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Department for Work and Pensions

Contract Change Note	CCN017
Sequential Number	GG:C1735
Title	Schedule 4 Disaster Recovery Changes
Number of pages attached	3 in total

WHEREAS the AUTHORITY entered into the Managed Services Agreement (the “Agreement”), the AUTHORITY and the CONTRACTOR now wish to amend the Agreement as follows:

IT IS AGREED that:

With effect from 12th May 2008, the Agreement shall be amended in accordance with this Contract Change Note. Save as herein amended, all other terms and conditions of the Agreement shall remain in full force and effect.

All capitalised terms in this Change Control Note are, unless the context otherwise admits, as defined in the Agreement.

1 Introduction

- 1.1 The SLA for Disaster Recovery as stated within the Disaster Recovery Proposal is to be included within Schedule 4 and its Annex.

2 Contract Change

2.1 Schedule 4 – KPIs, Service Levels and Service Credits

- Section 5 – Service Levels.

The following entries will be added:

	Service Product	Definition	Service Level
52	DR Recovery Point Objective	Recovery Point Objective (RPO) of 15 minutes (maximum loss of data)	100% ****
53	DR Recovery Time Objective	Recovery Time Objective (RTO) of 6 hours (availability of a working DR Production service) <i>Note: When DR Production is running at an “N+1” release, the clock for the RTO measure of 6 hours will not start until DR Production has reverted to “N”.</i>	100% ****

**** = Service Level Measurement only applies on a DR Event

2.2 Schedule 4 Annex A: Service Levels

A new table entry for Disaster Recovery will be included as follows:

SCHEDULE 4 ANNEX A: Service Levels

Service Elements	No.	Service Level Component	Details	Credits Applied (Y/N)	Service Credit Category	Measurement Period	Measurement details	Raw Performance Score	Weighting	Maximum Possible Score	Actual Weighted Score
R Disaster Recovery	R1	Recovery Point Objective (RPO)	Recovery Point Objective of 15 minutes (maximum loss of data)	N	N/A	DR Event					
	R2	Recovery Time Objective (RTO)	Recovery Time Objective of 6 hours (availability of a working DR production service) <i>Note: When DR Production is running at an “N+1” release, the clock for the RTO measure of 6 hours will not start until DR Production has reverted to “N”.</i>	N	N/A	DR Event					

Signed for and on behalf of the CONTRACTOR
By
Name
Title
Date

Signed for and on behalf of the AUTHORITY
By
Name
Title
Date