

HEAnet DDoS Mitigation Service SLA

Service Level: Level 5 (Fully Managed HEAnet Service)

Document control:

Filename	HEAnet DDoS Mitigation Service SLA.docx
Reviewed	January 2025
Saved on	Wednesday, 29 January 2025
Author	John Creaven
Version	1.1
Status	<input type="checkbox"/> DRAFT <input type="checkbox"/> READY FOR REVIEW <input checked="" type="checkbox"/> FINAL
Purpose	Define the Service Level Agreement
Scope	HEAnet DDoS Mitigation Service

Document approval:

Approved by	Signature	Date
Brian Nisbet		29 January 2025

Change History:

Date	New Version	Author	Summary of Change
4 January 2024	1.0	John Creaven	Updated for Document Template Standardisation purposes
10 January 2025	1.1	John Creaven	Annual Review – 2025

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1. Purpose

This document defines the Service Level Agreement (SLA) for the HEAnet DDoS Mitigation Service.

2. Service Description

The DDoS Mitigation Service is a series of technical measures intended to mitigate against the effects of a volumetric DDoS attack either directly upon clients or critical HEAnet infrastructure. This is broken down into three sub-services:

- Cloud Scrubbing Service
- Firewall on Demand
- Remote Blackholing

This service will be activated by the HEAnet NOC as required and appropriate when an attack is detected.

The DDoS Mitigation service is included in HEAnet's 24/7 on-call support arrangements.

To report a P1 incident please contact HEAnet by phone on 01-6609040

3. Indicators

In Hours:

- Where the attack is identified by the Cloud Scrubbing Service mitigation should automatically commence within 10 minutes of an attack being detected.
- Commence investigation/troubleshooting within 15 minutes of an attack starting or immediately on receipt of a client call or automated system message.
- Consult with the affected clients on a preferred course of action
- Take any agreed steps immediately and subsequently any other necessary steps to protect HEAnet clients or infrastructure.

Out of Hours:

- Where the attack is identified by the Cloud Scrubbing Service mitigation should automatically commence within 10 minutes of an attack being detected.
- Response times out of hours are governed by HEAnet's standard 24/7 on-call response SLA. This indicates a response within one hour of the on-call engineer being made aware of the attack, either by a client call or automated system.

Targets for Incident Management are listed in [Appendix A](#)

4. Limitations

The following conditions are outside the scope of the terms of this service:

- Any attack or vulnerability that is not volumetric in nature

5. Exclusions

None

6. Escalation Process

Contact	Role/Name	Telephone
1 st Contact	HEAnet Service Desk	+353 1 6609040
1 st Escalation	Networks Manager	+353 1 6609040
2 nd Escalation	Service Operations Manager	+353 1 6609040
3 rd Escalation	Technical Services Director	+353 1 6609040
4 th Escalation	CEO	+353 1 6609040

7. Reporting

This SLA will be reported upon by request or as part of an RFO.

8. Penalties

There are no penalties associated with a breach of this SLA. An explanatory note will be provided to affected HEAnet Clients in the case that this SLA is breached. This explanatory note will include details on remedial measures to ensure that the cause of the breach is prevented from recurring, or at a minimum that the impacts of its recurrence if unavoidable will be minimised.

9. Reviews

This SLA will be reviewed on an annual basis.

Appendix A

Targets for Incident Management

The current HEAnet Service Desk Support SLA states that 99% of contacts will be issued a response within 2 working hours during core hours: 0900 – 1730, Monday – Friday, and 100% of P1 faults will be responded to within 1-hour 24x7x365

While HEAnet will make every effort to meet the response targets for incident management below, these targets are on a best-effort basis only.

Targets

The HEAnet Service Desk will respond to Clients within Standard Support Hours to acknowledge and commence Resolution of Incidents reported to the Service Desk.

Targets for Response and Resolution are defined by the Priority of the call.

Targets for Incident Management				
Priority	Checkpoints			
	1 Service Desk (Response Time)	2 Service Desk (Client Update)	3 (Target Resolution Time)	Service Target *
1 - Critical	Within 15 Minutes	Every 1 Hour	Within 6 Hours	70%
2 - High	Within 1 hour	Every 4 Hours	1 Business Day	70%
3 - Medium	Within 2 hours	Every 1 Business Day	2 Business Days	70%
4 - Low/ Scheduled	Within 2 hours	As appropriate	As negotiated / scheduled	70%

*Service Levels are measured against HEAnet Core Business Hours (0900 – 1730, Monday – Friday), except for P1 incidents affecting services which are covered by 24/7 on-call support arrangements.