GÉANT Operations Centre: Service Level Targets

Date:	06/11/2026
Dissemination Level:	External
Owner:	GEANT Operations Centre
Authors:	Darren Clarke Tony Barber

Document Revision History

Version	Date	Description of change	Person
1.0	21/02/2014	First draft issued	D.Clarke
1.1	26/02/2014	Changed P2 additional updates to 6hrs	D.Clarke
3.0	30/4/2014	Changed severity to priority, plus change to structure of SLAs	T Barber
3.1	1/7/14	Changes P3 to Service Requests as no P3 incidents	T Barber
3.2	5/7/14	Name change and checked for SD usage	T Barber
3.3	22/7/14	SLAs changed to less aggressive times based on general feedback	T Barber
3.4	24/7/14	Changes to dovetail with GEANT service portfolio	T Barber
3.5	20/8/14	Corrections to table for rfc SLA	T Barber
3.6	16/1/2015	Addition to Major Incident of network wide services	T Barber
3.7	29/1/2015	Small changes to Major incident definition to bring in line with internal documentation	T Barber
3.8	16/6/2015	Added examples of Priorities	T Barber
3.9	25/9/2016	Removed DANTE references, made dissemination level external, removed commitment to change requests	T Barber
4.0	16/11/2017	Small changes to definition of P1 incidents	T Barber
4.1	20/11/2019	Removed Escalation from P1 triggers on page 5	T Barber
4.2	26/6/2020	Corrected 1st Update SLA (not initial) to be progressive time rather than time from initial ticket creation	T Barber
4.3	16/2/2021	Provision for non NREN services	T Barber
4.4	16/8/2022	Changing Service Request (Support request) first response to 60 mins from 15 mins	T Barber
4.5	29/7/2024	Updates to definitions for Major Incident in line with current network	T Barber
4.6	30/5/2025	Changes to P1 definition in line with ISO27001 definitions	T Barber

4.7	06/11/2026	Updated GEANT Logo & formatting	T Khan

Table of Contents

1	Service Levels	5
	1.1 Introduction and Scope	5
2	Incident Priorities	6
3	Service Request Priorities	8
4	Response Times	9
5	P1 & P2 24x7 Services SLA	10
6	P1 & P2 & P3 8x5 Services SLA	11
7	Service Requests, Change Requests SLA	12

1 Service Levels

1.1 Introduction and Scope

This document defines the service level targets to be adhered to by the GÉANT Operations Centre (GOC) when processing tickets. The scope of these proposed service level targets are incidents and Service Requests. Priorities can apply across different working hours. For example; a Priority 1 incident may take two formats; a 24x7 P1 or an 8x5 P1. This means it is possible to invoke a P1 on a service that is supported 24x7 or 8x5. The response times and update times will be the same but the P1 8x5 will only invoke responses between the Mon-Fri (0800-1700) hours for example.

The service level targets (SLT) help measure support Key Performance Indicators (KPI).

2 Incident Priorities

To simplify the categorisation of tickets, incidents will be assigned one of three priorities, denoting the perceived priority. These priorities will be assigned either by the ticket creator. The three priorities as outlined as follows:

1. **PRIORITY 1 (P1)** – This will **only** be used for Major Incidents as defined below:

Total loss of ability to exchange traffic with a partner NREN or customer unless the entity is only single homed to GEANT
Total loss of a network wide service where there is a critical impact.
Long TERM Loss of ability to exchange traffic with a significant peer network with whom we have multiple business critical peerings. An example might be Microsoft or Internet2
Severe physical damage to any GEANT PoP or hut, or the GEANT equipment in it where this will result in long term service loss or degradation
Loss of any circuit which has been designated of 'high value' or 'special interest'.
Loss of all backbone circuits into a single PoP where the PoP has three or more IP trunks linking it.
A formal customer complaint
A critical security issue such as a data breach, significant malware infections, serious security vulnerabilities, malicious actions by employees or contractors

P1 tickets will be treated as a normal incident from an incident management perspective but will also invoke the escalation procedure.

NOTE: It is clearly defined in the Service Desk (SD) procedures that P1 tickets are the highest priority and will result in a management escalation procedure being invoked. It therefore **should not be used for standard outages** (even if service affecting).

Any ticket that is created as a P1 incident that does not fall into the criteria above should be downgraded to P2 and the reporter informed immediately.

2. **PRIORITY 2 (P2)** – For all 'in production' service affecting incidents. This covers all standard connections to GÉANT. The majority of GÉANT tickets will be created using this priority.

