



Shared Services Canada

Federal Science DataHub (FSDH)

Operational service levels

Draft - version 1.3



Shared Services
Canada

Services partagés
Canada

Canada

Revision history

Version number	Description	Date modified	Author
1.0	Initial version	2024-04-12	Shiraz Kazarian
1.1	Adjusted sections based on the SSC incident management guidelines	2024-04-15	Irum Maqsood
1.2	Updated to reflect new resources and timelines	2024-10-30	Augustina Dunev
1.3	Edited for GC style, grammar, consistency, etc.	2024-11-27	Deb Hamilton

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Table of contents

Operational service levels (OSL) between Shared Services Canada and Environment and Climate Change Canada	1
1. SSC Science Strategies and Service Innovation's operational services mission	2
2. Overview	2
3. Reporting and reviews	3
4. Target time to restore (TTR)	3
5. Service delivery points and priorities	3
6. Operational services level priority metrics*	5
7. Other points.....	6
Annex A - Glossary of terms	7

Operational service levels (OSL) between Shared Services Canada and Environment and Climate Change Canada

Shared Services Canada (SSC)

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Date

SSC Federal Science DataHub (FSDH) Operations, via the Enterprise Service Desk, the FSDH generic mailbox, or creating support tickets through the FSDH, offers science-based departments and agencies (SBDAs) and Environment and Climate Change Canada (first and second level support) support for the services. This is available Monday through Friday from 08:00 – 16:00 Eastern Time (ET) on working days. Services are not provided on statutory holidays. Outside this timeframe, emails will be answered the next working day.

When a user initiates an email to the FSDH generic mailbox or a support ticket through FSDH, they will receive a reply, normally within one business day. If they submit via Enterprise Service Desk they will receive a reply within 3 business days. If the user does not receive a reply this usually suggests there is a major problem (e.g., with e-mail or the network). As a result, operational services will respond to a user email once network services have resumed. Follow-up information may be required for the details of the problem, including how the issue effects the user and the department. Users will be asked for details on any error messages displayed when actioning certain functions – so it is important to have these ready. Once the problem has been described, users will be given an issue number for any future inquiries.

0. SSC Science Strategies and Service Innovation operational services mission

SSC sets standards that provide clear and measurable benchmarks for operational services and support. The standards are designed to encourage operation service staff to embrace and value best practices in order to raise the quality in service delivery.

Overview

This operational service levels document defines target standards of performance for service delivery between FSDH client departments and Science Strategies and Service Innovation (SSSI), Shared Services Canada (SSC).

Objectives of the operational service levels	<ul style="list-style-type: none"> The operational service levels are a quality process to set and measure targets for appropriate level of operational service support. This is to ensure that consistent, elevated levels of service are managed and received, following industry 'best practices' for service management.
Working hours covered	Monday to Friday 08:00 – 16:00 ET on normal business days and not including statutory holidays.
Duration of operational service levels	Starting in July 2025 for an indeterminate period while the FSDH is in operation.
Delivery point	<p>The operational service levels apply to the following:</p> <ul style="list-style-type: none"> Service requests Incidents Change requests (CRs) Onboarding Performance management
SBDA responsibilities	<ul style="list-style-type: none"> Registration via the GC Hosting portal SDBA users consult the guidance available in FSDH to troubleshoot before escalating to Level 1 support.
FSDH Operations team responsibilities	<ul style="list-style-type: none"> Provides first level technical support and operational maintenance including: <ul style="list-style-type: none"> System and application maintenance Security management of environments Software development lifecycle
SSC CPMSD team	<ul style="list-style-type: none"> Provides second level technical support <ul style="list-style-type: none"> The FSDH Operations team will escalate issues that cannot be resolved within the application layer to the CPMSD Azure Cloud Operations team.
Microsoft (MS) Azure	<ul style="list-style-type: none"> Provides third level technical support <ul style="list-style-type: none"> Issues that cannot be resolved at first and second level will be escalated to Microsoft Azure client support.

