-- JamieShiers - 20 Feb 2008

Tier0

Service	Maximum delay in responding to operational problems			Average availability measured on an annual basis	
	Service interruption	Degradation > 50%	Degradation > 20%	Machine on	Other times
Raw data recording	4 hours	6 hours	6 hours	99%	n/a
Event reconstruction, distribution of data to T1s, machine on	6 hours	6 hours	12 hours	99%	n/a
Network service to T1s, machine on	6 hours	6 hours	12 hours	99%	n/a
All other T0 services	12 hours	24 hours	48 hours	98%	98%
All other services - prime hours	1 hours	1 hours	4 hours	98%	98%
All other services - outside prime hours	12 hours	24 hours	48 hours	97%	97%

Tier1s

Service	Maximum delay in responding to operational problems			Average availability measured on an annual basis	
	Service interruption	Degradation > 50%	Degradation > 20%	Machine on	Other times
Acceptance of data from T0, machine on	12 hours	12 hours	24 hours	99%	n/a
Network service to T0, machine on	12 hours	24 hours	48 hours	98%	n/a
Data intensive analysis, network service to T0 & T1s, machine on	24 hours	48 hours	48 hours	n/a	98%
All other services - prime hours	2 hours	2 hours	4 hours	98%	98%
All other services - outside prime hours	24 hours	48 hours	48 hours	97%	97%

Tier2s

Service	Maximum delay in responding to operational problems		Average availability measured on an annual basis
	Prime time	Other periods	
End-user analysis facility	2 hours	72 hours	95%
Other services	12 hours	72 hours	95%

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