

*Project Name here*

*Organisation Name here*

Prepared for  
*Project Lead name here*  
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Prepared By  
Sector IT Solutions Ltd

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<b>Document Owner:</b>	Sector IT Solutions Ltd
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**Version**

Version	Date	Description	Author
1.0	01-04-2024	<i>Project Description</i>	Sector IT

**Approval**

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

Approvers	Role	Signed	Approval Date
Sector IT	Service Provider		
<i>Organisation Lead</i>	Customer		

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## 1. Schedule Overview

*Project Specific Schedule here*

This Schedule remains valid until superseded by a revised schedule mutually endorsed by the stakeholders.

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

## 2. Goals & Objectives

The **purpose** of this Schedule 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 Schedule is to obtain mutual settlement for IT service provision between the Service Provider(s) and Customer(s).

The **objectives** of this Schedule 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.

## 3. Stakeholders

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

**IT Service Provider(s):** Sector IT Solutions Ltd. ("Provider")

**IT Customer(s):** *Organisation name here* ("Customer")

## 4. Periodic Review

This Schedule remains valid and effective under the terms and period of the associated contract signed by both parties. This Schedule should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Schedule will remain in effect.

The **Business Relationship Manager** ("*Sector IT Consultant Here*") 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.

**Review Period:** Quarterly (3 months)

## 5. Service Schedule

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

#### 5.1 Service Overview

*Service Overview description here*

#### 5.2 Service Scope

*Service detailed scope here*

#### 5.3 Customer Requirements

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

- Payment for all support costs at the agreed interval.
- Reasonable availability of customer representative(s) when resolving a service-related incident or request.
- Providing site access in support of onsite works, including out of hours or over-running works.
- *Additional Requirements here*

#### 5.4 Service Provider Requirements

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

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

#### 5.5 Service Assumptions

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

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

### 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 Schedule are as follows:

- Telephone support : 9:00 A.M. to 5:00 P.M. Monday – Friday
- Email support: Monitored 9:00 A.M. to 5:00 P.M. Monday – Friday
- Onsite assistance guaranteed within 4 hours during the business week (09:00-17:00 Mon – Fri)

Above excludes public holidays.

## 6.2. Service Requests

In support of services outlined in this Schedule, the Service Provider will respond to service-related incidents (during business hours) and/or requests submitted by the Customer within the following time frames:

- 0-1 hours (during business hours) for issues classified as **High** priority.
- Within 24 hours for issues classified as **Medium** priority.
- Within 2 working days for issues classified as **Low** priority.

The service provider is not responsible for delays arising from third party or customer actions (or failures to act).

Remote assistance will be provided in-line with the above timescales dependent on the priority of the support request.

## 6.3 Priority Matrix

All users tend to report their problems as top priority. The following matrix describes the approach adopted by the Provider as an organisation to apply an objective assessment of impact and urgency in assigning priority.

It is accepted that at certain times incidents concerning single individuals may acquire greater than normal impact and urgency, for example, in the period immediately prior to a formal inspection or audit.

			IMPACT		
			Multiple Groups	Single Group	Individual
URGENCY			HIGH	MEDIUM	LOW
	Work Stopped	HIGH	Critical (High)	High	Medium
	Work Degraded	MEDIUM	High	Medium	Low
	Work not affected/ Workarounds available	LOW	Medium	Low	Planning (Low)