

# IT service catalogue and SLA



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## Abbreviations

AD	Active Directory
CAL	Client Access Licence
CH	Switzerland
CHF	Swiss franc
CMDB	Configuration Management Database
EWP	Electronic Workplace
KPI	Key Performance Indicator
OLA	Operational Level Agreement
SLA	Service Level Agreement
SNMP	System Network Management Protocol
HRS	Hours
ROW	Rest of World (not Switzerland)
RWDS	RWD Schlatter
TCHF	Swiss francs in thousands

## Glossary

Instalment	Partial payment (payment on account), under reserve – usually on both sides – of the final payment.
Active Directory	Directory service which manages users, groups, computers, services, servers and other devices such as printers.
BORM	ERP software manufactured by BORM Informatik GmbH which is used by RWDS.
Citrix	Software which makes it possible to run company software via a terminal application without having to install the software on the local client.
Client Access Licence	Microsoft licence which enables a client (PC, notebook, etc.) to access a Microsoft server such as a file or print server.
Configuration Management Database	Database which manages IT equipment (hardware, software, etc.).
Desktop & Management Software (Ivanti)	Software used at Arbonia for automatic software distribution on the clients.
Hyperion	Software produced by Oracle which is used at Arbonia to consolidate the key financial figures and the Group balance sheet.
Key Performance Indicator	Performance measurement factor/quality parameter
Thin client	Computer without local programs (programs are accessed via a terminal server, e.g. with Citrix).
ThinOS	Operating system for thin clients
TM5	Software made by Bellin which is used at Arbonia for liquidity and payment management.

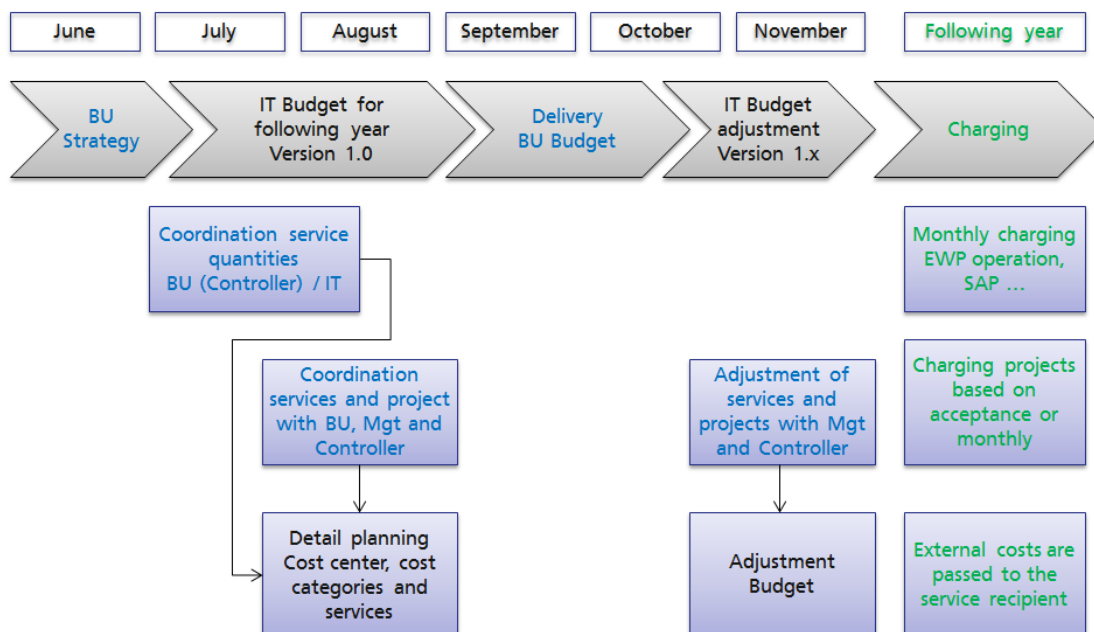
## Management Summary

This document defines the services of Arbonia IT by means of a service catalogue and service level agreement. The IT services included in the IT infrastructure (Word, Excel, e-mail, files, printing, back-up, network, security, telephone service etc.) are provided for the Arbonia Group. The IT department provide the business units with optimised IT applications and systems to enable them to implement strategies and handle day-to-day business processes. The services provided include strategy, design, further development and operation. The service portfolio provides the basis for service-based charging and includes the IT services required by the units. The most important services are:

- Electronic workplace operation (AD/Mail, desktop, local systems CH, helpdesk/support)
- Local systems ROW (Rest of World)
- WAN – connection of sites
- Telephone operation
- ICT Security Arbonia Group
- IT projects – internal costs/external advisers and/or costs
- SAP Basis
- ERP application operation ERP (SAP) and SAP HR
- CRM application operation
- Maintenance of SAP licences

The service catalogue defines all services offered by Arbonia IT. The catalogue lists both included and separate IT services and is based on the service architecture. Most of separate IT services are Hard- and Software. The price for each service is determined by calculating the costs per service (sum of costs for each service divided by quantities for each service).

The figure shows the yearly budget process.



**Figure 1: yearly budget process**

The invoices are sent to the various business units by Controlling. They are paid by means of a monthly instalment. If the outgoings are less than the planned budget at the end of the year, the business units are given a credit memo; if the budget is exceeded, a subsequent adjustment is posted.

Furthermore this document describes the Service Level Agreement for the IT services between the business units and the IT. These includes services like helpdesk, Business units' obligation to cooperate (compliance with the usage regulations, procedure for queries and problems) and different service levels like availability, service times, response times and quality criteria.

## **1 Purpose of this document**

This document defines the services of Arbonia IT by means of a service catalogue and service level agreement. The IT services included in the IT infrastructure (Word, Excel, e-mail, files, printing, back-up, network, security, telephone service, etc.) are provided for the Arbonia Group. This document is revised on an annual basis.

## **2 Service portfolio**

The IT department provides the business units with optimised IT applications and systems to enable them to implement strategies and handle day-to-day business processes. The services provided include strategy, design, further development and operation.

The service portfolio provides the basis for service-based charging and includes the IT services required by the units. It therefore reflects the needs of the service recipient (various units). The service portfolio is divided into the areas of service architecture, specification of workplace and user types, and the service catalogue.

The service architecture gives a rough description of the most important services. It differentiates between services included in the standard scope, which are agreed on an annual basis, and additional services which can be ordered individually and are charged to the various units.

The definition of the workplace and user types includes the specification of the IT workplaces (client hardware, printers, software) as well as the various user types. The key hardware and software that can be ordered is shown so that the units can request the most suitable infrastructure for their needs.

The service catalogue is based on the service architecture that has been drawn up and forms the basis of the service level agreement.

### **2.1 Service architecture**

The following influencing variables were taken into account when drawing up the service architecture:

- Large cost pools
- Cost/service allocation for the services
- Global and local costs/services
- Tools used, existing infrastructures
- Project duration – when is the service required
- Business unit requirements

The aim is to keep the number of services as low as possible as, otherwise, the large volumes of cost allocations and charges make managing the services and budget more difficult. At the same time, the granularity of the services should be large enough to enable cost-appropriate service charging which contains the IT services actually purchased.

