

## Service Level Agreement for IT Support Services

This Service Level Agreement defines the minimum service targets for our IT Support Services.

### Response

We will respond to all Incidents within 30 minutes. This involves initial triage of the Incident by The Service Desk:

- Gather any additional necessary information
- Assign Service Type
- Assign Priority level
  - Urgency
  - Importance
- Assign configurations
- Assign to a technician and schedule
- Change Status to **Responded**

### Resolution Plan

Creation of a resolution plan means that we have identified the steps required to be taken in order to resolve the incident. The target time for this is dependent on Priority.

- Assigned technician troubleshoots the issue to obtain a technical resolution to the problem
- Assigned technician escalates the issue if required
- Assigned technician updates ticket with resolution plan/ steps taken so far.

### Incident Resolution

The target time for incident resolution is dependent on Priority.

### Severity and Impact

These two categories determine the priority level of an incident:

**Impact:** How business critical is the issue? Does it affect multiple users or prevent key business services?

High Impact: Critical – major business processes are stopped

Medium Impact: Operations are degraded, but there is a reasonable workaround

Low Impact: more of an irritation than a stoppage

**Severity:** How quickly does the issue need to be resolved?

High Severity: Entire organisation is affected

Medium Severity: Departments or groups of users are affected

Low Severity: One or two users are affected



### Priority based on impact and severity

The following table shows what priority level is assigned to an incident, based on its Impact and Severity

		Impact		
		High	Medium	Low
Severity	High	1	2	3
	Medium	2	3	4
	Low	3	4	4

### Priority levels

Priority	Classification	Typical scenarios
1	Critical	Typically issues such as critical server down, issues where data or equipment is in jeopardy, or where business critical services are unavailable company-wide. These items are scheduled and dealt with immediately regardless of current workload, and may require team members to stop work on current tasks.
2	High	Issues that require higher than routine attention. Examples include critical workstation down, a network issue affecting more than one user (where no workaround is available) or a failed drive in a redundant RAID array.
3	Standard	Example: Can't check e-mail from one computer, but could use Web-Mail from another computer.
4	Low	Preventative maintenance, server checks, monitoring reports, etc.

### SLAs based on Incident Priority levels

Priority	Response	Resolution Plan Created	Resolution Complete	Success Target
1	30 mins	1 hour	8 hours	90%
2	30 mins	2 hours	2 days	90%
3	30 mins	8 hours	3 days	90%
4	30 mins	3 Days	5 days	90%

All times are for business hours only (i.e. 2 days is 2 working days)



### On site visits

Where possible, we will provide support remotely using our Managed Service Platform. Where an engineer is required to attend the customer site, we will dispatch the engineer as required to ensure that a resolution is achieved within the SLA targets. There is no limit on the number of on site visits: if we need to come onsite, we do.

### Success targets

Due to the nature of IT support, it is not possible to guarantee that every incident will meet the targeted Response, Resolution Plan and Resolution targets. For example, a major business continuity event such as a failed server may take longer to resolve than the targeted 8 hours. We therefore use a target system. We will review our performance against targets constantly and share this information with you.



### IT Support Charging structure

Our Support services can be paid for either using or Fixed Fee Charging or Variable Charging

#### Fixed Fee Charging

You will be charged a fixed monthly fee based on the size of your System and other factors. This fee will be agreed at the point of the Agreement being signed. Irrespective of how many incidents are logged and how much support your system needs, you will pay a fixed monthly price. The only elements of support that are charged additionally to the fixed fee are Developer Support and Out Of Hours Support. New elements of your system (i.e. new workstations, servers, etc) will be added to your agreement as required and the price revised.

#### Variable Charging

Variable Charging allows customers to pay for IT support on a pay-as-you-go basis. This gives customers the potential to pay very little for support when it's not required, but has the disadvantage that, in the event of any major system issues, the customer can pay considerably more in those months (i.e. the risk is with the customer).

- All remote support (except Developer Support) is charged in 5 minute billing periods at a rate of £7.5 per five minutes
- Onsite visits are charged in 1 hour billing periods at a rate of £90 / hour
- All Out Of Hours support is charged in 30 minute billing periods at a rate of £75 per 30 minutes
- Developer Support, irrespective of whether it is remote or onsite) is charged at £90 / hour
- System Monitoring and Management is charged as a fixed monthly fee of £125 (note: Incidents raised in relation to problems identified from monitoring will be billed as normal incidents)
- For Customers who do not wish to have System Monitoring and Management, and SLA Management fee of £50 per month will be charged

#### Combining Fixed Fee and Variable Charging

Combining our two charging mechanisms allows you to pay for Support partially on a fixed fee basis and partially on a variable basis. In return for a fixed fee, we will reduce our rates proportionally for Incident Support.

Here is an illustration based on a Company's Fixed Fee charge is £575/month

	Fixed fee per month	Charge for Incidents per 5 minutes	System Monitoring and Management per month	Our of Hours support per 30 mins	Developer Support per hour
<b>Fixed Fee Charging</b>	£575	£0 (included)	£0 (included)	£75	£90
<b>75% variable</b>	£431.25	£1.88	£125	£75	£90
<b>50% variable</b>	£287.50	£3.75	£125	£75	£90
<b>25% variable</b>	£143.75	£5.63	£125	£75	£90
<b>Variable Charging</b>	£0	£7.5	£125	£75	£90

