



Service Level Agreement (SLA) for Drupal Maintenance and Support

I. SLA Foundation: Tiers, Metrics, and Commitments

This SLA defines three tiers of service: "Basic Security," "Proactive Care," and "Premium Growth." All commitments are contingent upon clearly defined service windows and incident severity levels.

A. Core SLA Metrics by Tier (Response & Availability)

SLA Component	Basic Security	Proactive Care	Premium Growth
Primary Focus	Security & Compliance (L1)	Stability & Support (L2)	Strategic Growth & 24/7 (L3)
Support Window	8x5 (Business Hours)	Extended 12x6 (M-S)	24/7/365
Standard Response Time (P3/P4)	24 hours (Average)	12 hours (Average)	8 hours (Average)
Critical Incident Response SLA (P1)	Best Effort (Up to 36 hours general)	Guaranteed Within 5 Business Hours	Guaranteed Within 3 Hours
P1 Resolution Target (Business Hours)	1-5 Days (Issue Dependent)	Resolution within 3 hours	About 1 Business Day (Real-Time Focus)

*Monthly Pricing: Each site is evaluated individually. The pricing depends on the project scale, number of integrations, and list of contributed and custom modules. Rates start at €1,200/month. Minimum contract term: 3 months.

B. Incident Severity Definitions and Targets

Priority	Definition	Response Time (Proactive Care)	Response Time (Premium Growth)
P1/Critical	Total site outage, severe data corruption, or active security breach.	Guaranteed Within 4 Business Hours	Guaranteed Within 3 Hours
P2/High	Major feature failure or severe performance degradation.	Guaranteed Within 4 Business Hours	Guaranteed Within 3 Hour
P3/Medium	Minor bugs, administrative tweaks, non-critical update issues.	12 hours (Average)	8 hours (Average)
P4/Low	General inquiries, routine tasks, content updates.	12 hours (Average)	8 hours (Average)

II. Scope of Work and Feature Inclusions

The escalation across tiers shifts the financial model from Time & Material (T&M) for ad-hoc work to fixed-fee inclusions for unlimited small tasks and dedicated development time.

A. Feature Inclusions and Scope Progression

Service	Basic Security	Proactive Care	Premium
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Component			Growth
Same-Day Security Updates	No	Yes	Yes
Core/Module Updates Frequency	Monthly	Bi-Weekly	Bi-Weekly
Testing After All Updates	Yes	Yes, Verified within 1 Business Day	Yes, Verified within 1 Business Day
Daily Offsite Backups	No	Yes, verified weekly	Yes, Bi-weekly, verified weekly
Unlimited Helpdesk Support	No	Yes	Yes
Unlimited Small Repairs (<= 30 min)	No (T&M)	Yes (Max 30 min/task)	Yes (Max 30 min/task)
Included Dev/Custom Tasks (<= 30 min)	No (T&M)	No (T&M)	Yes (Max 30 min/task)
Quarterly Health/Security Scans	Yes	Yes	Yes
Strategic Audits (WCAG/SEO/Performance)	No	No	Yes (Regular Audits)
Key Communication	Ticketing/Email and Chat	Ticketing, Email, Chatting	Dedicated Manager,

Channel			Emergency Line
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III. Operational Methodology and Governance

The support model is structured on Agile practices combined with ITIL-based support processes. All tasks are logged, tracked, and managed via Jira Service Desk, ensuring transparent collaboration.¹⁰

A. Support Streams (Maintenance Model)

Services are delivered across four defined streams:

1. **Preventive Stream:** Regular Drupal core/module/theme updates, regression testing, security patches, and routine scans.
2. **Proactive Stream:** Continuous monitoring of uptime, performance optimization, accessibility testing, and trend analysis.
3. **Reactive Stream:** SLA-driven incident response, bug fixing, and emergency support, including documented disaster recovery.
4. **Evolution Stream:** Minor feature improvements, documentation updates, and future-readiness planning (executed in 1–2 mutually agreed-upon sprints).

B. Support Team Roles and Responsibilities

The team operates with specialized roles to ensure accountability and process adherence:

Role	Primary Responsibilities & Function
Project Manager (PM)	Single Point of Contact (SPOC). Manages the Service Desk, defines priorities, handles client communication (weekly calls), tracks time, and delivers monthly reports (burndown tables).

Backend Developer (BE)	Level 2/3 technical expert. Executes core security/module updates, bug fixes, handles hosting communication, and addresses technical alerts.
Frontend Developer (FE)	Handles theme/library version updates, ensures compatibility, executes minor ad hoc feature improvements or design changes, and site configurations (speed/cache).
QA Specialist (QA)	Guarantees quality. Conducts functionality assurance, regression testing, and executes automated/unit tests within 24 hours after release . Manually checks random client editing errors monthly.

IV. Contractual and Governance Requirements

A. Financial and Risk Management

1. **Fixed vs. T&M:** Fixed-fee subscription covers routine maintenance and small fixes (≤ 30 min). Time & Material (T&M) is reserved for large, discrete, and complex custom component development.
2. **Service Credits:** If the Critical Incident SLA (P1/P2) is demonstrably breached, the client receives a proportional reduction or credit applied to the monthly service fee.

B. Quality and Transparency

- **Transparency:** All tasks are logged, tracked, and delivered with burndown tables, time-tracking, and issue closure notes using Jira.
- **Onboarding:** A formal onboarding procedure, supervised by a dedicated Customer Care Manager, is required for proper stack setup and knowledge transfer.



About us

Attico International delivers comprehensive Drupal digital experience solutions, along with web and mobile development services.

Founded in 2013, we bring extensive experience in building enterprise-level applications, services, and solutions.

We specialize in Drupal maintenance and support, helping clients manage complex multilingual and multisite ecosystems, ensuring their security, stability, and optimal functionality. From regular security updates to monitoring and customer support, we take care of your platform, allowing you to focus on growing your business.

We offer the following services:

- Regular security updates – Drupal core and contrib modules
- Functionality assurance – verification that all features work post-update
- Bug fixes & issue resolution – prioritization based on severity
- Monitoring & incident response – quick detection and resolution
- Customer support – correcting content editing errors and providing assistance
- Regression testing & custom module updates – to ensure seamless performance
- Site backups, theme/library updates, third-party integration support
- Hosting communication support – interface with the hosting provider as needed