Annex F to SLA 1064_001: WAN - Shared Internet Services

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Annex F : WAN- Shared Internet

F1. Service Classification

The Shared Internet Service is classified as Managed Infrastructure in terms of the SITA Service Catalogue and as a mandatory service in terms of the SITA Act.

F2. Reference(s)

1064_F ver 2.0

F3. Benefit Statement

The value contribution of the Shared Internet Service to the customer as it addresses the business challenges.

#	Aspect of business challenge	Value statement	
		Area	Statement
1	Economies of scale based on volumes	Price	1. SITA qualifies for bulk discounts which in turn result in lower pricing to the clients; 2. Cost effective because of Economies of scale achieved by using shared infrastructure – both shared between all clients in the GOV Virtual Private Network (VPN) and also shared between the services hosted on the hardware
2	Reduction in Duplication	Elimination of duplication	Government is not procuring and supporting duplicate infrastructure and Internet Service Provider (ISP) connections as all traffic is carried over shared infrastructure (routers and access links) via 2 centralised Point of Presence (PoPs)
3	Security	Security	Better control as connectivity to 3rd parties is centralised, limiting possibility of violations

F4. Service Category: WAN

F4.1 Service Metric: Shared Internet services

Infrastructure-as-a-Service	Service Offering	Service Description	Configured Service		Service Components	Measurement		Service Management
			Basic features	Additional features required		Metric	Unit of measure	
	Shared Internet	The **Shared** Internet service is a service that provides Internet access to all the clients in the GOV VPN. Bandwidth is allocated on a regional basis and clients share the bandwidth and the proxy services available to the region that their departmental proxy server is located in. The clients do not have any control of the Internet services provided in this environment - bandwidth allocation and proxy filtering is provided and managed by SITA. It is a 'one size fits all' service which will cease to exist when all the clients have migrated into their own Virtual Private Networks (VPNs).	1. Internet Access - 'One size fits all' service	None available	1. Internet access	Availability: 95% during business hours	% Availability	
			2. Integrated, shared, proxy, Domain Name Services (DNS) and mail relay services		2. Managed Internet services: Server hardware and Internet application services running on the server including proxy, Domain Name Services (DNS) and mail relay services.	Availability: 95% during business hours	% Availability	
			3. Upstream Antispam and antivirus filtering		3. Bundled Antispam and antivirus service	Availability: 95% during business hours	% Availability	
			4. Basic SLA Reporting (no individual client reports)		4. Service Support	MTTR (Mean Time to **RESPOND**): 95% of calls responded to within 4 hours during business hours	Hours	
			5. 24x7 service					
			6. Responsiveness and quality of Service Desk		5. Service Desk: Call Answering	1. 80% of calls handled in 20 seconds. 2. 80% Satisfaction Levels	%	
			7. Incident / Request Escalations		3. Incident and Request Management: Monitoring and escalation	90% escalations as per agreed escalation procedure	%	
			8. Availability of Incident/ Request Management Performance Reports		4. Incident Management: Reporting on performance against all Incidents and Request	90% Availability of Service Management Reporting Platform	%	

F4.2 Services Detail

Service Category	Service Sub-Category	Service Component	Service Component Description	Service Measures	Definition of service measures	Service Level Metrics	Service dependencies
WAN	Shared Internet	1. Internet Access	Provision of a Shared Internet service to users in the GOV VPN.	Availability	Availability of Internet service from the SITA NGN network during business hours.	95% Availability	Client infrastructure used in the provision of the Internet service must be available and correctly configured.
WAN	Shared Internet	2. Managed Internet services	Managed Internet services cover the server hardware and Internet application services running on the server including proxy, DNS and mail relay services.	Availability	Availability of Service Infrastructure as well as the Internet Applications (proxy, DNS and mail relay services) during business hours	95% Availability	
WAN	Shared Internet	3. Antispam	Provision of an upstream antispam and antivirus mail filtering system.	Availability	Availability of the upstream antispam and antivirus mail filtering service during business hours.	95% Availability	Client infrastructure used for this service must be available and correctly configured.
WAN	Shared Internet	4. Service Support	Responding to calls logged by users through defined inbound communication channels	Responsiveness	MTTr (Mean time taken to respond) to 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: a. Critical: 4 Hrs b. High: 4 Hrs c. Medium:4 Hrs d. Low: 4 Hrs	Users must log a call for support via the support process.
WAN	Shared Internet	5. 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)	Level of user's participation in the survey to obtain a reasonable sample.
Service Category	Service Sub-Category	Service Component	Service Component Description	Service Measures	Definition of service measures	Service Level Metrics	Service dependencies

WAN	Shared Internet	6. 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	Shared Internet	7. 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 : • Mean Time to Resolve (MTTR) per service category and priority • Mean Time to Respond (MTTr) per service category and priority	90% Availability of Service Management Reporting Platform	Customer and/or 3rd Parties must have Internet access.

