

NAIMES Quality of Service Agreement

Service	Agreed Level of Service
Hours of Operation	Seven Days Per Week, 24 Hours Per Day (7X24).
System Reliability	Reliability is defined as users are able to retrieve requested data from the NAIMES Program with no outage lasting longer than 10 minutes, and no more than 30 minutes of total outages (including outages due to maintenance) in any continuous 3-month period.
System Accessibility	Accessibility is defined as the turnaround time within the NAIMES Program facility. The NAIMES Program shall be capable of initiating transmission of requested data during transactions with 100% of its users within 2 minutes.
Scheduled Maintenance	Scheduled Maintenance is defined as any maintenance affecting the NAIMES Program. Notice of Scheduled Maintenance will be posted on the affected web page(s) not less than 24 hours prior to implementation.
Customer Complaints & Comments	Customers may contact the NAIMES Program via email at 7-awa-naimes@faa.gov or (government only customers) call NAIMES Technical Support at 703-326-3905 Seven Days Per Week, 24 Hours Per Day (7X24). Customer emails will be acknowledged by not later than close of business the next business day. Customer calls will be entered and tracked on the NAIMES Program Problem Tracking system by Technical Support personnel.
Security	The NAIMES Program uses digital certificates and HyperText Transfer Protocol Secure (https) to provide site authentication and two-way data integrity between the customer and the NAIMES Web Pages.
Reporting	All system related issues will be logged in the NAIMES Problem Tracking data base and will be reviewed by the NAIMES Program Manager in the Project Status Meeting.