

GovGrants® Service Level Objectives

Service Level Objectives

GovGrants is natively built on the Salesforce platform. The availability of the platform is maintained by and is the sole responsibility of Salesforce. More than 220,000 applications have been built on the Salesforce platform that run in accredited, world-class data centers with backup, failover, disaster recovery, and an uptime record exceeding 99.9 percent.

For GovGrants Tier II Product Support, REI supports service levels based on the severity of the issue. All Tier II issues are analyzed and categorized by severity level. **Table 1** below provides a high-level description of the severity categories along with corresponding support effort.

Table 1: Tier II Issue Categorization and Service Levels

Severity Level	Description	Support Effort	Estimated Response Time (Business Hours)
Level I - Critical	Critical GovGrants service issue affecting all users, including total unavailability with no workaround available.	Requires around-the-clock effort from GovGrants Support and customer until an emergency fix is developed or a workaround is available. If the authorized or designated customer contact is not available to engage in this effort, GovGrants Support may reduce the Severity level. If the customer refuses to implement the steps suggested to troubleshoot or correct the issue, GovGrants Support may reduce the Severity or Close the ticket.	Less than 1 hour
Level II – Major	Major GovGrants functionality has impacted a significant user base (Agency or Department). Service interruptions to some, but not all GovGrants Modules. Important tasks cannot be performed, but the errors do not impair essential operations. Important features of GovGrants are unavailable with no workaround; however, operations can continue in a restricted fashion.	Requires dedicated effort from GovGrants Support and customer during business hours until a fix is developed, or a workaround is available. If the authorized or designated customer contact is not available to engage in this effort, GovGrants Support may reduce the Severity level. If the customer refuses to implement the steps suggested to troubleshoot or correct the issue, GovGrants Support may reduce the Severity or Close the ticket.	2-4 hour
Level III – Minor	Non-critical loss of use of GovGrants service with a medium-to-low impact on customer’s business. Business continues to function, and a workaround is available.	Requires effort from GovGrants Support and customer during business hours until a fix is developed, or an acceptable workaround is available. If the customer refuses to implement the steps suggested to troubleshoot or	8-24 hours

Severity Level	Description	Support Effort	Estimated Response Time (Business Hours)
		correct the issue, GovGrants Support may reduce the Severity or Close the ticket.	
Level IV – Cosmetic	Minor loss of application functionality, information requested on product capabilities, navigation, or configuration. Issue affecting a small number of users “How to” questions	Requires effort from GovGrants Support and customer during business hours until an answer to the customer question is provided or a resolution plan has been shared with the customer.	>24 hours

Recovery Time Objectives

During a disaster, the system (GovGrants) automatically moves to a failover system, ensuring no user disruptions. In case of a planned live contingency exercise, REI will work closely with the Salesforce infrastructure team to discuss the disaster recovery plan, set up data backup, assign roles, monitor the system, perform functional and validation testing, and finally test how system restoration can occur.

REI will work 24x7 with the Salesforce technical team to ensure recovery in a disaster.

Salesforce supports a Recovery Time Objective (RTO) of 12 hours and a Recovery Point Objective (RPO) of four hours. Additional details can be found here:

<https://compliance.salesforce.com/en/disaster-recovery-bcp>.