1. Service Level Agreement

1.1 Statement of Intent

The aim of this agreement is to provide a basis for close co-operation between Agency Name and Company Name, for support services to be provided by Company Name to Agency Name, thereby ensuring a timely and efficient support service is available to Agency Name end users. The objectives of this agreement are detailed in Section 1.2.

This agreement is contingent upon each party knowing and fulfilling their responsibilities and generating an environment conducive to the achievement and maintenance of targeted service levels.

1.2 Objectives of Service Level Agreements

1. To create an environment which is conducive to a co-operative relationship between Company Name and Agency Name to ensure the effective support of end users
2. To document the responsibilities of all parties taking part in the Agreement
3. To ensure that Agency Name achieves the provision of a high quality of service for end users with the full support of Company Name.
4. To define the commencement of the agreement, its initial term and the provision for reviews
5. To define in detail the service to be delivered by Company Name and the level of service which can be expected by Agency Name, thereby reducing the risk of misunderstandings
6. To detail via a question list, information Company Name requires Agency Name to extract from end users prior to Company Name involvement
7. To institute a formal system of objective service level monitoring ensuring that reviews of the agreement are based on factual data
8. To provide a common understanding of service requirements/capabilities and of the principles involved in the measurement of service levels
9. To provide for all parties to the Service Level Agreement a single, easily referenced document which caters for all objectives as listed above

1.3 Period of Agreement

This agreement will commence on the date specified in the **Official Order** following the acceptance by both parties and will continue until terminated.

1.4 Review Procedure

This agreement will be reviewed on Date X, or at a mutually agreed date, by Agency Name and Company Name. The review will cover services provided, service levels and procedures. Changes to this agreement must be approved by both signatories.

1.5 Representatives

Agency Name and Company Name nominate the following representatives responsible for the monitoring and maintenance of the service agreement:

|  |  |
| --- | --- |
| Agency Name: | Agency Representative |
| Company Name: | Company Representative |

1.6 Reference Documents

The following documents will serve as a basis for the policies and procedures of Agency Name operation. They will also define the support levels required and prioritisation of computer faults by Agency Name.

|  |  |
| --- | --- |
| 1. Supported Personal Computer Products | (Updated quarterly) |
| 1. Supported Applications | (Updated quarterly) |
| 1. PC Security and Backup Procedures |  |
| 1. End User Development Guidelines |  |
| 1. LAN Operating Procedures | (Updated quarterly) |

Copies of these documents will be made available to the Company Name as they become available to ensure compliance with Agency standards.

1.7 Service Level Monitoring

The success of service level agreements depends fundamentally on the ability to measure performance comprehensively and accurately so that credible and reliable information can be provided to customers and support areas on the service provided.

Service factors must be meaningful, measurable and monitored constantly. Actual levels of service are to be compared with agreed target levels on a regular basis by both Agency Name and Company Name. In the event of a discrepancy between actual and targeted service levels both Agency Name and Company Name are expected to identify and resolve the reason(s) for any discrepancies in close co-operation.

Service level monitoring will be performed by Agency Name. Reports will be produced as and when required and forwarded to the Company Name contact.

Service level monitoring and reporting is performed on response times for faults, as specified in Section 3.4 of this agreement.

1.8 Complaints

All complaints relating to the operation of the help service, including:

1. Expected level of support
2. Actual support offered and delivered
3. Personnel responsible for providing or administering support
4. Any other issue relating to this document or the relationship between Agency Name and Company Name.

received by either party will be forwarded in writing and distributed concurrently to the signatories of this document. The intent is to ensure thorough, timely and open resolution of all such problems.

Agency Name Responsibilities

2.1 Functional Overview

To provide a service for the registration, referral and resolution of all computer related faults and queries (supported products only) encountered by end users throughout the Agency Name. This includes the following specific responsibilities:

1. Provision of a Help Desk or similar facility
2. Extracting information from end users as per Company Name specified list of questions (detailed in section 4)
3. Timely referral of faults to Company Name as per method detailed in section 4
4. Fault resolution monitoring, and production and distribution of Service Level Monitoring reports as and when required

2.2 Hours of Operation

The Agency Name Help/Support Service will operate daily from ···· a.m. to ···· p.m. except on public holidays where alternative arrangements will be made and publicised.

2.3 Response Times

Table 2.3 shows the priority assigned to faults according to the perceived importance of the reported situation. The priority assignment is to refer to the initial telephone response to the client as per Section 2.4 of this document. The support level refers to the Agency Name guide for support available as illustrated in Section 2.5 of this document.