Core service	Service	Description	Justification for separate service
<b>Electronic workplace operation</b> (desktop, notebook, thin client)	AD/e-mail, global systems	Active Directory/e-mail incl. other global systems (Hyperion, TM5, etc.) and Internet	<ul style="list-style-type: none"> <li>Global service for all units</li> </ul>
	Desktop	Installation/provision of standard client with defined software (Windows, Office, browser, antivirus, etc.)	<ul style="list-style-type: none"> <li>Global service</li> <li>Available to all</li> </ul>
	Local systems, CH	All local systems in Switzerland, such as file servers, print servers and other servers, network, data centre, local Internet	<ul style="list-style-type: none"> <li>Local service incl. hardware and software</li> <li>Includes personnel costs</li> </ul>
	Help desk/support	Local help desk/support incl. delivery of desktop, notebook, thin client	<ul style="list-style-type: none"> <li>Local service</li> </ul>
Local systems, ROW	/	All local systems outside Switzerland, such as file servers or print servers, network, data centre, local Internet	<ul style="list-style-type: none"> <li>Includes portion of global personnel costs</li> <li>Does not include any local personnel costs</li> <li>Does not include any hardware or software</li> </ul>
ICT Security Arbonia Group	/	Planning, implementation, review and improvement of information security in Arbonia Group	<ul style="list-style-type: none"> <li>Global service</li> </ul>
WAN	/	Connection of sites	<ul style="list-style-type: none"> <li>Costs are paid by the units being connected</li> </ul>
Telephone operation	/	Telephone system incl. maintenance/support	<ul style="list-style-type: none"> <li>Operation for local units in CH (no international sites)</li> </ul>
ICT purchases	/	Purchasing hardware and software	<ul style="list-style-type: none"> <li>Hardware and software (including for new sites of individual units, for example)</li> </ul>
IT projects	/	IT project services for department	<ul style="list-style-type: none"> <li>Charging project costs (on a time and materials basis)</li> </ul>
SAP Basis	/	Provision of SAP infrastructure (without SAP application operation)	<ul style="list-style-type: none"> <li>Operation of SAP infrastructure only for units with SAP</li> </ul>
ERP application operation	/	Maintenance of the SAP ERP application	<ul style="list-style-type: none"> <li>SAP ERP operation for division units</li> </ul>
HR application operation	/	Maintenance of the SAP HR application	<ul style="list-style-type: none"> <li>SAP HR operation for division units</li> </ul>
IT projects – external advisers/costs	/	External application project services for department	<ul style="list-style-type: none"> <li>Charging external project costs (in consultation with department)</li> </ul>
Department project write-offs	/	Write-offs due to projects	<ul style="list-style-type: none"> <li>Settling write-offs</li> </ul>
Maintenance of SAP licences	/	Purchasing and maintenance of SAP licences	<ul style="list-style-type: none"> <li>Charging for SAP maintenance</li> </ul>

Table 1: Overview of services



With the subdivision of the "electronic workplace operation" service, the portion of costs for services (personnel, write-offs, maintenance/repairs, etc.) which are also purchased centrally is charged to foreign companies.

For the sites in Switzerland, a data centre is implemented in which all systems are consolidated. In addition, all personnel costs for the IT infrastructure employees are charged to the same cost centre and local support is provided by one department. In this way, the costs for the entire core service with all included services are settled.

included service		separate service, costs direct to business unit	
Operation Electronic Workplace (EWP)	User	Hardware / software	Network / security
	User account	Client access licences	Internet
	Access rights	Server hardware	Network/WAN
	E-mail/calender	Server licences	Antistpam, antivirus
	Outlook Web Access	Data centre operation	Monitoring
	Mobile e-mail sync	Operation of Hyperion, treasury, Intranet, etc.	Backup/restore
	2nd/3rd level support		Disaster recovery
	AD/e-mail, global systems (end devices)		
	Hardware	Software	Network / security
	Desktop, notebook, thin client	Provision of client (Citrix, DSM)	Endpoint Security
	CAD workstation		Patching
	Monitor	Windows, Browser, PDF etc.	
	Tablets	Microsoft Office	
		Visio, Project, CAD, Adobe etc.	
	Desktop (end devices)		
	User	Hardware / software	Network / security
	Provision of file server, print server, local systems	Server hardware/licences	Local Internet
		Data centre operation	Netzwork/WAN lokal
	Internet access incl. Proxy	Printers, multi-function devices, projectors, etc.	Wi-Fi (internal, guests)
	VPN access		Local monitoring
	Connection of machine PCs		local backup/restore
	Local systems, CH (end devices)		
	User		Hardware / software
	Help desk/support	Support for lead users	Purchase/delivery of client hardware incl. Projector
	24/7 support	Training new employees	
	Local users/access rights	Relocations	Helpdesk/ticketing software
	Help desk/support (end devices)		

Table 2: Electronic workplace operation service architecture

included service		separate service, costs direct to business unit	
User	Hardware / software	Network / security	
Provision of file server, print server, local systems	Data centre operation	local backup/restore	
	Server hardware/licences	local monitoring	
		Local Internet	
Internet access incl. Proxy	Printers, multi-function devices, projectors, etc.	Local network/WAN	
VPN access		Wi-Fi (internal, guests)	
Local systems, ROW (server)			
Services		Network / security	
Coordination/contract negotiation with partner	Site connections	Monitoring	
	WAN charges (monthly)	Updates/ patches	
WAN - site connections (fixed amount)			
User	Hardware / software	Network / security	
Use of telephone system	Fixed landline telephone	Monitoring	
Help desk/support	Cordless telefon	Backup/restore	
24/7 support	CTI, voicemail, conference	Disaster recovery	
Landline charges	Operation of telephone system	Updates/Patches	
Mobile charges (incl. subscription)	Mobile/smartphone		
Telephone operation (end devices)			
User	Hardware / software	Network / security	
User account	Operation of infrastructure	Monitoring	
Access rights	Operation of subsystems (e.g. operating/machine data logging, archiving, creditor	Backup/restore	
		Disaster recovery	
		Updates/Patches	
SAP Basis (User)			

Table 3: Service architecture for local systems, SAP Basis

The service architecture develops from the defined services, taking into account the requirements and influencing variables. It differentiates between included services and services that can be ordered separately. Services that are ordered separately, such as the specification or period of use for hardware (notebook, desktop, CAD-Workstation) or additional software (e.g. Microsoft Visio or Adobe Acrobat), incur additional costs which cannot be distributed to everyone because of the need for fair distribution of costs. This also increases awareness of costs as they are settled according to the "user pays" principle. The "ICT purchases" service is not shown separately as it is included in the "workplace operation" and telephone operation service architecture (separate services, costs direct to business units). ICT project services do not need to be shown in the service architecture as they only consist of consultation and project execution services.

Various purchase quantity units are used to charge for the services. The quantity units "end devices", "users" and "servers" are cost collectors to which all costs related to these quantity units are allocated. All other quantity units are charged 1:1 in the currency of the country where the service is purchased.

**End devices** – Used when the number of end devices influences the majority of the costs.

**Users** – This quantity unit is used when the number of users accounts for the main costs for a service.

**Server** –The "servers" quantity unit is only used for the "local systems, ROW" service. Given that, in this service, only the personnel costs for IT from Switzerland are passed on, the number of servers is the only sensible quantity unit for settling the costs.

