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Asiera Edugate Resource Registry SLA Service Level: Level 5 (Fully Managed Asiera Service)

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Purpose	Define the Service Level Agreement
Scope	Asiera Edugate Resource Registry

Document approval:

Approved by	Signature	Date
Brian Nisbet		27 February 2026

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Date	New Version	Author	Summary of Change
04 February 2025	1.0	Glenn Wearan	Initial Draft
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1. Purpose

This document defines the Service Level Agreement (SLA) for the Asiera Edugate Resource Registry Service.

2. Service Description

The Asiera Edugate Resource Registry service is the service that manages the trusts between member Identity Providers and Service Providers of the Edugate federation.

The Edugate Resource Registry service is included in Asiera's 24/7 on-call support arrangements.

To report a P1 incident please contact Asiera by phone on 01-6609040

3. Indicators

The Service Level Targets for this service are as follows:-

- 99.95% uptime (no more than 4 hours 23 minutes downtime in a year or 21.56 minutes in a month), downtime caused by loss of local Client infrastructure is excluded in this calculation
- Publish up-to-date Edugate metadata within a period of no less than five (05) working days
- Reason for Outage (RFO) reports issued within five (05) working days if unexpected failure leads to unscheduled disruption to the services
- Targets for Incident Management are listed in [Appendix A](#)

4. Limitations

The following conditions are outside the scope of the terms of this service:

- Scheduled Maintenance (The Scheduled Maintenance window is on Wednesdays from 0800 to 1000)
- Scheduled maintenance by the Client
- Events or omissions specific to the Client institution
- Force Majeure

5. Exclusions

- Service interruptions that can be attributed to changes made by the Client are excluded in the calculation of the SLA
- Downtime lasting less than one (01) minute in a four (04) hour period is also excluded from this calculation. In the event of a dispute in the calculation of downtime the calculated downtime by the Asiera monitoring service shall be authoritative.
- Out-of-hours requests for information or changes
- Requests or reported issues from students and staff outside the institutions ICT team

6. Escalation Process

Contact	Role/Name	Telephone
1 st Contact	Asiera Service Desk	+353 1 6609040
1 st Escalation	Systems Manager	+353 1 6609040
2 nd Escalation	Head of Service Operations	+353 1 6609040
3 rd Escalation	Technical Services Director	+353 1 6609040
4 th Escalation	CEO	+353 1 6609040

7. Reporting

This SLA will be reported upon on a quarterly basis.

8. Penalties

There are no penalties associated with a breach of this SLA. An explanatory note will be provided to affected Asiera Clients in the case that this SLA is breached. This explanatory note will include details on remedial measures to ensure that the cause of the breach is prevented from recurring, or at a minimum that the impacts of its recurrence if unavoidable will be minimised.

9. Reviews

This SLA will be reviewed on an annual basis.

Appendix A

Targets for Incident Management

The current Asiera Service Desk Support SLA states that 99% of contacts will be issued a response within 2 working hours during core hours: 0900 – 1730, Monday – Friday, and 100% of P1 faults will be responded to within 1-hour 24x7x365

While Asiera will make every effort to meet the response targets for incident management below, these targets are on a best-effort basis only.

Targets

The Asiera Service Desk will respond to Clients within Standard Support Hours to acknowledge and commence Resolution of Incidents reported to the Service Desk.

Targets for Response and Resolution are defined by the Priority of the call.

Targets for Incident Management				
Priority	Checkpoints			
	1 Service Desk (Response Time)	2 Service Desk (Client Update)	3 (Target Resolution Time)	Service Target *
1 - Critical	Within 15 Minutes	Every 1 Hour	Within 6 Hours	70%
2 - High	Within 1 hour	Every 4 Hours	1 Business Day	70%
3 - Medium	Within 2 hours	Every 1 Business Day	2 Business Days	70%
4 - Low/ Scheduled	Within 2 hours	As appropriate	As negotiated / scheduled	70%

*Service Levels are measured against Asiera Core Business Hours (0900 – 1730, Monday – Friday), except for P1 incidents affecting services which are covered by 24/7 on-call support arrangements.