

**INTERNAL**

**Author:** Ervin Rendek, Product Manager

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**Service Level Agreements for ESET Professional Services**

Note: Preliminary naming only, subject to change

Overview

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# Document changelog

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| Version | Date | | Changes | |
| 1.0 | Oct 8th, 2020 | | An overview of standard Service Level Agreement guaranteed by default for the following ESET Professional Services – ESET Premium Support Essential; ESET Premium Support Advanced; ESET Deployment & Upgrade; ESET HealthCheck | |
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# Introduction

This document provides an overview of the default Service Level Agreements (SLA) for the following ESET Security Services: ESET Premium Support Essential; ESET Premium Support Advanced; ESET Deployment & Upgrade; ESET HealthCheck

To properly define an SLA it is necessary to explain the response types and levels, severity levels and response times.

ESET Professional Services are provided via a shared delivery model where Level 1 and Level 2 are represented by ESET partners (exclusive distributors, resellers) and ESET regional offices and Level 3 is provided from ESET HQ (for more information see any of the Service Bulletins for the services listed above). Thus, the overview defines not only the general customer facing SLA but also the internal SLAs between the L1/L2 and L3.

The scope of the above mentioned Professional Services includes activities both with flat SLAs (always the same - unaffected by severity) and dynamic SLAs that change based on the severity of the reported issue/request (more information can be found in the SLA overview table).

# Response types/levels and other terms

* 1. **Severity check** – when a ticket is created an issue severity should be selected as this can affect the actual SLA times, however please note that the initially selected severity can change depending based on the initial analysis (e.g. an issue that was considered *A. Critical* might prove the be only *B. Serious* or *C. Common* and vice versa). ESET reserves the right to change the severity based on the outcomes of the initial analysis.
  2. **Solution and/or workaround** – often times the reported issue is known (or can be solved by the L1/L2 operators) and a solution or temporary workaround exists and can be provided right away.
  3. **Initial analysis** – basic analysis of the reported issue.
  4. **Request for additional data** – if the above mentioned integrity check and basic analysis shows that the data provided in the ticket is incomplete or insufficient for further investigation, then operators can request additional data to be provided.
  5. **Estimated time required for final output** – the SLA guarantees times only for the Initial Human Response as the time required for the actual final output varies case by case depending on the reported issue/request. If possible operators will try to provide an estimated time required to complete, however this is not a guarantee and in some cases it is not possible to provide an accurate estimate.

# Severity levels of Premium Support

Severity levels are used to specify the nature and urgency of reported issues/errors and are applicable only to Premium Support Essential and a premium support activity of Premium Support Advanced. Severity levels are reported by the customer but can be subject to Severity check (reevaluation) by L1 or L2 or L3 if the initial assessment by the customer does not reflect objective severity.

**A. Critical** à Errors of critical nature – especially ones that have been confirmed to affect business continuity. An Error of the “A” severity level means that the product or its main functionality (i) does not work; or (ii) is suffering from regular/intermittent problems that significantly affect ability to use the product. Critical severity issues/errors have a guaranteed **2 hour SLA towards the customer** for the personalized response from ESET. Within the 2 hours after receiving the ticket with a reported error L1/L2 support must provide the customer with a response. A response is either

1. a solution/ workaround OR
2. a request for additional data from customer
3. a personalized response confirming ESET obtained the reported issue/error and is working the best available response

Reported errors requiring only L1/L2 support have to be responded to within 2 hours after they were raised and this is a sole responsibility of the entity providing L1/L2 support. The entity providing L1/L2 support must conclude the L1/L2 findings and reply to the the customer

Reported errors requiring L3 support must be responded to within 2 hours after they were raised and this is a shared responsibility of the entity providing L1/L2 support and ESET HQ. When L3 needs to be involved, ESET HQ must be informed **within 50 minutes** after the Error was reported. L1 and L2 details regarding the error must be already included by the the entity providing L1/L2 support. ESET HQ reserves another **50 minutes** to provide a L3 input for the Error resolution. The remaining **20 minutes** is the time left for the entity providing L1/L2 support to send the response to the customer.