F5. Roles and responsibilities

	Responsibilities	
Service Sub-Category	SITA	Client
Shared Internet	1. Establish, monitor and manage Internet connectivity and application services. 2. Register all identified Internet related calls and issue a reference number to the user. 3. Provide Internet related advisory services. 4. Escalate link/upstream failures to the ISP. 5. Establish and maintain processes for fault, incident and change management. 6. Provide tools to support the service management processes.	1. Report all identified Internet related calls via the SITA Toll free number (0800 11 55 75). 2. Adherence to SITA Network and Communication Security Policy. 3. Submission of completed and signed Service Request Applications to SITA 4. Providing SITA with accurate information when completing and submitting service request applications 5. Compliance with SITA's recommended technical standards and specifications to realise this SLA 6. Advising SITA of significant changes in usage forecasts, planned implementation of future changes or new service requirements where SITA will be impacted. 7. Awareness and acceptance of the limitations of the Shared Internet and Shared VPN services.

F6. Pricing

Building	Town	Circuit No	Subnet	CCT Speed	Port Cost
MOOLMAN	POLOKWANE	ETHERNET	10.156.123.0		R1 080.08
MOOLMAN	POLOKWANE	ETHERNET	10.156.124.0		R1 080.08
MOWANENG	POLOKWANE	ENI12-0001035	10.52.46.0		R13 546.86
MOWANENG	POLOKWANE	ENI12-0001035	10.156.40.0		R13 665.69
				SUBTOTAL PER MONTH	**R29 362.71**
				PLUS: 15% VAT	R4 404.40
				TOTAL PER MONTH	**R33 767.11**
				TOTAL FOR 12 MONTHS	**R405 205.32**
				Estimate pricing year 2 (2024/2025)	**R423 399.04**
				Estimate pricing year 3 (2025/2026)	**R442 409.66**
				Estimate pricing year 4 (2026/2027)	**R462 273.85**
				Estimate pricing year 5 (2027/2028)	**R483 029.95**

Notes:

1. Pricing above will change once a service is commissioned, decommissioned and will be reflected on the monthly invoices.
2. **Year one is actual and the other years CPI added for budgetary purposes and the new MTEFs will be applied in that specific year or when there are new guidelines from National Treasury.**
3. The tariffs for Shared Internet Connectivity are based on a tariff per subnet depending on the bandwidth of the physical connection to the Network.
4. The Internet Access cost will be levied in arrears, with effect from the first day of the month, following the month in which the Service Request Application for Internet Access on the port was registered.
5. Price escalations will be based on approved tariffs and/or annual vendor pricing adjustments.

F7. Penalties

If SITA fails to achieve the service levels that are stipulated 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 to the value of 2.5% of the Shared Internet invoice amount for the month in question for the affected services.

F8. Dependencies and constraints

F8.1 Dependencies

1. Effective functioning and performance of upstream services.
2. The availability and reliability of the Client's Internet services infrastructure.
3. Service Level Agreements with third parties, e.g. TelCo and Internet Service Provider (ISP).

F8.2 Constraints

1. Bandwidth available to the client base – both within the VPN and upstream to the ISP (this is a shared, contended service).
2. The Client's Internet (Acceptable Use Policy) AUP and Change Control Procedures.
3. Prevailing (Internet Engineering Task Force (IETF) standards.
4. Prevailing legislation and Government Policies.

F9. Certification

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

This Annex shall be effective from **01 April 2023 until 31 March 2028.**

Thus done and signed at Polokwane on this 16th day of March 2023

Signature: _____

Full names: Nape Nchabeleng
On behalf of Limpopo: Office of the Premier
And duly authorised thereto

Thus done and signed at Centurion on this 16th day of March 2023

Signature: _____

Full names: Ntombi Masinga
On behalf of State Information Technology Agency SOC Ltd
And duly authorised thereto