Assist

Service Level Agreement

Client
Service Level Agreement

Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between NetMonkeys Ltd and Client for the provisioning of IT services required to support and sustain service level agreement.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This Agreement outlines the parameters of all IT services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

Goals & Objectives

The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the Customer(s) by the Service Provider(s).

The goal of this Agreement is to obtain mutual agreement for IT service provision between the Service Provider(s) and Customer(s).

The objectives of this Agreement are to:
Provide clear reference to service ownership, accountability, roles and/or responsibilities. Present a clear, concise and measurable description of service provision to the customer. Match perceptions of expected service provision with actual service support & delivery.

Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the primary stakeholders associated with this SLA:

IT Service Provider(s): NetMonkeys ("Provider")
IT Customer(s): Client ("Customer")

Periodic Review

This Agreement is valid from the Effective Date outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The Business Relationship Manager ("Document Owner") is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

Business Relationship Manager:
Review Period: Bi-annual (6 months)
Previous Review Date:
Next Review Date:

Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

Service Scope

The following Services are covered by this Agreement;

Support

- Desktop user support
- Email system
- Manage firewall
- Manage ISP
- Manned telephone support
- Monitored email support
- Remote assistance using Remote Desktop and a Virtual Private Network where available
- Non server related planned or Emergency Onsite assistance

Customer Requirements

Customer responsibilities and/or requirements in support of this Agreement include:

- Payment for all support costs is in advance and by monthly standing order only.
- Reasonable availability of customer representative(s) when resolving a service related incident or request.
- Data custodian role. Responsible for the daily check of backups. Any issues with functionality to be reported to NM helpdesk

Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service related incidents.
- Appropriate notification to Customer for all scheduled maintenance.

Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.

Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

Telephone support: 9:00am to 5:00pm Monday – Friday

Calls received out of office hours will be forwarded to a mobile phone and best efforts will be made to answer / action the call.

Email support: Monitored 9:00am to 5:00pm Monday – Friday

Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day. Onsite assistance guaranteed within 72 hours during the business week.

Service Requests

See terms and conditions for classification of incident and service support and response timings.

Additional Costs

Should no onsite support time be included in this SLA then call out charge to site for non-server related issues or additional configuration / installation work: £85 per hour or part thereof. Minimum charge is one hour.

Call out charge for a day engineering / additional installation configuration: £600

Terms & Conditions

1 Support SLA

1.1 Classification

1.1.1 Incident request
An unplanned interruption to an IT Service or a reduction in the quality of an IT Service.

Failure of a Configuration Item* that has not yet impacted Service is also an Incident. Examples might include the following; failure of one disk from a mirror set, a single user being unable to authenticate, an entire farm of servers failing.

1.1.2 Service Request
This is defined as 'A request from a User for information, or advice' or for a 'Standard
Change or for Access to an IT Service.' For example to reset a password or to provide
standard IT Services** for a new User.
This category is further broken down into the following:

• Service Request: Standard / Pre-approved Change
• Request for Information: Advice, information, on the phone training
• Password Reset: Not an incident since the service is still there ready and
waiting, more like a request to "let me back in"
New Requests for Change are handled as projects and fall outside the scope of this
document.

1.2 Helpdesk Support Response and Resolution Times

1.2.1 Incidents
These fall into four distinct categories (defined below):

Incident Category	NetMonkeys First Response	NetMonkeys Expected Resolution
Critical	30 minutes	4 hours
High	1 hour	8 hours
Medium	2 hours	2 working days
Low	4 hours	5 working days

1.2.2 Service Requests
These fall into three distinct categories (defined below):

Service Category	NetMonkeys First Response	NetMonkeys Expected Resolution
High	1 working day	3 working days
Medium	3 working days	5 working days
Low	5 working days	7 working days

1.3 Incident Reporting

1.3.1 Critical
All Critical incidents should be reported verbally.

Please call the NetMonkeys support line on 0161 834 9345 (open 0900 – 1700).
Provide as much detail as possible as to the nature of the problem. Your call will be received, logged and allocated to a NetMonkeys engineer. You will then receive a telephone call within 30 minutes with an action plan and details of whether the priority has changed.

1.3.2 High, Medium and Low
In the first instance please email support@netmonkeys.co.uk. In the subject line please put a brief description of the problem (e.g. printer problem etc). In the message body please include:

• Your name
• Your location and contact details
• Impact of incident (how many users are affected)
• Your availability for a response
• Detailed description of the incident
    o Include the application in use
    o What steps you followed
• Include a screenshot or text of any error messages

On receipt of the email you will, by return, receive an email with a reference number. The call will then be assessed by our helpdesk, assigned a priority and allocated to an engineer. Within an hour of the reference number email you will be informed who the call is assigned to and what the expected time of resolution is.
You will receive regular emails with updates or requests for more information if required. A timely response to these will allow our engineers to resolve your incident
more succinctly.

Finally, you will receive an email asking you to confirm that the incident is resolved.

1.4 Service Request Reporting
In the first instance please email support@netmonkeys.co.uk
In the subject line please put a brief description of the request (e.g. add new user etc.) In the message body please include:

• Your name
• Your location and contact details
• Your availability for a response
• Detailed description of the request
  o Be as verbose as possible
  o Plain English is fine
  o Describe what it is you want to happen

On receipt of the email, you will, by return, receive an email with a reference number in. The call will then be assessed by our helpdesk, assigned a priority and allocated to an engineer.

Within an hour of the reference number email, you will be informed who the call is
assigned to and what the expected time of resolution is.

You will receive regular emails with updates or requests for more information should this be needed. A timely response to these will allow our engineers to resolve your incident more succinctly.

1.5 Incident Classification

Incident Category	Classification	Example
Critical	Affects all users Prevents users from undertaking normal operations	Loss of network, loss of email, server unavailable
High	Affects significant proportion of users Prevents users from undertaking normal operations	Unable to connect to a server, Word/Excel not loading
Medium	Adversely affects a number of users but which does not stop normal operations	An error message that the user can overridden in order to continue
Low	Adversely affects users but has no impact on normal operations	An annoyance

1.6 Service Request Classification
By definition, these are not classified as very high priority as they are planned and preapproved

changes to the existing infrastructure and configuration items.

Service Category	Classification
High	Based on the expected response times, when does this need to happen by
Medium	Based on the expected response times, when does this need to happen by
Low	No expected date of delivery from customer perspective – they would just like it to happen.

1.7 Notes
All the expected dates of resolution outlined above are on the assumption that the incident and its resolution are within the control of NetMonkeys Ltd. NetMonkeys partner with a number of third parties who operate under their own SLA times. The times for resolution can similarly be expedited or extended by mutual agreement. This will be recorded in the helpdesk notes.

1.8 Out of Hours Support
Normal business hours are 0900 to 1700, Monday to Friday (excepting Bank Holidays). Any calls received outside of these hours will be logged immediately. However the SLA clock only runs during normal business hours.

1.9 Requests for change
This refers to those changes that are not pre-approved. The SLA timescales do not apply to these. A separate document outlines the procedure for the management of RFCS.
Examples of excluded requests are

• The addition of new configuration items (servers, printers, users, PCs)
• Changes to bespoke applications previously developed by NetMonkeys
This list is not exhaustive.
* A Configuration item (CI) is an IT asset or a combination of IT assets that may depend on and/or have relationships with other IT processes.

**These could include, for example, adding an existing printer to a User's desktop, creating a user account etc.