**B. Serious** à Issues and requests of serious nature where there is a strong suspicion that business continuity might be affected to a some extent. An Error of the “B” severity level means that the Product functionality is defective, missing or causes difficulties that make the product worse usable but not unusable. Serious severity issues/errors have a guaranteed **4 hour SLA towards the customer** for the personalized response from ESET. Within the 4 hours after receiving the ticket with a reported error L1/L2 support must provide the customer with a response. A response is either

1. a solution/ workaround OR
2. a request for additional data from customer
3. a personalized response confirming ESET obtained the reported issue/error and is working the best available response

Reported errors requiring only L1/L2 support have to be responded to within 4 hours after they were raised and this is a sole responsibility of the entity providing L1/L2 support. The entity providing L1/L2 support must conclude the L1/L2 findings and reply to the the customer .

Reported errors requiring L3 support must be responded to within 2 hours after they were raised and this is a shared responsibility of the entity providing L1/L2 support and ESET HQ. When L3 needs to be involved, ESET HQ must be informed **within 100 minutes** after the Error was reported. L1 and L2 details regarding the error must be already included by the the entity providing L1/L2 support. ESET HQ reserves another **120 minutes** to provide a L3 input for the Error resolution. The remaining **20 minutes** is the time left for the entity providing L1/L2 support to send the response to the customer.

**C. Common** à Issues and requests of common nature where the initial response time does not affect the final output and business continuity. An Error of the “C” severity level means that customer is suffering from a slight performance decrease or minor problems that require that modifications be made to the product or the documentation. Common severity issues/requests have a guaranteed **24 hour SLA towards the customer** for the personalized response from ESET. Within the 24 hours after receiving the ticket with a reported error L1/L2 support must provide the customer with a response. A response is either

1. a solution/ workaround OR
2. a request for additional data from customer
3. a personalized response confirming ESET obtained the reported issue/error and is working the best available response

Reported errors requiring only L1/L2 support have to be responded to within 24 hours after they were raised and this is a sole responsibility of the entity providing L1/L2 support. The entity providing L1/L2 support must conclude the L1/L2 findings and reply to the the customer.

Reported errors requiring involvement of L3 support must be responded to within 24 hours after they were raised and this is a shared responsibility of the entity providing L1/L2 support and ESET HQ. When L3 needs to be involved, ESET HQ must be informed **within 300 minutes** after the Error was reported. L1 and L2 details regarding the error must be already included by the the entity providing L1/L2 support. ESET HQ reserves another **1020 minutes** to provide a L3 input for the Error resolution. The remaining **120 minutes** is the time left for the entity providing L1/L2 support to send the response to the customer.

# AVAILABILITY of Premium support

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| **L1 - ESET Office support/ Partner support** | **24 hours per day / 7 days per week / 365 days per year** |
| **L2 - ESET Office support / Partner support** | **24 hours per day / 7 days per week / 365 days per year** |
| **L3 - ESET HQ support** | **24 hours per day / 7 days per week / 365 days per year** |

# SLA for services and activities other than premium support

ESET Deployment & Upgrade, ESET HealthCheck and respective parts of ESET Premium Support Advanced must be finished by ESET and accepted by the customer according to SLAs. ESET in accordance with the entity providing L1/L2 support must abide by the following Service Level Agreement towards customers.

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| **Service name** | **Service activity** | **Customer**  **facing SLA (in days)** | **Time limit for L1/L2 activities** | **Time limit for L3 (ESET HQ) activities** |
| ESET Deployment & Upgrade | Deployment | 30 days since requested by the customer | TBD after pilot phase | TBD after pilot phase |
| ESET Deployment & Upgrade | Upgrade | 21 days since requested by the customer | TBD after pilot phase | TBD after pilot phase |
| ESET HealthCheck | HealthCheck | 21 days since requested by the customer | TBD after pilot phase | TBD after pilot phase |

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