

DataStream Support Level	Required alarm settings & actions	Response times
<p>SLA1</p>	<p>Monitoring System Provision</p> <ul style="list-style-type: none"> • Manual daily check that Portal software is working based on a register of approved cloud monitoring software. • Manual check logs for scripts & APIs for DataStream sites to check data is coming in. • SIM management to ensure SIMs are active. • Data hosting and back up routines. • Portal software subscriptions managed to keep operating. <p>Note: DataStream Site specific alarms are set during system build and routed to customer based on DataStream system design. Response to such alarms is the responsibility of the client.</p>	<p>System failure notification</p> <p>Within 24 hours of identified system failure on weekdays (excluding public holidays)</p> <p>Help Desk available 8.30am -5.00pm AEST on business days (excluding public holidays)</p>
<p>SLA2</p>	<p>Alarm response/resolution</p> <ul style="list-style-type: none"> • Responding to system alarms. • Support works (trouble shooting, network auditing). • Automated alarms are setup during system configuration. 	<p>System triggered alarm response times</p> <p>Within 24 hours of alarm notification on weekdays (excluding public holidays).</p> <p>Help Desk available 8.30am -5.00pm AEST on business days (excluding public holidays).</p>
<p>SLA 3</p>	<p>Data Validation</p> <p>Data quality assessment in accordance with the Site's Data Management & Reporting Program.</p> <p>Data quality assessment customised reporting including:</p> <ul style="list-style-type: none"> • Completeness analysis. • Log of alarms associated with instrument operating conditions. • Log of alarms associated with instrument outputs (out of range). • Log of alarms associated with power supply 	<p>DataStream analysis of datafiles</p> <p>Within 10 working days of agreed data reporting deadline(s). Client notified of data components which are outside approved specifications listed in the Data Management & Reporting Program.</p>