**Fixed amount** – This quantity unit is required if services (e.g. ICT purchases or WAN costs) are charged directly to the business units.

**EWP – AD/e-mail** – Due to the shared Active Directory and shared e-mail server, this service is used by all units.

**EWP – Desktop** – This service primarily comprises the automatic provision of the client by means of Citrix or of the software distribution.

**EWP – Local systems, CH** – The services included here comprise the local systems (file or print server, network, data centre, etc.) in Switzerland (incl. personnel costs) and are covered by personnel from Switzerland. This service is therefore only used by the units in Switzerland.

**EWP – Help desk/Support** – The services included here primarily comprise the personnel costs of Arbonia Services AG for the help desk and support in German and English, and for the delivery and installation of hardware and software on site. The local personnel costs outside of Switzerland are not part of this service and are shown in the local unit IT budget.

**Local systems, ROW** – The services included here primarily comprise the personnel costs of Arbonia Services AG for consultation and operation of the local systems. The local systems are purchased using the "ICT purchases" service. The local personnel and maintenance costs are not part of this service and are shown in the local unit IT budget.

The other services are described in the service catalogue.

## 2.2 Specification of the workplace and user types

The table below shows the various workplace types, such as notebooks, desktops and thin clients, as well as the various user types (office worker, power user, mobile user, etc.) which are used depending on the available platforms and the different requirements in the business units. The machine PCs which are used in production to connect machine controllers are not listed separately. If it is not possible to use a standard Arbonia desktop, a PC which is configured individually by the machine manufacturer is installed. All machine control PCs are included in the quantities as they require support work and have access to server systems.

User type	Workplace	Desktop Standard	CAD/graphics workplace	Notebook	Non-Arbonia PC	x	optimal
						x	possible
							not sensible/not possible
Office user		x		x			
Heavy user			x				
Mobile user				x			
External (e.g. departments)							

**Table 4: Specification of the user and workplace types**

**Office users** – These users use standard Office programs such as Word, Excel, PowerPoint and Outlook as well as an Internet browser and often a GUI for accessing the ERP software for the relevant unit (e.g. SAP or BORM). The hardware performance requirements (RAM, hard drive and graphics card) correspond to the current values for an average PC.

**Heavy users** – In addition to the programs used by Office users, these users also use CAD and/or graphics programs which result in much higher hardware performance requirements.

**Mobile users** – Mobile users use the same software as Office users but often need to use the hardware on the way to meetings, for presentations, external work or work in the field.

**External** – There are external users (e.g. dealers) who have access to systems in various units. These users have a user name and password to access the systems but do not have an Arbonia client.

Arbonia uses various client hardware specifications. There are different specifications for desktop standard, desktop light, CAD/graphics workplace (workstation) and notebooks. Arbonia has a corporate contract with HP who provide all hardware. The local IT administrators can order hardware independently via the HP shop with their user name. Other client hardware can only be purchased in exceptional circumstances and in agreement with the IT and central purchasing departments.

The aim is to use the hardware for as long as possible in order to reduce costs. Office 2016 (or a more recent version) is installed on all clients. All hardware and software must be requested and approved via an electronic request process.

Description	Workplace		
	Desktop Standard	Mobile Workstation / CAD	Notebook
LAN connection	x	x	-
Hardware (see workplace specification for details)	<ul style="list-style-type: none"> <li>• Intel i5</li> <li>• 16 GB RAM</li> <li>• 256GB SSD</li> </ul>	<ul style="list-style-type: none"> <li>• Intel Core i7</li> <li>• 16 GB / 32 GB RAM</li> </ul>	<ul style="list-style-type: none"> <li>• AMD Ryzen 5</li> <li>• 16 GB RAM</li> <li>• SSD drive</li> </ul>
Hardware price in CHF	680.00	2'310.00	930.00
Price Monitor in CHF	27" Flat Monitor (200.00)		
Delivery times	15 days	5 weeks	15 days
Life cycle	5 - 7 years	4 - 6 years	4 - 6 years
Printing (see printer specification for details)	On network printer	<ul style="list-style-type: none"> <li>• Network printers</li> <li>• Local printers (e.g. field service @home)</li> </ul>	
Software (see desktop and notebook software for details)	<ul style="list-style-type: none"> <li>• Windows 11 (x64)</li> <li>• Office 2016</li> </ul>	<ul style="list-style-type: none"> <li>• Windows 11 (x64)</li> <li>• Office 2016</li> </ul>	<ul style="list-style-type: none"> <li>• Windows 11 (x64)</li> <li>• Office 2016</li> </ul>

Table 5: Overview of workplace types



Desktops / CAD	HP Elite SFF 800 G9 	HP ZBook Fury 16 G11 Mobile Workstation 
Price	680.00 CHF	2'310.00 CHF
Usage at Arbonia	All units	All units
Workplace type	Desktop standard	Mobile Workstation - CAD/graphics workplace
CPU	Intel i5	Intel Core i7
RAM	16 GB DDR5	16/32 GB DDR5
Hard drive	SSD 256 GB	SSD 512 GB
Monitor	27" flat-screen monitor (not included in desktop price)	
Delivery times	15 days	5 weeks
Life cycle	5 - 7 years	4 - 6 years
Warranty	3-year next business day on-site hardware support	3-year next business day on-site hardware support
Accessories	<ul style="list-style-type: none"> <li>• Keyboard</li> <li>• Mouse</li> </ul>	<ul style="list-style-type: none"> <li>• Keyboard</li> <li>• Mouse</li> </ul>
Operating system	Windows 11 (x64)	Windows 11 (x64)
Software (not included in hardware price)	<ul style="list-style-type: none"> <li>• Office 2016 Standard (Word, Excel, PowerPoint, Outlook) or higher (in relevant language)</li> <li>• Google Chrome</li> <li>• Endpoint Security Software</li> <li>• PDF viewer/writer</li> <li>• Screenshot tool</li> <li>• CAD viewer</li> <li>• Visio viewer</li> <li>• Optional software (see list)</li> </ul>	

Table 6: Desktop overview









Notebooks	HP EliteBook 835 G11	HP EliteBook 845 G11	HP EliteBook x360 1040 G11	HP ZBook Fury 16 G11
				
