

1	<p>Definitions</p> <ul style="list-style-type: none"> <input type="checkbox"/> All key terms in the service description are defined 																										
2	<p>Description of the Service</p> <p>2.1 Definition of the Service</p> <ul style="list-style-type: none"> <input type="checkbox"/> All agreed services including quality and quantity requirements are defined and documented. The description covers all relevant requirements including responsibilities of both contract parties. <p>2.2 Scope of the Service</p> <ul style="list-style-type: none"> <input type="checkbox"/> A short description explains the nature of each service. It includes objectives, i.e. what must be achieved by means of the service. <input type="checkbox"/> The following details are specified together with the description of the nature of the agreed service: <ul style="list-style-type: none"> <input type="checkbox"/> the physical location for execution of the service, <input type="checkbox"/> the user group(s) which the service supports, <input type="checkbox"/> all specific organisational processes which affect the 'outsourced domain' are defined and documented. 																										

- Examples:
- Definition of Service
 - Service
 - Support
 - Sign-off

 - Support and helpdesk services
 - Data Centre Operations
 - Project management
 - Application Development
 - Maintenance Operating Systems
 - Hardware Maintenance
 - Infrastructure
 - Networks
 - etc.

 - PC procurement
 - workplace installations
 - installation of software
 - virus protection
 - scope of and details about application training
 - support for the user for as long as required
- description of the processes in the 'outsourced domain'

2	Description of the Service									
2.2	<p>Scope of the Service - continued</p> <ul style="list-style-type: none"> - Customer representatives are aware of IT security requirements regarding changes to application software. They are consulted in case additional controls and procedures are required to maintain IT security levels in changing environments. - Customer representatives are responsible for sign-off and subsequent use of new and changed systems. - All organisational procedures in the outsourced domain are defined and documented. 		D						<p>This essentially covers:</p> <ul style="list-style-type: none"> - description of the interfacing information flow between the contracting parties - security measures - control and monitoring measures - contingency planning for disaster - other agreed arrangements - etc. 	
2.3	<p>Changes in the Scope of the Service</p> <ul style="list-style-type: none"> <input type="checkbox"/> A description is given of foreseeable measures which are expected to be taken at a later time and which could markedly change the agreed scope of the service (Framework Contract 2.5) 									

3	Service Management					
3.1	Delimitation of Responsibility					
<input type="checkbox"/> All technical and organisational interfaces between the service provider and service recipient are clearly defined. <input type="checkbox"/> The interfaces are maintained by the relevant service recipient groups.						<input type="checkbox"/> These include: <input type="checkbox"/> relationships <input type="checkbox"/> reporting <input type="checkbox"/> control and monitoring <input type="checkbox"/> security measures <input type="checkbox"/> contingency planning for disaster <input type="checkbox"/> periodic review of SLAs
3.2	Service Monitoring and Control					
<input type="checkbox"/> The availability of the contractually agreed services is assessed by means of an ongoing monitoring and control process.						
3.3	Support (User/Helpdesk, Hardware/Software)					
<input type="checkbox"/> User documentation and other documentation on conversion or migration are made available by the service provider.						
<input type="checkbox"/> This documentation gives full details of the activities which must be carried out by the user.						
<input type="checkbox"/> A complete and detailed description of all agreed support services is available (2.2, 4.3).						