**Table 2.3 - Response Priority**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Support**  **Level** | **Business**  **Critical** | **Business**  **Critical** | **Non-**  **Business**  **Critical** | **Non-**  **Business**  **Critical** | **Request**  **For**  **Service** |
|  | **Fatal** | **Impaired** | **Fatal** | **Impaired** |  |
| **High** | A | B | B | C | R |
| **Medium** | A | B | C | C | R |
| **Low** | B or C | C or D | C or D | D | R |

|  |  |  |
| --- | --- | --- |
| Fatal | - | Total system inoperability. |
| Impaired | - | Partial system inoperability. |
| Business Critical | - | Unable to perform core business functions. |
| Non-Business Critical | - | Able to perform limited core business functions. |

2.4 Priority Level Response Times

Table 2.4 shows the required initial telephone response times for the individual priority ratings. All times indicated represent telephone response time during specified working hours of ···· am to ···· pm Monday to Friday, unless otherwise indicated in this document, or otherwise agreed upon by Agency Name and Company Name.

The indicated telephone response time represents the maximum delay between a fault/request being reported to the Company Name and a Company Name representative contacting the Agency Name client by telephone. The purpose of this telephone contact with the Agency Name client by Company Name is to notify the client of the receipt of the fault/request from Agency Name and provide the client with details of the proposed action to be taken in respect of the particular fault/request.

The Company Name representative must notify Agency Name immediately upon escalation of faults/request initially referred to Company Name by Agency Name. If so requested by Company NameAgency Name will facilitate the actual escalation of the fault/request by contacting the support group to which the fault/request has been escalated on behalf of Company Name.

Escalated faults/requests will require telephone response to the Agency Name client by Company Name in the same manner as for referred faults.

**Table 2.4 - Priority Level Response Times**

|  |  |
| --- | --- |
| **Priority Level** | **Response Time** |
| A | 15 Minutes |
| B | 30 Minutes |
| C | 45 Minutes |
| D | 60 Minutes |
| R | 90 Minutes |

2.5 Support Available

This table shows the support available for each support level, as defined by the Recommended Computer Products list. The Recommended Computer Products document is produced by Agency Name as the standard for Information Management usage within the Agency Name.

**Table 2.5 - Support Available**

|  |  |
| --- | --- |
| **Support Level** | **Support Available** |
| **Recommended** | Full Internal Support Available  Internally Conducted Training Courses Available  High Priority  External Support/Training Available |
| **Supported** | Full Internal Support Usually Available  No Internally Conducted Training Available  Medium Priority  External Support/Training Available |
| **Acknowledged** | Limited Internal Support Available  No Internally Conducted Training Available  Low Priority  External Support/Training Available |
| **Discouraged** | Product Not Recommended  No Internally Conducted Training Available  No Internal Support Available  External Support/Training Available |

Sourcing of external support services for computing products at the "Acknowledged" and "Discouraged" levels, or for those products not contained in the Recommended Computer Products document, will be undertaken by Agency Name at the expense of the Agency Name client. Agency Name will not be responsible for any costs incurred in the provision of external support for computing products under these levels.

Support services provided by Agency Name for products not contained in the Recommended Computer Products document or those listed at the "Discouraged" level will be limited subject to available Agency Name resources.

External training courses will always be provided at the expense of the Agency Name client. Internally conducted training courses may also be at the expense of the Agency Name client.

3. Company Name Responsibilities

3.1 Functional Overview

Company Name is a provider of computing hardware and software maintenance service and support to the Agency Name.

3.2 Hours of Operation

A Company Name representative will be available to provide support functions between the hours of ···· am and ···· pm Monday to Friday, public holidays excepted, unless alternative arrangements have been agreed to by Agency Name.

3.3 Response Times

The Company Name will accept the priority assigned to a fault by Agency Name, as per Fault Matrix in 2.3 and Priority Assignment criteria in 4.1.

3.4 Service Level Targets

The Company Name will respond within the time specified by the priority allocation. Agency Name will issue reports as and when required to the Company Name unit manager for the purpose of gauging Company Name performance.

4. Supported Products/ Applications/Systems

4.1 Hardware Support Services

Hardware Products Supported:

· ? (List products here)

|  |  |  |
| --- | --- | --- |
| **Contact Details:** | **Name:** | **?** |
|  | **Phone:** | **?** |
|  | **Mobile:** | **?** |
|  | **Fax:** | **?** |
|  | **Pager:** | **?** |

Agency Name Question List:

Name, section, street/building address and telephone number of Agency contact.

