

Cybrary Service Level Agreement

This SLA outlines the service performance standards to ensure continuous delivery, timely recovery, and data protection for the Cybrary. The metrics, measurement methods, and reporting structures specified below apply.

Purpose

The purpose of this SLA is to define the service levels, responsibilities, and performance standards required to ensure high-quality service delivery and customer satisfaction.

Duration

This SLA is effective as of July 30, 2025 and will remain in effect until superseded by a revised agreement

1. Service Availability

Objective:

Ensure high service uptime to support uninterrupted use of the product.

Target Metric:

- Monthly Uptime Percentage $\geq 99.5\%$

Measurement Method:

- Availability is calculated as:
$$\text{Availability} = (\text{Total Minutes in Month} - \text{Downtime Minutes}) / \text{Total Minutes in Month}$$

Reporting Method:

- Uptime metrics are monitored continuously using automated systems.
- A monthly availability report is made available upon customer request.

2. Recovery Time Objective (RTO)

Objective:

Define the maximum acceptable amount of time that the service may be unavailable after an incident before full restoration.

RTO Metric:

- Standard recovery time: 4 hours for critical incidents
- 24 hours for non-critical functionality

Measurement Method:

- Time is measured from incident detection (via monitoring or customer report) to full service restoration.

Reporting Method:

- Incident logs and recovery times are documented and made available upon request or during quarterly reviews.
-

3. Recovery Point Objective (RPO)

Objective:

Define the maximum tolerable period in which data might be lost due to a major incident.

RPO Metric:

- Data loss tolerance: ≤ 5 minutes

Measurement Method:

- Systems are backed up at regular intervals and support real-time replication for critical data components.

Reporting Method:

- Backup validation and recovery test results are recorded monthly.
- Data recovery events and impacts (if any) are reported in incident summaries.

Contact/Support

For inquiries or to request SLA-related reports, contact: support@cybrary.it

Cybrary, Inc.