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Client : Client A

Systems : Office System Environment

Document Title : Support SLA

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## Abstract

This document defines the terms and conditions of the Ethical IT Service Level Agreement (SLA) for the support of Client A's IT systems environment for a 12 month period, commencing 1st October, 2008.

## Document History

Version	Date	Author(s)	Description
0.1	20 <sup>th</sup> Sept, 2008	Carl Evans	Initial draft version
0.2	23 <sup>rd</sup> Sept, 2008	Carl Evans	Amendments after feedback from Client A
1.0	30 <sup>th</sup> Sept, 2008	Carl Evans	Final version after client review

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## SLA Summary

<b>SLA No.</b>	XXXX0001
<b>Description</b>	To provide support for the IT systems environment.
<b>Client</b>	Client A Some Street Some Town Some Postcode  Tel : <u>+44 (0) 111 222 333</u>  Fax : <u>+44 (0) 111 222 334</u>
<b>Client Contact</b>	Client A IT Contact Email: <a href="mailto:contact@clientA.org">contact@clientA.org</a>
<b>Start date</b>	1 <sup>st</sup> October, 2008
<b>Review date</b>	30 <sup>th</sup> September, 2009
<b><u>Authorisation</u></b>	
<b>Client</b>	..... Client A Director (Director)
<b>Ethical IT</b>	..... Carl Evans (Director)

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## **1. Introduction**

### ***1.1. Purpose of this document***

This Service Level Agreement (SLA) forms a contract between Client A and Ethical IT, for the support of the organisation's IT systems environment.

The SLA incorporates certain terms with an agreed meaning; please refer to the *Definitions* section on page 13 for these definitions.

### ***1.2. Related Documentation***

Refer to the initial proposal, dated 19th September 2008, provided to Client A for details of the original IT infrastructure.

## 2. Support Facilities

### 2.1. Contacting Ethical IT

Ethical IT technical consultants can be contacted by one of the following methods:-

Method	Details
Telephone	+44 (0) 870 760 62 62
Email	<a href="mailto:support@ethicalit.net">support@ethicalit.net</a>
Facsimile	+44 (0) 870 760 62 62

The preferred method of communicating support issues is via email. Alternatively, issues can be reported verbally in the event of emergencies.

Out of hours support is provided via email. In this instance, next working day response is guaranteed. Additional coverage can be provided on request and at an additional cost.

### 2.2. Problem Management

Ethical IT provides support coverage on a *one-stop shop* basis. That is, Ethical IT will take responsibility for a support problem and will liaise with other suppliers (such as hardware manufacturers) to ensure that the problem is completed to the client's satisfaction.

### 2.3. Escalation Procedure

In the event of client dissatisfaction with any aspect of the support service being provided by Ethical IT, the following escalation procedure should be invoked:-

1. If the client is not satisfied with the technical resolution of a problem then Ethical IT's Operations Manager (OM) should be contacted in the first instance.
2. Failing this and if the client is not satisfied with any other aspect of the support service then Ethical IT's IT Director (ID) should be contacted.
3. The appropriate Ethical IT officer (OM or ID) will undertake an investigation of the issue and liaise with the client as appropriate.

Officer	Mobile	Email
Jim Druce, OM	+44 (0) 7966 485154	jim.druce@ethicalit.net
Carl Evans, CEO	+44 (0) 7974 429 288	carl.evans@ ethicalit.net

### 3. Locations

The SLA covers environments at the following locations. To avoid confusion, locations are unambiguously identified by location code within the SLA.

Ref.	Location
1	Client A Some Street Some Town Some Postcode  Tel : <u>+44 (0) 111 222 333</u>

## 4. Cover times

This section provides a simple overview of the coverage times included in the SLA.

The SLA covers environments between certain cover times; this section lists these times. The coverage for each environment refers back to these definitions.

Ref.	Location
1	09:00 to 17:30, Monday to Friday excluding Bank Holidays.

## 5. Environments Covered

This SLA covers the following environments, detailed cover for which is given in subsequent sections. Note that only the hardware and software supported within this agreement is itemised.