NOTE: NREN AP and AP2 circuits / peerings. NRENs have the ability to use their AP and AP2 circuits in both Primary / Backup or load-balanced configurations, indeed some already do use the load-balanced option. It is therefore felt that there should be no difference between how the Incident is handled unless the NREN specifies otherwise.

Any single link or peering down (Primary/backup or a trunk link down). This can include multiple services where the fault is due to a single root cause.
Issues related to performance (Eg. Slow transfer rate to any destination within GEANT domain)
Routing issues reported by a NREN/Peer (Eg. NREN/PEER/CUSTOMER reporting reachability issues to any destination/domain where the fault is most likely to be in GEANT network)
Constantly flapping circuit
Non-critical security issues
Any wavelength or point to point service down
Short lived circuit flaps

3. **PRIORITY 3 (P3)** – For low priority incidents which are not service affecting for customers.

NREN/Peer/customer link down due to a known issue at far end
Minor cosmetic or not service affecting failure (i.e spare PEM or FAN failure)
Issues that are outside GEANT domain (eg. Performance/Routing issues between two parties who transit via GEANT network)
Any other request considered lower priority request.

3 Service Request Priorities

1. **Service Requests** – This is not for incidents. This could also be used for requests to amend filter configuration by Customers/Peers/NRENs, updating route objects / prefix lists etc or general requests for information. Essentially a Service Request is for anything that is not an incident or a request for a newly deployed service or significant change to an existing service. There is only one priority for 'Service Requests'

4 Response Times

Tickets will be responded to dependant on their priority (as defined above). There are no exceptions to these response times as they will form the Service Level Agreement (SLA) with the GÉANT community and customers.

Tickets will be created and notifications sent within 15 minutes of the reported incident. The definition of 'report' is as follows:

- If the ticket is auto-created by an NMS alarm, the 'report' time is defined by the Dashboard alarm start time. Currently this is up to several seconds after the actual incident start time.

- If the ticket is manually created by the GÉANT Service Desk agent in response to an email / telephone call then the 'report' time will be the time the email or telephone call was received.

Once a ticket is created, there will be an initial response to the ticket based on the priority. For P1 tickets the initial response may comprise of both a ticket update and a telephone call to the reporter.

Subsequent update times differ depending on the priority assigned to the ticket. These times are non-negotiable even if there is no perceived meaningful update e.g. no update from an upstream provider. This is to ensure the customer sees that the event is being constantly monitored by the GÉANT OC:

5 P1 & P2 24x7 Services SLA

INCIDENT MANAGEMENT for 24x7 Services, i.e GEANT IP, GEANT Lambda etc				
NOTIFICATION	Initial Notification	Maximum First Update to affected users	Maximum Subsequent Updates to affected users	Mean Time to Repair
Incident:priority 1	15 minutes	30 minutes, 24x7 after initial notification	120 minutes, 24x7 from last update	As per product definition
Incident:priority 2	15 minutes	60 minutes, 24x7 after initial notification	8 hours, 24x7 from last update	As per product definition
NOTES New Incident tickets will be created within 15 minutes of the incident report. Some tickets will be created automatically from the reporting system. First Update time for Incidents is measured from the time of initial notification i.e. it is cumulative.				

6 P1 & P2 & P3 8x5 Services SLA

INCIDENT MANAGEMENT Mon-Fri 0800-1700 UK LOCAL Services, i.e. Some Multi Domain Services				
NOTIFICATION	Initial Notification	Maximum First Update to affected users	Maximum Subsequent Updates to affected users	Resolution Time
Incident:priority 1	15 minutes	30 minutes, 8x5 after initial notification	120 minutes, 8x5 from last update	As per product definition
Incident:priority 2	15 minutes	60 minutes, 8x5 after initial notification	8 hours, 8x5 from last update	As per product definition
Incident:priority 3	15 minutes	48 hours, 8x5 after initial notification	Not Committed	As per product definition
NOTES New Incident tickets will be created within 15 minutes of the incident report. Some tickets will be created automatically from the reporting system. First Update time for Incidents is measured from the time of initial notification i.e. it is cumulative.				

7 Service Requests, Change Requests SLA

All Services i.e Password reset, or request for information and low impact incidents			
NOTIFICATION	Initial Notification	Maximum Subsequent Updates to affected users	Resolution Time
Service Request	60 minutes, 8x5	48 hours, 8x5 after initial notification	Not Committed
Change Request	Not Covered by this document	Not Covered by this document	Not Covered by this document
NOTES Service Request may also be referred to as a 'Support Request'. In the context of this document 'Service Request' does not relate to requests for a new or amended or cancelled service.			