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• SERVICE LEVEL AGREEMENT • BOHIOSYSTEM

SLA · Managed Services

Service catalog, severities, committed response times and measurement method for the managed operation.

DOCUMENT

BS-SVC-08B

VERSION

1.0

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PREPARED BY

BohioSystem

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THE AGREEMENT

This document defines what is guaranteed, how it is measured, and what is excluded. It is the reference framework; the signed agreement is adjusted per client.

A service level agreement is not a sales promise: it is a management instrument. It only works if both parties can verify compliance using the same data.

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SEVERITY LEVELS

3

COVERAGE WINDOWS

Monthly

MEASUREMENT AND
REPORTING

Shared

METRICS DASHBOARD

01

Coverage windows

WINDOW	HOURS	ON-CALL	TYPICAL USE
Business hours	Mon–Fri, 8:00 AM–6:00 PM	No	Internal administrative systems.
Extended	Mon–Sun, 7:00 AM–10:00 PM	Yes, within the window	Commercial operation and public-facing service.
Continuous	24/7/365	Yes, permanent	Systems whose downtime stops revenue.

02

Severities and commitments

Severity is determined by business impact. When in doubt, it is classified at the higher level and reclassified afterward.

SEVERITY	CRITERIA	RESPONSE	RESOLUTION TARGET
S1 · Critical	Service down for all users, data loss, or an active security incident.	15 min	4 h or an operational workaround
S2 · High	Core function degraded, or affecting an entire area with no workaround.	1 h	8 business hours

SEVERITY	CRITERIA	RESPONSE	RESOLUTION TARGET
S3 · Medium	Secondary function affected, with an acceptable workaround.	4 business hours	3 business days
S4 · Low	Inquiry, access request, or minor enhancement.	1 business day	10 business days

RESPONSE IS NOT RESOLUTION

"Response" means a person with the technical capability took the case, diagnosed it, and communicated a plan. It does not mean the problem is solved. Confusing the two is the most common cause of conflict in these contracts, which is why they are kept separate.

03

Catalog of covered services

Availability

- Continuous service monitoring.
- Alert handling by severity.
- Full incident management.
- Status communication during the outage.

Support

- Handling of user requests.
- Management of onboarding, offboarding and permissions.
- Usage and configuration inquiries.
- Up-to-date knowledge base.

Maintenance

- Security patches and updates.
- Certificate renewal.
- Capacity and growth review.
- Cleanup and scheduled tasks.

Continuity

- Backup execution and verification.
- Periodic restore testing.
- Recovery plan maintenance.
- Drills per the contracted tier.

04

How it is measured

Both parties look at the same data, taken from the ticketing system and monitoring, not from a separate spreadsheet.

INDICATOR	DEFINITION	TARGET
Monthly availability	Uptime over total time, excluding planned windows.	Per contracted tier
Response compliance	Percentage of tickets handled within their severity's commitment.	≥ 95%
Resolution compliance	Percentage resolved within their severity's target.	≥ 90%
Recurring incidents	Cases with the same root cause within a quarter.	Decreasing trend
Satisfaction	Requester rating at ticket closure.	≥ 4 out of 5

05

Exclusions

What this agreement does not cover, stated upfront to avoid disputes during an incident.

EXCLUSION	DETAIL
Planned windows	Maintenance announced 72 hours in advance does not count as downtime.
Changes outside procedure	Unlogged modifications made by the client or third parties suspend the commitment until a known state is restored.
Third-party failure	Outages from connectivity, power or external service providers are excluded, unless the contracted design called for redundancy.
Force majeure	Natural events, widespread outages, or situations outside the reasonable control of both parties.
Equipment out of support	Assets without manufacturer support are handled on a best-effort basis, with no time commitment, and the risk is disclosed in writing.
Evolutionary development	New functionality is not support. It is quoted and planned separately.

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Agreement governance

MONTHLY REPORT

Metrics, incidents, compliance, and preventive work performed.

QUARTERLY REVIEW

Trends, risks, capacity, and priority adjustments.

ANNUAL REVIEW

Renewal, tier adjustments, and catalog updates.

ON PENALTIES

We prefer agreements with proportional consequences and joint review over aggressive penalties. A steep fine creates an incentive to argue over each incident's classification instead of resolving it, and that hurts the client more than the breach itself.

Let's talk

NEXT STEP

Write to us and we'll schedule a working session at no cost to review your specific case.

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WEB

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