

System Monitoring and Uptime Commitment Policy

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Approved By: Chief Technology Officer (CTO)**

1. Purpose

This policy defines Orbitel.ai's approach to system monitoring, performance tracking, and service uptime management.

Its purpose is to ensure the reliability and availability of Orbitel's AI and SaaS offerings, as well as transparency in communicating uptime metrics to customers.

2. Scope

Applies to all:

- Production systems, APIs, databases, and customer-facing applications.
- Monitoring tools and alerting mechanisms managed by Orbitel's DevOps and SRE teams.

3. Uptime Commitment

Orbitel commits to maintaining **99.9% monthly uptime** for its core AI and SaaS platforms (excluding scheduled maintenance and force majeure events).

4. Policy Statements and Controls

a. System Monitoring

- Continuous monitoring is implemented for performance, latency, and service health metrics.

- Real-time alerts notify on-call engineers of anomalies, latency spikes, or potential outages.
- Monitoring covers network traffic, CPU utilization, API response times, and storage capacity.

b. Incident Detection and Escalation

- Alerts are categorized by severity and routed to designated response teams.
- High-severity issues are acknowledged within 15 minutes and resolved within defined SLAs.
- Escalation protocols ensure prompt executive notification for major incidents.

c. Maintenance Windows

- Scheduled maintenance is announced at least 48 hours in advance.
- Maintenance activities are planned to minimize user disruption.

d. Service Health Transparency

- Orbitel publishes uptime and incident summaries on its **Status Page** (status.orbitel.ai).
- Customers receive notifications about planned maintenance or significant service events.

e. Data and Log Retention

- Monitoring logs are retained for at least 12 months for forensic and performance analysis.

5. Compliance and Continuous Improvement

Orbitel's monitoring framework aligns with ISO 27001 A.8.16 (Monitoring Activities). Performance and uptime metrics are reviewed monthly to identify capacity needs and optimization opportunities.