Price	930.00 CHF		1'430.00 CHF	2'310.00 CHF
Usage at Arbonia	All units			
Workplace type	Notebook		Convertible	Mobile Workstation / CAD
CPU	AMD Ryzen 5		Intel Core U5	Intel Core i7
RAM	16GB DDR5			16/32 GB DDR5
Hard drive	SSD (solid-state disk) 256 GB			SSD 512 GB
Monitor / resolution	13.3-inch / full HD (1920x1080)	14-inch / full HD (1920x1080)	14 Zoll / Full HD (1920x1080)	16 Zoll / Full HD (1920x1080) dedizierte NVIDIA Grafikkarte 8/12 GB
Dimensions (W x D x H)	30 x 21.5 x 1.6 cm	31.6 x 22.5 x 1.6 cm	31.4 x 22.0 x 1.5 cm	36.3 x 25 x 2.9 cm
Battery life	Approx. 6 - 9 hours	Approx. 6 - 9 hours	Approx. 6 - 9 hours	Approx. 6 - 9 hours
Weight	1.3 kg	1.41 kg	1.38 kg	2.35 kg
Delivery times	15 days			
Life cycle	4 - 6 years			
Warranty	3-year next business day on-site (hardware support only)			
Accessories	Docking station, notebook case, keyboard, mouse, Pen (Convertible)			
External monitor	27" flat-screen monitor (optional, not included in price)			
Operating system	Windows 11 (x64)			
Touchscreen	No		Yes	No
Network connections	WLAN, WWAN optional		WLAN, WWAN	LAN, WLAN, WWAN optional
Software (not included in hardware price)	<ul style="list-style-type: none"> <li>• Office 2016 Standard (Word, Excel, PowerPoint, Outlook) or higher (in relevant language)</li> <li>• Google Chrome</li> <li>• Antivirus software</li> <li>• PDF viewer/writer</li> <li>• Screenshot tool</li> <li>• CAD viewer</li> <li>• Visio viewer</li> <li>• Optional software (see list)</li> <li>• VPN client or Citrix portal for access to business data/applications</li> </ul>			

Table 7: Notebook overview

There is a corporate contract in place for the purchase of printers and multi-function devices. Other hardware can only be purchased in exceptional circumstances and in agreement with the IT and central purchasing departments. The corporate contracts include service and maintenance, consumable materials, and installation. The costs comprise the monthly lease costs per device as well as the printing costs. The printing costs are 0.6 centimes (0.006 CHF) per black/white page and 3.9 centimes (0.039 CHF) per colour page. The table below shows all of the devices used at Arbonia.

Printers and multi-function devices	Bizub C250i color	Bizhub C360i color	Bizhub C450i color	Bizhub C550i color
				
Cost per page (black/white and colour)	0.7 centimes (0.00682 CHF) per black/white page			
	4.3 centimes (0.0429 CHF) per colour page			
Service/consumable materials	Installation and delivery included			
Installation costs	No costs for installation and delivery			
Contract duration	48 months			
Monthly lease costs	68.13 CHF	82.89 CHF	101.81 CHF	119.64 CHF
Functions	Print, copy, scan			
Optional functions	Hole punch, staple, fax			
Format	A4/A3			
Output	25 pages/minute (A4)	36 pages/minute (A4)	45 pages/minute (A4)	55 pages/minute (A4)
Connections	Network, USB			
Duplex	Yes			

**Table 8: Overview of printers and multi-function devices**






Printers and multi-function devices	Bizhub 360i s/w	Bizhub C3350i color	Bizhub 4050i s/w
			
Cost per page (black/white and colour)	0.7 centimes (0.00682 CHF) per black/white page		
	4.3 centimes (0.0429 CHF) per colour page		
Service/consumable materials	Installation and delivery included		
Installation costs	No costs for installation and delivery		
Contract duration	48 months		
Monthly lease costs	70.37 CHF	28.59 CHF	22.13 CHF
Functions	Print, copy, scan		
Optional functions	Hole punch, staple, fax		-
Format	A4/A3	A4	
Output	36 pages/minute (A4)	33 pages/minute (A4)	40 pages/minute (A4)
Connections	Network, USB		
Duplex	Yes		

Table 9: Overview of printers and multi-function devices




Printers	Bizub C3300i color	Bizhub 4000i b/w	Bizhub 5000i b/w
			
Cost per page (black/white and colour)	0.7 centimes (0.00682 CHF) per black/white page		
	4.3 centimes (0.0429 CHF) per colour page		
Service/consumable materials	Installation and delivery included		
Installation costs	No costs for installation and delivery		
Contract duration	48 months		
Monthly lease costs	14.62 CHF	4.42 CHF	7.56 CHF
Functions	Print		
Format	A4		
Output	33 pages/minute (A4)	40 pages/minute (A4)	50 pages/minute (A4)
Connections	Network, USB		
Duplex	Yes		

Table 10: Overview of printers

Telephony	Poly Voyager Focus 2	Plantronics Calisto	Avaya Dect 3730
			
Price	140.00 CHF	110.00 CHF	330.00 CHF
Usage at Arbonia	Switzerland		RWD
Workplace type	Workplace	Meeting room, Workplace	Production
Talktime	Appx. 12 hours	Appx. 7 hours	Appx. 16 hours
Connection	Bluetooth		-
Weight	155g	209g	114g

Table 11: Overview of headsets and telephony

In addition to the standard software installed on all clients, other software and tools are also available. These may be necessary due to the requirements of the business unit and/or department in which employees are working. The aim is to use free tools, e.g. a PDF writer to create PDF files or viewer (CAD, Visio) to display files, wherever possible.

All software must be requested and approved via an electronic request process. Some licences (e.g. CRM) are already included in the service price. The list below is an extract from the software/tools list.

Software/Tools	Description	Business units	User groups	Price for licence in CHF
1Password	Secure storage/management of passwords	All	All	On request
Adobe Acrobat	Editing of PDF documents	All	All	240.00 p. a.
Adobe Photoshop, Illustrator, Indesign	Image editing for adverts, promotional material, graphics	All	Marketing	On request
Autodesk Inventor series	CAD software for 2D/3D	All	Consultation Development	On request
Autodesk CAD light	CAD software for 2D	All	Consultation Development Technology	On request
BORM	ERP software	RWDS	All	**
External data exchange Filecloud	Tool for exchanging large data volumes with partners, suppliers	All	All	42.00 p.a.
Docusign	Electronic signatures	All	All	2.00 / per Envelop
Hyperion	Group finance consolidation	All	Controlling Finance	*
E-mail synchronisation	Synchronisation of e-mails with mobile devices	All	All	*
MS Project	Creation of complex project plans	All	All	550.00
MS Visio	Creation of flow charts	All	All	210.00
Remote Access	External access to applications (Citrix or client VPN)	All	All	*
SAP	Software for SAP access	All	All	*
Strat & Go	Performance management		KL/GL Controlling	*
Microsoft Teams	Online Meetings, Collaboration	All	All	180.00 p.a
Telephone system	Conferences, voicemail, dialling from PC	All	All	*
TM5	Treasury software in Group	All	Controlling Finance	*

**Table 12: Overview of software/tools**

\* Included in service price (no additional costs)

\*\* Costs charged by the local IT unit

## 2.3 Service catalogue

The service catalogue defines all services offered by Arbonia IT. The catalogue lists both included and separate IT services and is based on the service architecture. The defined services include the key quality parameters (KPI) such as availability, response times, delivery times and other factors. The individual services are numbered to make them easier to identify (A=application, I=infrastructure).

The overview shows the service prices, quantity units and business units using the services from the perspective of the service provider (Arbonia Services AG – IT department).

