

## Operational-Level Agreement (OLA)

For old Rhythmyx sites / Content that is not in Matrix

		High	Medium	Low
		Website unavailable Broken link fix Content wrong (legal implication)	Broken image fix Search (Funnelback) Content wrong (no legal implication) Content archive Document upload	Page build Content update Navigation update
Business impact	High	1 hour	8 hours	5 working days
	Medium	1 working day	3 working days	10 working days
	Low	2 working days	5 working days	Up to 4 weeks with 2–4 weeks' notice required

### Bespoke forms.

Forms that are in the style of the old Rhythmyx site are built bespoke by Information Systems, outside of either CMS. As such changes to these need to be scheduled and prioritised into the IS workload. As such turn around for these can be 4-12 weeks depending on the scale of work.