

Service Level Agreement (SLA)

for **AAA**

by

It's What's Next IT

Effective Date: **DDD**

About This Document

1.1. Ownership

- Document Owner: RRR

1.2. Version

Version	Date	Description	Author
1.0.3	DDD	Service Level Agreement	RRR

1.3. Approval

(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)

Approvers	Role	Signed	Approval Date
Company name	Service Provider		
TBD	Customer		

1. Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between It’s What’s Next IT (Milton Keynes) CIC, a company registered in England with number 12525559. and **AAA, a company registered in England with the number NNN** for the provision of IT services.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.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

2. Goals, Objectives, and Outcomes

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 by the Service Provider.

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

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.

The **outcomes of work done** under this Agreement is to provide the Customer with peace-of-mind over their IT systems. This scope of the Agreement in terms of the work-to-be-done is intentionally loose so as to provide maximum value to the Customer without imposing barriers or creating unnecessarily complication for the Customer. In particular, both parties agree to use this freedom of scope to endeavour to find ways in which the Customer's ultimate use of IT can evolve.

The scope of the IT systems under management are any device owned by the Customer, including desktops, laptops, servers, smartphones, and tablets. The work-to-be-done under this Agreement is anything that any customer could reasonably expect to be covered by a managed IT services arrangement with an external expert IT partner.

Specific examples are included in section 5.4.

3. Stakeholders

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

- **IT Service Provider:** It's What's Next IT (Milton Keynes) CIC ("Service Provider")
- **IT Customer:** AAA ("Customer")

4. 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:** MMM
- **Review Period:** Bi-Yearly (6 months)
- **Previous Review Date:** None/New
- **Next Review Date:** RRR

5. Service Agreement

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

5.1. Service Scope

The following **Services** are covered by this Agreement:

- Manned telephone support
- Monitored email support
- Remote assistance using remote or access tools

5.2. Planned or emergency onsite assistance (extra costs apply)Customer Requirements

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

- Payment for all support costs at the agreed interval.
- Reasonable availability of customer representative(s) when resolving a service -related incident or request.

5.3. 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.

5.4. Service Assumptions

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

- Any laptop, desktop, smartphone, or tablet given to the User by the Customer for the purpose of work,

Service Level Agreement

- The Service Provider can support personal devices when used for work, but on a best-endeavours basis.
- Any cloud-based service critical to the Customer's business continuity:
 - The Service Provider is fully responsible for managing and supporting any cloud-based service that is purchased by the Customer through the Service Provider (e.g. Microsoft 365, SharePoint, Teams),
 - The Service Provider will make best endeavours to support cloud-based systems that are purchased directly by the Customer and not through the Service Provider, but in any instance will at least liaise with the technical support team of the cloud-based service (e.g. Sage, Capsule, etc),
 - The Service Provider is not able to support any bespoke software commissioned by the Customer, but can give advice.
- Changes to services will be communicated and documented to all stakeholders.

The scope can be more broadly defined as any device, any service, or any activity that a reasonable person would expect to be included within an IT management agreement with an external expert IT partner.

Examples provided here of the work undertaken by the Service Provider are intended to be explicitly illustrative of the nature of the work-to-be-done, viz.

- Resetting passwords and "lockouts" that may be preventing Users from accessing IT systems,
- Proactively patching and updating devices to latest operating system versions (having ensured that to do so would not cause damage to the devices – due diligence is often valuable when pushing updates to devices),
- Providing proactive advice via events, blogs, and other community content,

Service Level Agreement

- Promptly advising the Customer when general threats become known to the IT community that may affect the information security position of the organisation become known,
- Managing processes around staff or contractors leaving the organisation (especially when the individual leaves without notice or without following “offboarding” procedures),
- Acting as technical lead and/or technical liaison in IT project delivery, particularly internal projects,
- Auditing the Customer’s historical IT spend to ensure that overspending is not occurring (and managing the Customer’s ongoing IT spend to ensure that it is properly efficient),
- Acting as technical lead and/or technical liaison in any integration or close working activities that the Customer may undertake with their own customers/suppliers/other partners,
- Ensuring the operational performance and value delivery of any IT systems that the Customer may invest in,
- Implementing and managing backup solutions, in particular alongside designing, maintaining, and checking disaster recovery and business continuity plans,
- Troubleshooting network performance and/or connectivity issues if they should occur,
- Sourcing and liaising with providers that can provide specialist activities – for example, if the Customer has some AV equipment that has failed, and the original installer cannot be reached, the Service Provider may find a new provider and liaise with them to get the issue resolved.
- Supporting the Customer in bid writing for with regards to specific compliance questions that the Customer’s customer/partner/funder may have,

Service Level Agreement

- Either directly mentoring Users or supporting the Customer to better mentor their own Users with regards to matters that can positively affect the Customer, such as improving cyber security hygiene, or implementing technical practices that improve operational efficiency (e.g. robotic process automation, dashboarding, CRM, etc),
- Sourcing and procuring new IT equipment on the behalf of the Customer,
- Liaising with data recovery partners in instances of critical data loss (which may include finding an appropriate partner),
- Liaising with IT and telecoms partners, particularly in ensuring that the cost of any telecoms solutions that the Customer needs is properly representative of the market and is fair,
- Providing proactive advice on IT approaches that may benefit CSR/ESG or the social values position of the Customer, e.g. print technologies such as Epson EcoTank that use less ink and less power.

6. 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.

6.1. *Service Availability*

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

- **Telephone support** : 0800h to 2000h Monday – Friday, except Christmas day but including bank holidays
 - Calls received out of office hours will be forwarded to a mobile phone and best efforts will be made to answer/action the call, however there will be a backup answer phone service
- **Email support**: 0800h to 2000h Monday – Friday, except Christmas day but including bank holiday
 - Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day

The service will be available to all staff members or representatives of the Customer as the Customer sees fit (“Users”), within the parameters that as of the Effective Date of this agreement there are roughly 30 users.

- For security, the Users that have access to the system must be registered on the Service Provider’s Online Portal as valid users.
- The Customer will be responsible for notifying when a User leaves the organisation, or they become concerned about information security issues in the context of the User.

6.2. *Service Requests*

In support of services outlined in this Agreement, the Service Provider will respond to service-related incidents and/or requests submitted by the Customer using the following process flow:

Service Level Agreement

- A User at the Customer informs the Service Provider of an issue via telephone or email.
- The issue is captured on the Service Providers ticketing system as a Ticket.
 - The Customer can review ticket progress and historical ticket information (including aggregates/statistics) on the Online Portal as they so wish.
- The User and the Service Providers representative agree on a classification for the Ticket:
 - **High** priority – usually reserved for system lockouts and password resets,
 - **Normal** priority – any issue that requires engineering work to be done,
 - **Informational** priority – the Customer is seeking an answer to a question and engineering work is not required.
- The response times are as follows:
 - **High** priority tickets will be worked on immediately, with a MTTF (mean time to fix) of two 2 hours.
 - For **Normal** priority tickets, there are two subclassifications, with a MTTF of 2 working days:
 - Where we have to “remote in” to a User’s machine, they are able to book a timeslot that suits them on our diary system. The MTTF will be calculated from the first date they book against the ticket,
 - Where we can do the work remotely, we will allocate the work to be completed within the MTTF.
 - When we revert with information to satisfy **Information** priority tickets, the User can freely set the timescale, balanced with the complexity of the question asked.