

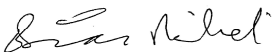
HEAnet DNS Zone Manager Service SLA

Service Level: Level 5 (Fully Managed HEAnet Service)

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Scope	HEAnet DNS Zone Manager Service

Document approval:

Approved by	Signature	Date
Brian Nisbet		29/10/2025

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Date	New Version	Author	Summary of Change
16 October 2025	0.1	Kevin Dermody	Initial draft

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1. Purpose

This document defines the Service Level Agreement (SLA) for the HEAnet DNS Zone Manager service.

2. Service Description

The DNS Zone Manager service is described as a self-service web platform for adding and editing DNS records hosted on HEAnet's Authoritative DNS infrastructure. This document describes the service level terms for the DNS Zone Manager service to HEAnet Clients.

Please note that the DNS Zone Manager service is **NOT** included in HEAnet's 24/7 on-call support arrangements.

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

3. Indicators

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

- 99.50% uptime (no more than 43.8 hours downtime) in a calendar year
- Recovery Point Objective (RPO) 24 hours – Zone data is excepted as it is hosted directly on authoritative nameservers and not impacted.
- Recovery Time Objective (RTO) 24 hours – During outages, emergency changes may be requested via Service Desk.
- Technical Support via HEAnet's NOC during core hours: 0900 – 1730 Monday – Friday
- Reason for Outage (RFO) reports issued within five (05) working days in the event that unexpected failure leads to unscheduled disruption to the service
- 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 by HEAnet / parties contracted by HEAnet
- Scheduled maintenance by the Client / parties contracted by the Client
- Events or omissions local to the Client institution, such as site power failures
- Force Majeure

5. Exclusions

The DNS Zone Manager service is dependent on the Edugate service being available for authentication.

The DNS Zone Manager service is independent of HEAnet's Authoritative DNS infrastructure. Authoritative nameservers are unaffected by interruptions of service to DNS Zone Manager and DNS records will continue to be served.

6. Escalation Process

Contact	Role/Name	Telephone
1 st Contact	HEAnet 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 HEAnet 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 HEAnet 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 HEAnet will make every effort to meet the response targets for incident management below, these targets are on a best-effort basis only.

Targets

The HEAnet 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 HEAnet Core Business Hours (0900 – 1730, Monday – Friday), except for P1 incidents affecting services which are covered by 24/7 on-call support arrangements.