<p>3 3.4</p>	<p>Service Management - continued Reporting</p> <ul style="list-style-type: none"> <input type="checkbox"/> The communication channel and the communication procedure between the two contracting parties is clearly defined and installed. <input type="checkbox"/> Status reports and progress reports are periodically created by the service provider for the information of the relevant service recipient group. Sender and recipient are named. <input type="checkbox"/> The service provider informs the customer in writing about all changes and problems in service delivery. <input type="checkbox"/> The provider of service may not outsource the provision of service. <input type="checkbox"/> The provider of service may not transfer the provision of service to another country. <input type="checkbox"/> Contracted support services are documented. <input type="checkbox"/> The service recipient periodically informs the service provider about changes in plans and dates in so far as they may affect the contract(s). 						<p>+/- deviations from the agreed services are shown and accounted for. Foreseeable changes are identified at an early stage</p> <p>This is especially important if changes affect IT security or if problems occurred during data processing</p>	
<p>4 4.1</p>	<p>Service Level Agreement Service Standards/Minimum Requirements</p> <ul style="list-style-type: none"> <input type="checkbox"/> Service standards/minimum requirements are regulated by the contract. They are based on clearly measurable quantities. <input type="checkbox"/> For details refer to Appendix outsourced domain Service Level Agreement 						<ul style="list-style-type: none"> <input type="checkbox"/> Essentially, these standards focus on the following factors: <ul style="list-style-type: none"> - response times - workload limits -quality of service 	

<p>4 4.2</p>	<p>Service Level Agreement - continued Service Flexibility <input type="checkbox"/> The availability of services and the support which can be expected from the service provider are also specified for unexpected problems.</p> <p>4.3 Insurance - The service provider is in the possession of insurance coverage for damages resulting from the erroneous provision of services (see also umbrella contract).</p>							<p><input type="checkbox"/> These include: <input type="checkbox"/> specification of possible service interruptions, <input type="checkbox"/> specification of possible incidents using parameters, such as: <input type="checkbox"/> the maximum or acceptable number of incidents in the form of an upper limit <input type="checkbox"/> a ratio or MTBF (Mean Time Between Failure) <input type="checkbox"/> the maximum permitted duration of an incident</p>	
<p>4.4</p>	<p>Data Archiving - Retention periods for data and software are defined by the customer and are in accordance with (local) legal requirements. - The provider of service is responsible for the legibility of electronic media throughout the archival period regardless of hardware and software upgrades.</p>								

<p>5.</p>	<p>Cost</p> <ul style="list-style-type: none"> - The service provider's accounting for charges is transparent and up-to-date. - The charges are supported by evidence. - The cost accounting shows the distribution of (common) administrative expenses. - The allocation of cost to products is transparent. - The cost allocation is based on the service description and the service level agreement - the possibility of shifting (parts of the) cost from one area to another is excluded. 								
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INTERNAL CONTROL OBJECTIVES		INTERNAL CONTROL TECHNIQUES	COMP-LIANCE	RISK EVALUATION						
No	DESCRIPTION	DESCRIPTION	WP-REF	C	B	L	M	H	COMMENTS	REPORT W/P-REF

Appendix to Service Level. List of possible key performance indicators (open end). In addition: Application oriented KPIs.

Domain / Service	Host	Client/Server	Network	Helpdesk	Administration
Personnel				On-site Support within defined time lag	
Time	Batch Jobs / Print-Out within defined turn-around		Automatische Abschaltung innerhalb vereinbartem Intervall bei Nichtbenutzung	Call back within agreed time lag	Installation and deletion of access rights according to agreed time lag. Reaction to user requests according to agreed time lag
Memory Room	Agreed memory space available	Agreed memory space available			Agreed space provide (e.g. archiving)
Back-Up	Data and program saves according to plan	Data and program saves according to plan			Periodic tests of recovery/restart with save copies
Availability	As per agreed time schedule	As per agreed time schedule	As per agreed time schedule	According to deadlines agreed	
Reliability	Meantime between failure; downtime; preventive maintenance	Meantime between failure; downtime; preventive maintenance	Meantime between failure; downtime	Turn-around for repairs	
Problem Management				Problem solution according to priority plan, repeats of problems occurring	User information in case of problems occurring (preventively and in emergency cases)
Change Management	(No) interruption of production (according to agreed time schedule); installation of new releases according to agreement	(No) interruption of production (according to agreed time schedule); installation of new releases according to agreement			Early information of users involved
Capacity Management	Bottlenecks observed				Early warnings
Customer Relationship					Reporting at agreed intervals, exception reporting, reporting on request, polls