System availability	<ul style="list-style-type: none"> SSSI at SSC aims to maintain maximum availability during the service hours (Monday to Friday 08:00-16:00 ET) Outside of these times, some server environments may be available for use, although without the levels of support and target response and resolutions as shown. Information systems (IS) requires system downtime to conduct regular preventative maintenance and updates to the FSDH to ensure quality and data integrity. Any maintenance will be conducted outside of service hours.
SSC FSDH generic mailbox	Email: datasolutions-solutiondedonnees@SSC-spc.gc.ca

Reporting and reviews

Reporting and reviews	Frequency	Target audience
Operational service level reviews	Yearly	<ul style="list-style-type: none"> SBDAs SSC ECCC
Performance reporting	Quarterly	<ul style="list-style-type: none"> SBDAs SSC ECCC

Target time to restore (TTR)

In the case of business continuity and disaster recovery to restore the application, the SSC FSDH could take up to seven business days to continue regular operations. This is based on the security posture of the system, which is of Low availability.

Refer to the incident management process and procedures guide: [l3 im process procedures.docx \(sharepoint.com\)](#)

	High
TTR *	Seven (7) business day

* Unclassified, low, low security posture.

Service delivery points and priorities

Service	Priorities*
Incidents	1

Service requests	2
Change requests	3
Performance management	4

** The services outlined are in order of priority in which they will be addressed by the FSDH Operations team.*

Operational services level priority metrics*

Unclassified; low; low (downtime – seven days)

Delivery point	Priority	Description	Examples	Target response time	Target resolution time	OSL threshold (%)
Incidents	High	Emergency incident (all departments)	<ul style="list-style-type: none"> • Server or major application failures 	1 day	7 days	90%
	Med	Emergency incident (single department cannot access)	<ul style="list-style-type: none"> • Server or major application failures 	1 day	8 days	90%
	Low	Emergency incident (individual person) Default incident	<ul style="list-style-type: none"> • Key individual is not able to work in FSDH • Restoration of data • Standard user problems • File upload/download problems 	3 days	9 days	90%
Technical onboarding	High	SSC FSDH technical onboarding services	<ul style="list-style-type: none"> • Account creation 	1 day	1 day	90%
Service requests	Low	Request for technical information	<ul style="list-style-type: none"> • General technical questions • Status updates 	1 day	2 days	90%
Change requests	Low	Requests for technical change or new features	<ul style="list-style-type: none"> • Change requests will be added to the feature backlog and prioritized in collaboration with SBDA's • Changes will be communicated to the SBDA community through feature roadmaps and released using the FSDH change management process 	5 days	10 days Resolution in this context refers to the time it takes to review the item and add it to the backlog **	90%

Delivery point	Priority	Description	Examples	Target response time	Target resolution time	OSL threshold (%)
Performance management	Low	Ad hoc reports	<ul style="list-style-type: none"> Uploads Downloads Service level reports 	2 days	30 days	90%

*Note: Response and resolution times are shown in accordance with business priority as shown above. All target times in the operational service levels are default for normal operations and in normal working hours Monday to Friday (08:00-16:00).

- 'Priority' – this is agreed with the SSC FSDH Operations team, based on business impact and an unclassified very low application posture.
- 'Target response time' – this is the target time expected for the SSC FSDH Operations team to respond with an update.
- 'Target resolution' – this is the target time expected for operational support to resolve the incident.
- 'osl threshold' – operational service levels expected levels of delivery

** Change requests will be reviewed, prioritized and scheduled based on the FSDH development and deployment process. The FSDH operates with an agile methodology and typically has releases every 4-6 weeks.

Example change request:

Date received	CR description	Response time	Next release review / prioritization	Implementation date
Feb. 3, 2025	Include additional metadata for workspaces.	Feb. 10, 2025	Feb. 10, 2025	TBD

Other points

Patch management time should not affect FSDH operations across SBDAs. If possible, these will be scheduled outside of business hours. Critical high-risk patches may be scheduled within work hours to mitigate security threats quickly. Patches refer to code releases that resolve bugs and security vulnerabilities.

Annex A - Glossary of terms

Term	Description
Target	It is important to emphasize that a target service level is a device used to measure performance; it is not a guaranteed performance level.
Response	A response to a request for support is an email to the customer to inform them a request has been accepted and/or discussed and negotiate a potential resolution time or further progress update.
Resolution	A resolution is defined as an agreement between the customer and a support team that the request for support can be closed.
Threshold	A level of percentage where a metric will be provided. Thresholds are put in place as there are circumstance where the metric cannot be met consistently and may vary in response times.