Service (Kermi DD, ROZ, LIG, DIM?)	Service price in CHF	Quantity unit	Arbonia	RWDS	Bekon-Koralle	Joro, Interwand, TPO	Prüm, Garant, Invado
AD/e-mail	190.-	End devices	x	x	x	x	x
Desktop	231.-	End devices	x	x	x	x	x
Local systems, CH	1'313.-	End devices	x	x	x	x	
Help desk/support	347.-	End devices	x	x	x	x	
<b>Electronic workplace operation</b>	<b>2'081.-</b>	<b>End devices</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>	
Local systems, ROW	174.-	Server					x
ICT Security Arbonia Group	432.-	Number of employees (white collar) per company	x	x	x	x	x
WAN	/	Fixed amount (CHF)	x	x	x	x	x
Arbonia telephone operation	324.-	End devices	x	x			
ICT purchases	/	Fixed amount (CHF)	x	x	x	x	x
IT projects	700.-/day	Days	x	x	x	x	x
SAP Basis	197.-	Users	x	x	x		
ERP application operation	3'352.-	Users	x	x			
HR application operation	11'016.-	Users	x	x	x		
IT projects – external advisers/costs	/	Fixed amount (CHF)	x	x			
Department project write-offs	/	Write-off (CHF)	x	x	x	x	x
Maintenance of SAP licences	/	Maintenance (CHF)	x	x	x		x

**Table 13: Overview of service prices, quantity units and services used per business unit**

I101	AD/e-mail, global systems
Description	Includes operation of the global systems used by everyone. All components (servers, licences, network, etc.) are updated and monitored on an ongoing basis.
Included	<ul style="list-style-type: none"> <li>• Active Directory and e-mail operation <ul style="list-style-type: none"> <li>○ User accounts and access rights</li> <li>○ E-mail and calendar incl. antispam and antivirus</li> <li>○ Synchronisation of e-mails with mobile devices</li> </ul> </li> <li>• Operation of Hyperion, Treasury, Intranet, etc.</li> <li>• Server licences and CAL licences (for access to server)</li> <li>• Data centre operation</li> <li>• Backup/restore and system monitoring</li> <li>• Disaster recovery</li> <li>• Network/WAN, Internet</li> </ul>
Not included	<ul style="list-style-type: none"> <li>• Maintenance of accounts of local users abroad as well as their access rights for local file servers (not Switzerland).</li> <li>• All IT project services for the department which require more than one man-day are not included in operation and are processed via projects (see A/I16).</li> </ul>
Quality variables	Availability per month 99.5% (maximum downtime of 3.5 hours)
Largest cost pools	Personnel, WAN, write-offs, software/licences
Business units	Arbonia, Garant, Invado, Prüm, RWDS, Bekon-Koralle, Joro, Interwand, TPO
Quantity unit	End devices
Price	190.00 CHF per year/end device

Table 14: AD/e-mail service

<b>I102</b>	<b>Desktop</b>
Description	Includes automatic installation/provision of standard client with defined standard software (Windows, Office, browser, antivirus, etc.). This is done using Citrix or software distribution.
Included	<ul style="list-style-type: none"> <li>• Provision of client incl. standard software, antivirus client</li> <li>• Operation of Citrix and software distribution</li> <li>• Automatic distribution of Software patches</li> </ul>
Not included	<ul style="list-style-type: none"> <li>• Client hardware (desktop, notebook, thin client, CAD workstation, monitor, tablets, etc.) → costs directly to business units</li> <li>• Licence for Office, Visio, Project, CAD, Adobe, etc.</li> <li>• Client backup (including notebooks) – it is vital that data is backed up on a file server (data storage on network drives)</li> <li>• Delivery and local installation of the hardware (carried out by help desk/support)</li> </ul>
Quality variables	Installation/provision of clients for delivery within 10 working days.
Largest cost pools	Personnel, software/licences (Citrix, Ivanti)
Business units	Arbonia, Garant, Invado, Prüm, RWDS, Bekon-Koralle, Joro, Interwand, TPO
Quantity unit	End devices
Price	231.00 CHF per year/end device

**Table 15: Desktop service**

I103	Local systems, CH
Description	Includes operation of the local systems used by all units in Switzerland. All components (servers, licences, network, etc.) are updated and monitored on an ongoing basis.
Included	<ul style="list-style-type: none"> <li>• Operation of file server (data storage), print server and all other local systems</li> <li>• Internet access incl. proxy</li> <li>• VPN access</li> <li>• Server licences</li> <li>• Data centre operation</li> <li>• Local backup/restore and system monitoring</li> <li>• Local network/WAN, Arbon WAN connection, local Internet</li> <li>• Wi-Fi (internal, guests)</li> <li>• Support for machine PCs (network connection, data backup)</li> </ul>
Not included	<ul style="list-style-type: none"> <li>• Printers, multi-function devices, projectors, etc. → costs directly to business units</li> <li>• All IT project services for the department which require more than one man-day are not included in operation and are processed via projects (see A/I16).</li> </ul>
Quality variables	Availability per month 99.5% (maximum downtime of 3.5 hours)
Largest cost pools	Personnel, write-offs, software/licences
Business units	Arbonia, RWDS, Bekon-Koralle, Joro, TPO, Interwand
Quantity unit	End devices
Price	1'313.00 CHF per year/end device

Table 16: "Local systems, CH" service

<b>I104</b>	<b>Help desk/support</b>
Description	User support incl. central help desk, on-call service (24/7), purchase and delivery of client hardware incl. relocation and training new employees.
Included	<ul style="list-style-type: none"> <li>• Help desk/support as per times defined in SLA <ul style="list-style-type: none"> <li>○ Supported languages: German, English</li> <li>○ 24/7 on-call service incl. coordination of troubleshooting by third party</li> <li>○ Support for lead users</li> </ul> </li> <li>• Training new employees to use Windows/Outlook (Arbonia-specific)</li> <li>• Purchase and delivery of client hardware incl. printers, multi-function devices and projectors</li> <li>• Technical support when relocating</li> </ul>
Not included	/
Largest cost pools	Personnel
Business units	Arbonia, RWDS, Bekon-Koralle, Joro, Interwand, TPO
Quantity unit	End devices
Price	347.00 CHF per year/end device

**Table 17: Help desk/support service**



I10	Electronic workplace operation
Description	Includes operation of services I101, I102, I103 and I104.
Included	<ul style="list-style-type: none"> <li>• I101 – AD/e-mail, global systems</li> <li>• I102 – desktop</li> <li>• I103 – local systems, CH</li> <li>• I104 – help desk/support</li> </ul>
Not included	All other services
Quality variables	See services I101, I102, I103, I104
Largest cost pools	See services I101, I102, I03, I104
Business units	Arbonia, RWDS, Bekon-Koralle, Joro, Interwand, TPO
Quantity unit	End devices
Price	2'081.00 CHF per year/end device

**Table 18: "Electronic workplace operation" service**

I113	Local systems, ROW
Description	Includes operation of the local systems used by the units abroad (not in Switzerland). All components (servers, licences, network, etc.) are updated and monitored on an ongoing basis. All IT project services for the department which require more than one man-day are not included in operation and are processed via projects (see A/I16).
Included	<ul style="list-style-type: none"> <li>• Operation of file server (data storage), print server, access systems and all other local systems</li> <li>• Internet access incl. proxy</li> <li>• VPN access</li> <li>• Data centre operation</li> <li>• Local backup/restore and system monitoring</li> </ul>
Not included	<ul style="list-style-type: none"> <li>• Local personnel costs</li> <li>• Server hardware and licences</li> <li>• Printers, multi-function devices, projectors, etc. → costs directly to business units</li> <li>• Local Internet</li> <li>• Local network/WAN</li> <li>• Wi-Fi (internal, guests)</li> <li>• Support for machine PCs (network connection, data backup)</li> </ul>
Quality variables	<ul style="list-style-type: none"> <li>• Availability per month 98.5% (maximum downtime of 10 hours)</li> </ul>
Largest cost pools	<p>Personnel (CH only) for consultation and operation</p> <p>The local systems are purchased using the I15 "ICT purchases" service. The local personnel and maintenance costs are not part of this service and are shown in the local unit IT budget. This is the main reason why the service is only required by the units abroad.</p>
Business units	Garant, Invado, Prüm
Quantity unit	Server (virtual + physical) – e.g. 2 hardware servers with 4 virtual servers and 1 purely physical HW server = 5 servers
Price	174.00 CHF per year/server

