



**SANS Security Awareness (SSA) Service Level Agreement**

This Service Level Agreement ("SLA") outlines the system requirements and service level commitments for the SANS OnDemand web player, a web-based software application owned and managed by The Escal Institute of Advanced Technologies Inc. /dba SANS Institute ("SANS") that is used to deliver SANS OnDemand courses (the "Service").

**1. Purpose.**

This SLA sets forth the Service availability expectations, maintenance schedules, and support resolution timeframes provided by SANS to ensure its reliability and functionality for the Service. SANS shall provide access to the Service to authorized users and conduct regular updates and maintenance to ensure the Service operates effectively.

**2. SSA Business Operating Hours:**

**2.1.** Our Support Help Desk Team is available Monday to Friday from 9:00am to 5:00pm Eastern Time, excluding US holidays.

- **Email:** [traininghelp@sans.org](mailto:traininghelp@sans.org)
- **Phone:** 1 (540) 699-1610

**2.2 SANS-Hosted System Availability for SSA:**

System Availability percentage is calculated monthly based on expected availability versus expected downtime. Expected availability is the total minutes per month minus any scheduled downtime:

$$\frac{(\text{Total Minutes in the Month} - \text{Excluded Downtime} - \text{Downtime})}{(\text{Total Minutes in the Month} - \text{Excluded Downtime})} * 100$$

<b>System Availability</b>	99.0% during each month
<b>Excluded Downtime</b>	Total Minutes in the Month attributable to: (i) a Scheduled Downtime for which a Regular Maintenance Window is described in Section 4 below, or (ii) any Major Upgrade Window described in Section 5 for which the customer has been notified at least five (5) business days prior to such Major Upgrade Window or (iii) unavailability caused by factors outside of reasonable control, such as unpredictable and unforeseeable events that could not have been avoided even if reasonable care had been exercised.
<b>Scheduled Downtime</b>	Scheduled Downtime for the application as outlined in the "SANS-Hosted Training Platform Maintenance Window" section.

**SANS-Hosted Platform Service Levels for SSA:**

Priority	Definition	Response Level	Communications
<b>P1</b>	<p><b>Very High:</b> An incident should be categorized with the priority "very high" if the problem has very serious consequences for normal business processes or IT processes related to core business processes. Urgent work cannot be performed.</p> <p>This is generally caused by the following circumstances:</p> <ul style="list-style-type: none"> <li>• A productive service is completely down.</li> <li>• The imminent system Go-Live or upgrade of a production system cannot be completed.</li> <li>• The customer's core business processes are seriously affected. A workaround is not available for each circumstance. The incident requires immediate processing because the malfunction may cause serious losses.</li> </ul>	<p><b>Technical Response:</b> Within one hour of case submission and/or internal notification of system issue.</p> <p><b>Resolution Target:</b> SANS to provide either a (i) resolution, or (ii) workaround or (iii) action plan within four hours of issue notification.</p>	<p>Communication will be through customer submitted ticket to our Support Team. A Root Cause Analysis (RCA) will be provided upon request to customers.</p>
<b>P2</b>	<p><b>High:</b> An incident should be categorized with the priority "high" if normal business processes are seriously affected. Necessary tasks cannot be performed. This is caused by incorrect or inoperable functions in the service that are required immediately. The incident is to be processed as quickly as possible</p>	<p><b>Technical Response:</b> Within two hours of case submission and/or internal notification of issue.</p> <p><b>Resolution Target:</b> SANS to provide either a (i) resolution, or (ii) workaround or (iii) action plan within three business days.</p>	<p>Communication will be through customer submitted ticket to our Support Team.</p>



	because a continuing malfunction can seriously disrupt the entire productive business flow.		
<b>P3</b>	<b>Medium:</b> An incident should be categorized with the priority "medium" if normal business processes are affected. The problem is caused by incorrect or inoperable functions in the service.	<b>Support Response:</b> Within six business hours of case submission. <b>Resolution Target:</b> SANS to provide either a (i) resolution, or (ii) workaround or (iii) status update within five business days.	Communication will be through customer submitted ticket to our Support Team.
<b>P4</b>	<b>Low:</b> An incident should be categorized with the priority "low" if the problem has little or no effect on normal business processes. The problem is caused by incorrect or inoperable functions in the service that are not required daily or are rarely used.	<b>Support Response:</b> Within one business day of case submission.	Communication will be through customer submitted ticket to our Support Team.

**SANS Maintenance Windows for SSA:**

SANS Hosted Training, Client LMS Content Cloud Access , & Advanced Reporting		Phishing
<b>Major Upgrades</b>	<p><b>Europe:</b></p> <ul style="list-style-type: none"> <li>FRI 11pm – SAT 3am UTC (Winter)</li> <li>FRI 10pm – SAT 3am UTC (Summer)</li> </ul> <p><b>Americas:</b></p> <ul style="list-style-type: none"> <li>SAT 1am – SAT 5am UTC (Winter)</li> <li>SAT 12am – SAT 5am UTC (Summer)</li> </ul> <p><b>Frequency:</b> Up to 4 times per year</p>	<p><b>Timing:</b></p> <ul style="list-style-type: none"> <li>Last Tuesday of every quarter, usually from 6am-8am Eastern Time</li> </ul> <p><b>Frequency:</b> Typically, up to 4 times per year</p>
<b>Monthly</b> <i>(3<sup>rd</sup> Saturday)</i>	<p><b>All Regions:</b></p> <ul style="list-style-type: none"> <li>SAT 8:00am UTC (Winter)</li> <li>SAT 7:00am UTC (Summer)</li> <li>SUN 1am UTC (Summer)</li> </ul> <p><b>Duration:</b> Up to 5 hours</p>	<b>Same as weekly</b>
<b>Weekly</b>	<p><b>Europe:</b></p> <ul style="list-style-type: none"> <li>FRI 11:00 PM UTC (Winter)</li> <li>FRI 10:00 PM UTC (Summer)</li> </ul> <p><b>Americas:</b></p> <ul style="list-style-type: none"> <li>SAT 1:00 AM UTC (Winter)</li> <li>SAT 12:00 AM UTC (Summer)</li> </ul> <p><b>Duration:</b> Up to 2 hours</p>	<p><b>Timing:</b></p> <ul style="list-style-type: none"> <li>Every Tuesday from 6am-8am Eastern Time of every quarter</li> </ul> <p><b>Duration:</b> Up to 2 hours</p>