipulated in paragraph M4.1 above, and provided that such a failure is not caused by a failure of the client to comply with its obligations and duties in terms of this SLA, SITA shall compensate the client by raising a credit note with an amount calculated as set out in paragraph (a) below.

- (a) If the achieved service level falls below the % availability for **Server Accommodation Facilities** averaged over any given month during business hours only, the compensation amount shall be calculated at 2.5% of the monthly Server Accommodation Facilities costs for the affected services.

M8 Dependencies and constraints

M8.1 Dependencies:

1. Availability of accommodation and infrastructure for future server accommodation requirements.

M8.2 Constraints:

1. SITA Communications and Network Security Policy.

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M9. Certification:

We hereby certify that this Annex covers the full extent of the Server Accommodation Facilities as required. We further accept the service and the price accordingly.

This Annex shall be effective from **6 February 2024 to 31 March 2029**.

Thus done and signed at Kimberly on this 28 day of February 2024


Full names: Justine Bekubaka

On behalf of **Northern Cape: Office of the Premier**

And duly authorised thereto

Thus done and signed at Polokwane on this 28th day of February 2024



Full names: Mmamodi Molele

On behalf of **State Information Technology Agency SOC Ltd**

And duly authorised thereto