Table 19: "Local systems, ROW" service

<b>S01</b>	<b>ICT Security Arbonia Group</b>
Description	With the increasing networking of IT systems, digitalisation, cyber crime and new online systems on the Internet, the demands on information security are rising. The service includes the information security strategy and the necessary processes and measures
Included	<ul style="list-style-type: none"> <li>• Planning, implementation, review and improvement of information security</li> <li>• Determination of the current safety level</li> <li>• Definition of concrete fields of action and measures</li> </ul>
Not included	<ul style="list-style-type: none"> <li>• Implementation of local / divisional ICT security processes / measures</li> </ul>
Quality variables	<ul style="list-style-type: none"> <li>• Annual implementation of IT security audits and awareness campaigns</li> </ul>
Largest cost pools	Personnel costs, implementation of group-wide security measures such as phishing campaigns, penetration tests and security scanning software and other cyber security measures
Business units	All companies in the Group
Quantity unit	Number of employees (white collar) per company
Price	432.00 CHF per year/employee

**Table 20: Service "ICT Security Arbonia Group"**

I11	WAN
Description	The WAN costs for connecting the sites are paid by the various units. The providers therefore invoice the business units directly. The services listed under "included" are provided by the IT department but are not charged separately.
Included	<ul style="list-style-type: none"> <li>• Coordination and contract negotiation with partners</li> <li>• Connection of field offices to the Arbonia network</li> <li>• Calling out external partner in the event of technical faults</li> <li>• Monitoring connections</li> </ul>
Not included	/
Quality variables	<ul style="list-style-type: none"> <li>• Availability per month 99.5% (maximum downtime of 3.5 hours) at production sites (e.g. Roggwil)</li> <li>• Availability per month 98.5% (maximum downtime of 10 hours) at non-production field offices (e.g. Dietikon/RWDS)</li> </ul>
Largest cost pools	WAN costs by providers
Business units	Arbonia, Garant, Invado, Prüm, RWDS, Bekon-Koralle, Joro, Interwand, TPO
Quantity unit	Fixed amount
Price	Depends on system stability, bandwidth, site, etc.

**Table 21: WAN service**

I12	telephone operation
Description	Includes operation and use of telephone system incl. maintenance and support.
Included	<ul style="list-style-type: none"> <li>• Operation of telephone system</li> <li>• Help desk/support, 24/7 on-call service incl. coordination of troubleshooting by third party</li> <li>• Softphone with CTI (dialling from PC), conference, desktop-sharing, presencestatus, instant messaging, voicemail</li> <li>• Smartphone integration</li> <li>• Attendant console</li> <li>• Licences</li> <li>• Local backup/restore and system monitoring</li> <li>• Disaster recovery</li> </ul>
Not included	<ul style="list-style-type: none"> <li>• Charges for landline telephones (based on usage)</li> <li>• Charges for mobile telephones (based on usage)</li> <li>• Headsets, Speaker</li> <li>• Mobiles/smartphones</li> </ul>
Quality variables	Availability per month 99.5% (maximum downtime of 3.5 hours)
Largest cost pools	Write-offs, maintenance, personnel
Business units	Arbonia, RWD Schlatter
Quantity unit	End devices
Price	324.00 CHF per year/end device

**Table 22: Telephone operation service**

I15	ICT purchases
Description	Consultation services for the standard products defined in the service catalogue and their purchase are provided by the IT department. The products are authorised by the business by means of an approval process.
Included	Consultation and purchase
Not included	<p>Charges are based on hardware and software components that have been ordered and accepted (e.g. infrastructure for new branches – PCs, cabling, etc.).</p> <p>The charges for the following products are passed on; the service recipient must pay for these services once they have been provided as they are not included in operation:</p> <ul style="list-style-type: none"> <li>• Client hardware (desktop, notebook, thin client, CAD workstation, monitor, etc.)</li> <li>• Licences for Office, Visio, Project, CAD, Adobe, etc.</li> <li>• Printers, multi-function devices, projectors, etc.</li> <li>• Local systems, ROW</li> </ul>
Business units	Arbonia, Garant, Invado, Prüm, RWDS, Bekon-Koralle, Joro, Interwand, TPO
Quantity unit	Fixed amount
Price	According to hardware and software list in service catalogue or on request

**Table 23: ICT purchases service**

A/I16	IT projects
Description	The departments are given support when implementing improvements, introducing new features or replacing applications or IT infrastructure platforms.
Included	<ul style="list-style-type: none"> <li>• IT project management in conjunction with departmental project management</li> <li>• Analysis of current situation, target concept, creation of functional specifications in conjunction with the departments.</li> <li>• Installation and configuration of the systems incl. backup, monitoring, etc.</li> <li>• Implementation coordination, selection of suppliers and software</li> </ul> <p>The projects are processed according to the following principles:</p> <ol style="list-style-type: none"> <li>1. Definition of requirements, representation of benefits, feasibility</li> <li>2. Estimation of costs and proposal sent to department</li> <li>3. Order by business unit, scheduling by IT</li> <li>4. Implementation and functional test by IT</li> <li>5. Testing and approval by department</li> <li>6. Go live and release by department</li> <li>7. Charging of project costs (for projects which exceed one man-day/700 CHF external costs)</li> </ol>
Not included	/
Business units	Arbonia, Garant, Invado, Prüm, RWDS, Bekon-Koralle, Joro, Interwand, TPO
Quantity unit	Days
Price	700.00 CHF per day/external project costs

**Table 24: IT projects service**

<b>A09</b>	<b>SAP Basis</b>
Description	Includes SAP Basis operation and all services required in the SAP environment for the provision and operation of the SAP infrastructure.
Included	<ul style="list-style-type: none"> <li>• Provision and operation of the ERP infrastructure incl. database, monitoring of jobs and interfaces</li> <li>• Provision and operation of the subsystems connected to SAP (e.g. operating/machine data logging, OpenText archiving, creditor workflow, etc.)</li> <li>• Maintenance of users and access rights</li> <li>• Backup/restore and system monitoring</li> <li>• Disaster recovery</li> </ul>
Not included	<ul style="list-style-type: none"> <li>• Client- and system copies, Upgrades and Support-Packages</li> </ul>
Quality variables	Availability per month 99.5% (maximum downtime of 3.5 hours)
Largest cost pools	Personnel
Business units	Arbonia, Invado, RWDS
Quantity unit	Users
Price	197.00 CHF per year/user

