**IFO SLA Change Procedures**

Procedure 1 - New SLA Item

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| **Step** | **Owner** | **Engagement** |
| 1. Definition   Definition of what to measure and how to measure it. | CSC in negotiation with IFO | CSC directly consults with respective customer communities on what needs to be measured and why |
| 1. Baseline measurement   Collection of baseline measurements of performance used to inform next step. Development of interim measurement tools as necessary. | IFO with timetable negotiated with CSC | CSC communicates status in monthly report |
| 1. Target negotiation   Negotiate target and threshold for SLA compliance of this new SLA Item | CSC in negotiation with IFO | CSC directly consults with respective customer communities on what target and threshold should be. |
| 1. Community consultation   Full community consultation process. | ccNSO and GNSO | CSC makes recommendation to ccNSO/GNSO covering definition, target and threshold |
| 1. Implementation   Technical implementation by IFO; included into reports to; included in CSC oversight | IFO and CSC | CSC communicates status in monthly report |

Procedure 2 – Change SLA Item definition and target/threshold

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| **Step** | **Owner** | **Engagement** |
| 1. Re-definition   Re-definition of what to measure and how to measure it. | CSC in negotiation with IFO | CSC directly consults with respective customer communities on need for changed definition and what that should be |
| 1. Baseline measurement   Collection of baseline measurements of performance used to inform next step. Development of interim measurement tools as necessary. | IFO with timetable negotiated with CSC | CSC communicates status in monthly report |
| 1. Target negotiation   Negotiate target and threshold for SLA compliance of this new SLA Item | CSC in negotiation with IFO | CSC directly consults with respective customer communities on what target and threshold should be. |
| 1. Community consultation   Full community consultation process. | ccNSO and GNSO | CSC makes recommendation to ccNSO/GNSO covering definition, target and threshold |
| 1. Implementation   Technical implementation by IFO; included into reports to; included in CSC oversight | IFO and CSC | CSC communicates status in monthly report |

Procedure 3 – Change SLA Item target/threshold only

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| **Step** | **Owner** | **Engagement** |
| 1. Target negotiation   Negotiate target and threshold for SLA compliance of this existing SLA Item | CSC in negotiation with IFO | CSC directly consults with respective customer communities on what target and threshold should be. |
| 1. Implementation   Technical implementation by IFO; included into reports to; included in CSC oversight | IFO and CSC | CSC communicates status in monthly report and twice yearly report |

Procedure 4 – Remove SLA Item

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| **Step** | **Owner** | **Engagement** |
| 1. Removal requirement   Establish clear reason as to why this SLA Item can be removed | CSC in negotiation with IFO | CSC directly consults with respective customer communities on why this SLA Item can be removed |
| 1. Community consultation   Full community consultation process. | ccNSO and GNSO | CSC makes recommendation to ccNSO/GNSO covering definition, target and threshold |
| 1. Implementation   Removal of SLA Item | IFO and CSC | CSC communicates status in monthly report and twice yearly report |