Details of problem equipment - type, make, model and serial number.

Details of package in use - name, version and installer.

Details of operating environment - LAN, WAN, operating system, user interface etc.

Complete description of the fault/request.

If installation requested complete details of hardware/software to be installed.

Purchase/Emergency Order Number (where applicable).

Priority Assignment Criteria:

As assigned by the Agency Name fault matrix in section 2.3 of this document. This response time is to indicate the initial telephone response by Company Name, as described in Section 2.4 of this document, to the client as detailed on the Agency Name Fault Report Form.

Method Of Fault Referral:

Facsimile transmission of Agency Name Fault Report Form by Agency Name staff to Company Name.

Telephone contact by Agency Name operator.

Pager contact by Agency Name operator.

Method Of Return Of Resolved Faults:

Immediately following actual resolution of each individual fault/request a Company Name representative will notify Agency Name by telephone or facsimile of the completion of the fault/request. Within 48 hours of resolution Company Name will provide Agency Name with complete details of resolution, date and time of completion and estimated time taken in the actual resolution.

Other (Details):

Agency Name will forward a weekly report of all outstanding faults (as determined by the Agency Name fault log database) to Company Name.

Company Name will notate each outstanding fault with details of current status and return the report to Agency Name within 24 hours of receipt of the report.

4.2 Software Support Services

Software Products Supported:

· ? (List products here)

|  |  |  |
| --- | --- | --- |
| **Contact Details:** | **Name:** | **?** |
|  | **Phone:** | **?** |
|  | **Mobile:** | **?** |
|  | **Fax:** | **?** |
|  | **Pager:** | **?** |

Agency Name Question List:

Name, section, street/building address and telephone number of Agency contact.

Details of problem equipment - type, make, model and serial number.

Details of package in use - name, version and installer.

Details of operating environment - LAN, WAN, operating system, user interface etc.

Complete description of the fault/request.

If installation requested complete details of hardware/software to be installed.

Purchase/Emergency Order Number (where applicable).

Priority Assignment Criteria:

As assigned by the Agency Name fault matrix in section 2.3 of this document. This response time is to indicate the initial telephone response by Company Name, as described in Section 2.4 of this document, to the client as detailed on the Agency Name Fault Report Form.

Method Of Fault Referral:

Facsimile transmission of Agency Name Fault Report Form by Agency Name staff to Company Name.

Telephone contact by Agency Name operator.

Pager contact by Agency Name operator.

Method Of Return Of Resolved Faults:

Immediately following actual resolution of each individual fault/request a Company Name representative will notify Agency Name by telephone or facsimile of the completion of the fault/request. Within 48 hours of resolution Company Name will provide Agency Name with complete details of resolution, date and time of completion and estimated time taken in the actual resolution.

Other (Details):

Agency Name will forward a weekly report of all outstanding faults (as determined by the Agency Name fault log database) to Company Name.

Company Name will notate each outstanding fault with details of current status and return the report to Agency Name within 24 hours of receipt of the report.

4.3 Training Services

Available Courses

· ? (List courses here)

|  |  |  |
| --- | --- | --- |
| **Contact Details:** | **Name:** | **?** |
|  | **Phone:** | **?** |
|  | **Mobile:** | **?** |
|  | **Fax:** | **?** |
|  | **Pager:** | **?** |

Agency Name Question List:

Name, section, street/building address and telephone number of Agency contact.

Details of training requirements.

Purchase/Emergency Order Number (where applicable).

Priority Assignment Criteria:

All training provision requests will attract an "R" priority, as per Section 2.4 of this document.

Method Of Fault Referral:

Facsimile transmission of Agency Name Fault Report Form by Agency Name staff to Company Name.

Telephone contact by Agency Name operator.

Pager contact by Agency Name operator.

Method Of Return Of Resolved Faults:

Immediately following actual resolution of each individual fault/request a Company Name representative will notify Agency Name by telephone or facsimile of the completion of the fault/request. Within 48 hours of resolution Company Name will provide Agency Name with complete details of resolution, date and time of completion and estimated time taken in the actual resolution.

Other (Details):

Agency Name will forward a weekly report of all outstanding faults (as determined by the Agency Name fault log database) to Company Name.

Company Name will notate each outstanding fault with details of current status and return he report to Agency Name within 24 hours of receipt of the report.