Environment	Description	Service Level
Production Server	The Production Server environment incorporates the organisation's operational servers required for domain control, filesharing and email.	Gold
Production Client	The Production Client environment consists of the PCs, laptops and printers attached to the Production Network.	Gold
Production Network	The Production Network environment refers to the network hubs, cabling and ADSL router hardware and operation.	Gold

### 5.1. Production Server Environment

<b>Environment Name</b>	Production Server
<b>Description</b>	Production server environment consists of a single server.
<b>Location</b>	Ref 1
<b>Service Level</b>	Gold
<b>Services</b>	1. Second Line Support. 2. Order Line
<b>Cover times</b>	Ref 1
<b>Machines</b>	<ul style="list-style-type: none"> <li>▪ Windows 2003 Production Server</li> </ul>

#### 5.1.1. Windows 2003 Production Server

<b>Machine Name</b>	Server A
<b>Machine description</b>	Microsoft 2003 Windows Server Standard Edition
<b>Location</b>	Ref 1
<b>Type</b>	Dell PowerEdge Intel-based Machine
<b>Operating system</b>	Microsoft Windows 2003
<b>Storage subsystem</b>	2x 150GB Hard Disk (not RAID)
<b>Applications</b>	-
<b>Other Software</b>	Remote backup service (via Secovault)
<b>Notes</b>	Business Critical Production Server

### 5.2. Production Client Environment

<b>Environment Name</b>	Production Client
<b>Description</b>	<p>The Production Client environment consists of the operational PCs and printers. There is a mixture of manufacturer types for PCs, laptops and printers.</p> <p>Printers are configured as network printers in the environment.</p>

<b>Location</b>	Ref 1
<b>Service Level</b>	Gold
<b>Services</b>	<ul style="list-style-type: none"> <li>▪ Second Line Support.</li> <li>▪ Order Line.</li> </ul>
<b>Cover times</b>	Ref 1
<b>Machines</b>	<ul style="list-style-type: none"> <li>▪ Client PCs</li> <li>▪ Client Printers</li> </ul>

### 5.2.1. Client PCs

<b>Machines</b>	Various PCs
<b>Machine description</b>	Mainly Dell PCs and Laptops
<b>Location</b>	Ref 1
<b>Type</b>	PCs consist of the following:- <ul style="list-style-type: none"> <li>• 14 x Dell PCs</li> </ul>
<b>Operating system</b>	Various Microsoft Windows
<b>Storage subsystem</b>	Various
<b>Applications</b>	Mainly MS Office 2003
<b>Other Software</b>	-
<b>Notes</b>	The PCs are evenly distributed within the London office.

### 5.2.2. Client Printers

<b>Machine</b>	HP Printer
<b>Machine description</b>	Network & standalone printers
<b>Location</b>	Ref 1
<b>Type</b>	<ul style="list-style-type: none"> <li>• HP network printer</li> </ul>
<b>Notes</b>	Printers are located in different areas within the office.

## 5.3. Production Network Environment

<b>Environment Name</b>	Production Network
<b>Description</b>	The network infrastructure that provides physical connectivity between the Production Server and Production Client environments.
<b>Location</b>	Ref 1
<b>Service Level</b>	Gold
<b>Services</b>	<ol style="list-style-type: none"> <li>1. Second Line Support.</li> <li>2. Order Line.</li> </ol>
<b>Cover times</b>	Ref 1

<b>Components</b>	Netgear switch
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### 5.3.1. Network Cabling

<b>Type</b>	Category 5 Data Cabling
<b>Location</b>	Ref 1
<b>Notes</b>	Structured cabling throughout the building.

## 6. Costs

The cost for the provision of this SLA is based on the service level and services for each environment. Please refer to the Ethical IT Quotation Number XXX for details of costs for this SLA.

## 7. Definitions

The SLA is defined using certain terms with a specific meaning. Those terms are defined here.

### 7.1. Environment

An environment is a combination of hardware, software and infrastructure, any two of which are optional. Examples of environments are:-

- A single server running a specified operating system.
- A single server running a collection of application programmes.
- An application only.
- An interface to an application or package.
- A local area network comprising a number of servers, clients and their respective applications.

A Ethical IT SLA is designed to provide tailored cover for one or more environments.

### 7.2. First line support

First line support is defined as a business-facing helpdesk service.

### 7.3. Second line support

Second line support is defined as system administration, business process and application support.

### 7.4. Third line support

Third line support is defined as providing expert knowledge on the operational usage of the supported environment as specified within this agreement. This provision of expert knowledge will normally be provided to client IT staff only i.e. the SLA does not provide for Ethical IT to liaise with end users.

However, by prior mutual agreement, it will be possible for the communication to be co-ordinated by other client staff.

### 7.5. Service Level

Ethical IT offers a number of levels of service to cater for most client needs. The following table defines the levels of service available.