**Table 25: SAP Basis service**



A10	ERP application operation
Description	ERP application operation includes all services provided within the SAP environment and its subsystems for the maintenance of the applications.
Included	<ul style="list-style-type: none"> <li>• Support for business processes such as sales, production, logistics and finance</li> <li>• Maintenance of the applications</li> <li>• User support based on the key user concept of the service recipient</li> <li>• Adjustments and settings made as part of organisational changes or enhancements</li> </ul>
Not included	<ul style="list-style-type: none"> <li>• SAP HR operation</li> <li>• Maintenance of the SAP licences</li> <li>• All IT project services for the department which require more than one man-day are not included in operation and are processed via projects (see A/116).</li> </ul>
Quality variables	Availability per month 99.5% (maximum downtime of 3.5 hours)
Largest cost pools	Personnel, write-offs, software/licences
Business units	Arbonia, Invado, RWDS
Quantity unit	Users
Price	3'352.00 CHF per year/user

Table 26: ERP application operation service

A12	HR application operation
Description	HR application operation includes all services provided within the SAP environment for the maintenance of the personnel administration system. The ERP and HR systems are separate for security reasons. However, the services provided are identical to those in ERP operation.
Included	<ul style="list-style-type: none"> <li>• Support for the HR business process</li> <li>• Maintenance of the applications</li> <li>• User support based on the key user concept of the service recipient</li> </ul>
Not included	<ul style="list-style-type: none"> <li>• Maintenance of the SAP licences</li> <li>• All IT project services for the department which require more than one man-day are not included in operation and are processed via projects (see A/I16).</li> </ul>
Quality variables	Availability per month 99.5% (maximum downtime of 3.5 hours)
Largest cost pools	Personnel, write-offs, software/licences
Business units	Arbonia, RWDS, Bekon-Koralle
Quantity unit	Users
Price	11'016.00 CHF per year/user

**Table 27: HR application operation service**

<b>A99</b>	<b>IT projects – external advisers and costs</b>
Description	If external services (advisers and materials) are used for projects in agreement with the service recipient, the advisers are managed by the service provider. The external partner invoices the service provider. The service provider is responsible for the accuracy of the content and commercial terms according to which the costs are passed on to the service recipient.
Business units	Arbonia, RWDS, Bekon-Koralle
Quantity unit	Fixed amount in CHF
Price	External project costs

**Table 28: IT projects – external advisers and costs service**

<b>A80</b>	<b>Department project write-offs</b>
Description	Costs are passed on to the service recipient in the form of write-offs on the basis of the projects that have been carried out and completed.
Business units	Arbonia, RWDS, Prüm, Garant, Invado, Bekon-Koralle, Joro, Interwand, TPO
Quantity unit	Write-offs in CHF
Price	On a time and materials basis

**Table 29: Department project write-offs service**

<b>A90</b>	<b>Maintenance of SAP licences</b>
Description	Maintenance of the SAP licences includes purchasing and maintaining the relevant licence types which are required due to the SAP measurement of the individual systems. The licence prices are based on a contract which is negotiated periodically between Arbonia and the supplier, SAP, on a Group-wide basis.
Business units	Arbonia Doors, ARBONIA climate, Arbonia Services, Arbonia Management, RWDS, Invado, Kermi, Bekon-Koralle
Quantity unit	Maintenance costs in CHF
Price	Depends on the number of licences

**Table 30: Maintenance of SAP licences service**

## **2.4 Service charging model**

The service charging model includes the calculation of the individual services and their charges. The IT costs are distributed to the companies in accordance with the distribution key – the quantity units – defined in the service catalogue. The advantage of this method of charging is that it makes the IT costs extremely transparent and the cost centre managers can achieve a steering effect based on the quantities approved.

## **2.5 Calculating the services**

The price for each service is determined by calculating the costs per service.

1. Determination of all defined services (cost objects)
2. Determination of the IT costs
  - 2.1. Personnel costs incl. expenses
  - 2.2. Consultations
  - 2.3. Office materials and telephone system
  - 2.4. Write-offs
  - 2.5. Maintenance and repairs
  - 2.6. Leasing costs and assessments (building, management services)
3. Allocation of the costs to the services
4. Determination of the quantity units
5. Costs per business unit and service

Once the total costs per service have been established, the next step is to determine the quantities per business unit. This process takes place in coordination with Controlling which must approve the number of quantities on an annual basis in the budget process. The quantities are derived from the CMDB (end devices, servers) or systems (users).

## **2.6 Charging for the services**

The service costs are divided by the total number of quantities, resulting in the service price. This is multiplied by the number of quantities per business unit. The invoices are sent to the various business units by Controlling. They are paid by means of a monthly instalment. If the outgoings are less than the planned budget at the end of the year, the business units are given a credit memo; if the budget is exceeded, a subsequent adjustment is posted. Quantity adjustments are only made during the year in the case of significant changes – more than 20% deviation in the quantities – and only in consultation with the IT department.

### 3 Business applications – scope of the solutions

The following SAP modules/products are used in the individual companies (from the service perspective of IT Arbonia Services AG – IT department):

Company	SD	SAP module or product								
		eWM	TM	PP	PP/D S	MM	FI/CO	QM	HR	
Arbonia Services AG							X		X	
Arbonia Manag. AG							X			
Arbonia Doors AG							X			
Arbonia Doors GmbH							X			
ARBONIA climate AG							X		X	
Bekon-Koralle									X	
Invado	X	X	X	X	X	X	X	X		
RWDS							X		X	

**Table 31: SAP modules used in each company**

\* All interfaces which access the SAP system but are not licensed by SAP are omitted here.

## 4 Service level agreement

As the number of services is manageable and they do not differ significantly in terms of service levels and quality variables, one SLA is drawn up which covers all services. The SLA provides a clear agreement with regard to IT services between the business units and the IT department. The aim is to treat the customers of the IT department (business units) in the same way as customers of Arbonia. The defined quality variables are measured, reported and checked for compliance. As this is an internal SLA, no contractual penalties are defined.

The following points must be taken into account in the SLA based on the requirements of the business units:

- General help desk/support services
- Business units' obligation to cooperate (IT instructions, etc.)
- Service levels availability (taking into account production and field locations), service times incl. maintenance windows, response times
- Quality variables (KPIs) and reporting (incl. specification of measures)

### 4.1 General help desk services

The Arbonia IT department deals with problems via ticket, telephone or e-mail. A ticket is opened for all incoming messages containing the relevant details.

Help desk services	
Ticket registration by user	<a href="http://support.arbonia.com">http://support.arbonia.com</a>
Hotline no.	+41 71 440 55 11 Arbonia, RWDS, Bekon-Koralle, Joro, Interwand, TPO
Support e-mail addresses	<a href="mailto:support@arbonia.com">support@arbonia.com</a> Arbonia, RWDS, Bekon-Koralle, Joro, Interwand, TPO
Supported languages	Deutsch, Englisch

Table 32: Help desk services

## **4.2 Business units' obligation to cooperate**

**Compliance with the usage regulations** – In order to ensure secure IT operation, all users must ensure strict compliance with the rules in the IT guideline (for details, see the document "Arbonia-IT-Guideline-User", which is supplied to all Arbonia employees).

