



Canadian Common CV (CCV) Service Levels

Below are the service levels that the CCV currently supports

CCV Infrastructure:

- **Scheduled system maintenance** is completed outside of the peak hours: (**Monday – Friday 8:00 pm and 8:00am EST**)
- Subscribers and End Users will be advised of scheduled system maintenance resulting in an **extended downtime period at least 72 hours notice** prior to the maintenance window.

CCV Service Desk:

- CCV **2nd level support** hours are between the hours of **8:00 – 4:00 EST Monday to Friday** (except for federal government designated statutory holidays)
- All **support requests** are responded to by the CCV Project Team within **one business day**
- Subscribers will be notified within the timeframe below of a problem being reported and remaining unresolved:
 - **Critical and High Severity¹ – notification within 1 hour**
 - **Medium Severity² – notification within 72 hours**
- A **summary of all reported issues** will be provided to subscribers on a **monthly basis**. This report will include:
 - Date the Problems were Reported
 - Description of the problem, including the severity level
 - Resolution date
- Subscribers shall be advised of **changes to any Common code table values** within **24 hours** of the change being implemented into production.

New Subscribers:

- The CCV shall provide new subscribers with an **implementation kit**, which includes:
 - Requirements template
 - Project Plan template
 - User manual on the Common Screens

The CCV Project Team will **report on annual basis** on its performance against the defined service levels.

¹ System not available, large number of users are affected during a competition, severe business impact.

² The application functions but some components are defective or not available, there is a minor loss of service.