Service Level	Description	Response Time	Solution Time
Gold	Premier support service. Recommended for business critical environments.	1 hour	1 day
Silver	Recommended for non-critical machines that are used for development & testing purposes or low-risk production environments.	4 hours	3 days
Bronze	Recommended for low-risk machine environments that are used for irregular activities (e.g., ad-hoc Research & Development).	1 day	1 week

All time periods are specified in terms of a client's working hours / days.

Ethical IT guarantees to acknowledge the support issue within the specified **response time**.

Ethical IT guarantees to propose a resolution for the support issue within the specified **solution time**. Resolution may take the form of a solution or confirmation that the issue falls outside the scope of the SLA.

Customised service levels can be provided by mutual agreement. Please contact Ethical IT for further information.

### **7.5.1. Guaranteed Effort per Support Call**

The support service provides approximately 15 minutes per support call to resolve a reported issue. If the issue cannot be resolved within this time then the situation will be discussed with the appropriate client contact. An action plan will be agreed with the client representative which will indicate the action and effort required to resolve the issue. It may be necessary to charge the agreed ad-hoc consultancy fee for this additional effort.

### **7.6. Health Checks**

The Health Check service will consist of a detailed analysis of the specific environment at an appropriate frequency (e.g., monthly). A report will be produced highlighting issues relating to the environment and a set of recommendations where relevant.

It is advisable that a full system audit of the IT systems environment is conducted prior to the introduction of an SLA agreement and the regular Health Check service. The system audit will provide a full set of configuration documentation for the IT systems environment that would form an essential baseline for the Health Check service.

### **7.7. Managed Maintenance Service**

Where a Managed Maintenance Service is provided for an application environment this will entail the correction, testing, documentation and implementation of software defects. A software defect is defined as an error in the functionality when compared to the system specification. Where a specification is not available, the status of a software defect will be agreed between Ethical IT and the client.

The Managed Maintenance Service does not cater for enhancements to an application environment. The development, documentation and implementation of enhancements are costed separately to this SLA.

### **7.8. Hardware Parts & Stock**

It is assumed that additional or replacement hardware parts are funded separately from this agreement, by the client, where it is necessary to provide hardware items as part of the support service. The purchase and installation of any new hardware item will be agreed with the client in advance.

With prior consultation and an agreement on funding, it will be possible for Ethical IT to maintain a stock of replacement hardware parts.

### **7.9. Change Control Procedure**

As part of the SLA a professional change control procedure is employed. The procedure allows problems to be reported, monitored and resolved in an efficient manner.

It is possible to provide the client with a fully documented set of changes that are applied to the supported environment by Ethical IT consultants. The main deliverable from this process is the Change Control Report (CCR). An additional fee is normally charged for the production of this documentation.

### ***7.10. Order Line Service***

Ethical IT provides a facility to order new or upgrade software & hardware via the helpdesk or email. Ethical IT can source most suppliers equipment & packages and can respond with a competitive quote usually within a working day.

### ***7.11. Out of Hours Support***

Out of hours support can be provided as part of this SLA on a best endeavours basis. This would mean that outside of the support coverage hours indicated in this document (see section 4, Cover Times), Ethical IT can be contacted via email or direct contact numbers (to be provided as required). Please contact the appropriate Ethical IT representative for further details.

### ***7.12. Contract Termination***

In the event of either party wishing to terminate the Service Level Agreement (SLA) then this will be possible by the terminating party providing a month's notice, via letter or email, to the other party. Any pre-paid support fees will be refunded based on the termination date (i.e., this is the termination notification date plus one month).

### ***7.13. Data Protection***

The provision of IT services to Client A will be undertaken with due regard to Data Protection Laws as outlined within the Data Protection contract signed in conjunction with this SLA document.

## **8. Specific Exclusions**

This section lists those items that are not covered by this SLA.

### ***8.1. First Line Support***

First line support is always provided by the client's IT department or key user(s) responsible for IT.

### ***8.2. Second Line Support***

Second line support is only provided by Ethical IT for the Environments specified above.

### ***8.3. General Queries***

This SLA caters for emergency calls only, as opposed to general queries (e.g., the use of system utilities). Response to general queries is normally covered as part of a general consultancy / training service.

### ***8.4. Manufacturer Warranties***

It is assumed that the client has in place support agreements with the various hardware and software manufacturers for the duration of this SLA. Such services as would be covered by these agreements are excluded from this SLA.

### ***8.5. Site Visits***

Ethical IT consultant attendance at client sites other than those specified in the location for each environment is excluded from this SLA. Ethical IT will be happy to quote for such requirements separately.