**Procedure for queries and problems** – In the event of queries and problems, please proceed as follows:

1. Use your documents (Arbonia manuals, etc.).
2. Search in the electronic program help function and on the Intranet.
3. Notify IT support by registering a ticket in the help desk system, by telephone or by e-mail.

## **4.3 Exclusion of liability**

No liability is accepted for services provided by the service provider as a result of this SLA.

## **4.4 Confidentiality**

All employees involved in IT are obliged to maintain strict confidentiality in connection with their employment. In particular, they are aware that any information made available to them is to be regarded as insider information in accordance with the Swiss Federal Law on Stock Exchanges and Securities Trading.

## **4.5 Service levels**

**Availability** – The availability of IT services is crucial to ensure the best possible process support in the business units. The relevant IT systems are configured in a fail-safe manner based on the importance and urgency of the various business processes. The availability of the systems is defined in the quality variables by means of KPIs. The availability of the IT services for production is primarily measured in the "Local systems, CH" and "Local systems, ROW" services, while the availability of the field locations is measured in the "WAN" service. The availability of production and the field locations also depends on the "AD/e-mail" service.

**Service times** – The service times on site and for the on-call service (standby team) are as follows:

	Days	Time	Priority
<b>On site (Arbon, Roggwil)</b>	Monday - Friday	07.00 - 12.00 12.45 – 17.00 (excluding public holidays and "bridg- ing days" (a day between a public holiday and a week- end))	During the service times on site , all prob- lems (priority 1 - 4) are accepted and processed.
<b>Standby team</b>	365 days per year	Monday - Friday, 17.00 – 07.00  Saturdays, Sun- days, public holi- days and "bridging days"	During the standby team's service times, all problems with priority 1 or 2 are ac- cepted (by telephone only via the hotline no.) and processed. Problems with priori- ty 3 or 4 are only processed during the service times on site.

**Table 33: Service times**

**Window for maintenance work** – The Arbonia IT department can interrupt systems/services during the maintenance windows if required for operational or technical reasons. The general maintenance window is normally between 16.00 on Saturday and 20.00 on Sunday. The users from the business units must be informed at least 2 working days (for emergencies, otherwise at least 10 working days) in advance. Additional extraordinary maintenance windows can be implemented following consultation with the head(s) of the business units:

- For extensive extraordinary work which cannot be carried out within the maintenance windows mentioned for time reasons.
- Work which must be carried out at short notice without delay in order to prevent loss of operation.

**Response times** – The response time is the maximum time between a problem being reported to the Arbonia IT department by telephone and the start of the troubleshooting work (poss. second level support or even external parties). When a problem is reported to the standby team, they will of course attempt to resolve the issue immediately.



Priority	Nature of problem	Response time
1, very high	Whole company affected – loss of operation (Examples: SAP failure, e-mail server failure, network failure)	1 hour
2, high	Whole company affected – workaround possible (example: failure of VPN China, VPN via Arbon) Whole department affected – loss of operation (Example: failure of a departmental server)	2 hours
3, normal	Whole company affected – work can continue (example: Intranet homepage is down) Whole department affected – workaround possible (example: printer is not working, but printing can be carried out on a different network printer) Individual user affected – loss of operation (Example: user cannot print)	8 hours
4, low	Whole department affected – work can continue (Example: poor printout quality, e.g. marks on page) Individual user affected – workaround possible (Example: user cannot send e-mails to a particular recipient, workaround: contact the recipient by telephone instead.)	Within 1 week

**Table 34: Response times**

#### 4.6 Quality criteria

Various criteria can be specified in order to define the quality of a service. Possible dimensions include availability, speed and functionality. The availability of the services is already being monitored. At the present time, it is only possible to measure performance and functionality by means of a user survey.

General KPIs	Quality variable	Measuring point
User satisfaction in general	90% of all IT users rate IT as good or very good overall	Annual user survey
Performance of IT infrastructure	60% of all IT users rate performance as good or very good	Annual user survey
Functionality of IT infrastructure	85% of all IT users rate functionality as good or very good	Annual user survey

**Table 35: Quality criteria for all services**

Service	Quality variable	Measuring point/parameter
AD/e-mail	Availability per month 99.5% (max. downtime of 3.5 hours)	Calculation: duration of downtime and number of affected users
Desktop	Installation/provision of clients for delivery within 10 working days.	Delivery times (from request to delivery)
Local systems, CH	Availability per month 99.5% (max. downtime of 3.5 hours)	Calculation: duration of downtime and number of affected users
Local systems, ROW	Availability per month 98.5% (max. downtime of 10 hours)	Calculation: duration of downtime and number of affected users
WAN	Availability per month 99.5% at production sites (e.g. Roggwil)	Calculation: duration of downtime and number of affected users
	Availability per month 98.5% (max. downtime of 10 hours) at non-production field offices (e.g. z.B. Dietikon/RWDS)	Calculation: duration of downtime and number of affected users
Arbonia telephone operation	Availability per month 99.5% (max. downtime of 3.5 hours)	Calculation: duration of downtime and number of affected users
SAP Basis	Availability per month 99.5% (max. downtime of 3.5 hours)	Calculation: duration of downtime and number of affected users
ERP application operation	Availability per month 99.5% (max. downtime of 3.5 hours)	Calculation: duration of downtime and number of affected users
HR application operation	Availability per month 99.5% (max. downtime of 3.5 hours)	Calculation: duration of downtime and number of affected users

**Table 36: Quality criteria for each service**

The most important KPIs are sent on a monthly basis with the IT status report. They are also discussed by the IT Board once a year.

## 5 Data processing

For the provision of the services described in this SLA, a data processing agreement is concluded with each company. This SLA is an integral part of this Agreement. The following subcontractors/service providers work for the processor (Arbonia Services AG):

Name	Activity
Arbonia Management AG, 9320 Arbon, Switzerland (Data Storage Switzerland)	Internal disclosure of information, e.g. e-training, statistical evaluations, dispatch of group information, internal audits
Microsoft, 8058 Zurich, Switzerland (Data storage Switzerland)	Provider Cloud Software / Microsoft 365
Metacompliance, Dublin, Ireland (Data storage Ireland)	Provider of e-learning in the area of security awareness
Umfrageonline.ch, 8808 Pfäffikon, Switzerland (Data storage Ireland / Germany)	User Satisfaction Measurement Software
Swisscom, 3050 Bern, Switzerland (Data storage Switzerland)	Management of contracts for mobile telephony CH employees
Infoguard, 6340 Baar, Switzerland (Data storage Switzerland)	Technical monitoring / security systems (log evaluation, cyber defense)
Sophos, 8953 Dietikon, Switzerland (Data storage Germany)	Technical monitoring / security systems (log evaluation, cyber defense)
Docusign, 80333 Munich, Germany (EU Data Storage)	Electronic Signature Software
Atlassian / Jira, Sydney, Australia (Data storage Netherlands)	Project Management Software Provider
Planisware / Orchestra, 92320 Chatillon, France (Data storage Germany)	Project Management Software Provider
SAP Signavio, 2504 Biel/Bienne, Switzerland (Data storage Germany)	Process Management Software
Sponge Germany GmbH, 10623 Berlin, Germany (Data storage Germany)	Provider of e-learning in the area of Compliance

**Table 37: Processors**