

SMC15 – Service Definition & Service Level Agreement (SLA)

Confidential

Version: 4.0 (Updated)

Review Date: January 2026

1. Parties to the Agreement

This Service Level Agreement (SLA) is made between:

Measure2improve – Helpdesk Team

and

Measure2improve Clients (as listed in ActivHub)

Collectively referred to as “**the Customer**”.

This agreement defines the IT services provided by the Measure2improve Helpdesk to supported business units and clients. The SLA remains valid until replaced by a revised version approved by both parties.

The SLA will be reviewed **annually**. Minor amendments may be recorded and appended, subject to mutual agreement.

Signatories

For Measure2improve

Name: ____

Position: ____

Date: ____

For the Customer

Name: ____

Position: ____

Date: ____

2. Glossary of Terms

- **Incident:** An unplanned interruption to a service or reduction in service quality.
- **Problem:** The underlying cause of one or more incidents.
- **Customer:** Management representatives of supported user groups.
- **User:** An end user of IT systems or services.
- **Service Request:** A low-risk, standard request fulfilled within a governed timeframe.
- **Standard Change:** A pre-approved, repeatable change with known cost and risk.
- **Non-Standard Change:** A unique or higher-risk change requiring formal approval.

- **Target Response:** Initial acknowledgement and attempt to progress resolution.
 - **Target Resolution:** Restoration of service allowing the user to resume normal work.
 - **LAN/WAN:** Local and Wide Area Network infrastructure.
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3. Services Covered

This SLA applies to IT services delivered by the Measure2improve Helpdesk, as defined in the **IT Service Catalogue**. This includes (but is not limited to):

- Core business applications
 - Reporting platforms
 - User access and permissions
 - End-user support
 - Infrastructure-related incidents
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4. Service Hours

4.1 System Availability

Systems are designed to be available:

- **24 hours a day, 7 days a week**, including bank holidays

Availability outside supported hours is subject to planned maintenance and unplanned failures.

4.2 Supported Helpdesk Hours

The Helpdesk provides supported service during:

- **09:00 – 17:00, Monday to Friday** (excluding Bank Holidays and concessionary days)

Out-of-hours support is not included unless explicitly agreed in advance.

Additional cover for critical business events may be arranged with a minimum of **two weeks' notice**, subject to approval by the Operations Director.

Service level targets apply **only during supported hours**.

5. IT Helpdesk

All incidents, service requests and changes must be logged via the Helpdesk to ensure accurate tracking, reporting, and SLA measurement.

5.1 Contact Methods

- Email

- Telephone
- In person (where applicable)

Requests logged outside supported hours will be queued and the SLA clock will start at the next supported service period.

6. Incident Management

6.1 Prioritisation

Incidents are prioritised based on **impact and urgency**, agreed between the user and the Support Analyst. Priority escalation may only be authorised by the Client Support Manager or delegate.

6.2 Response & Resolution

- **Target Response:** Initial contact or meaningful progress attempt.
 - **Target Resolution:** Service restored, workaround provided, or alternative equipment supplied.
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7. Service Requests & Changes

7.1 Service Requests

Handled in line with incident prioritisation and logged via the Helpdesk.

7.2 Standard Changes

- Pre-approved and repeatable
- No fixed SLA
- Typical guideline: **up to 20 working days**, especially where third-party involvement is required

7.3 Non-Standard Changes

- Subject to formal assessment and approval
 - May involve additional cost, risk, or delivery time
 - Reviewed regularly to identify opportunities for standardisation
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8. Communication & Escalation

The Helpdesk will maintain regular communication throughout the lifecycle of each request.

Escalation Path:

1. Helpdesk
2. Senior Support Staff
3. Client Account Director
4. Operations Director

All escalations are logged and reviewed as part of service improvement activities.

9. Complaints Management

Complaints should be raised via the Helpdesk in the first instance and escalated if required.

The Helpdesk or Client Account Director will aim to resolve complaints within **10 working days**, keeping the complainant informed throughout.

10. Customer Responsibilities

Customers and users are responsible for:

- Providing accurate information when logging requests
 - Reporting incidents promptly
 - Following agreed procedures
 - Cooperating with troubleshooting and testing activities
 - Adhering to IT security and acceptable-use policies
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11. Service Levels & Availability

11.1 Availability Target

- **99.9% availability** during supported hours, measured monthly

11.2 Planned Maintenance

- Conducted outside supported hours where possible
- Minimum **two weeks' notice** where supported hours are impacted

11.3 Unplanned Outages

In the event of unplanned service loss, the Helpdesk will:

- Communicate promptly
 - Provide progress updates
 - Give best-estimate restoration times where possible
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12. IT Service Continuity

Measure2improve maintains an IT Service Continuity Plan designed to restore **key services within one working day** of invocation.

The plan:

- Is reviewed annually
- Defines service recovery priorities
- Is tested at least once per year

Daily backups are performed and retained securely for a minimum of **14 days**.

13. Reporting & Reviews

13.1 Service Reporting

Quarterly service reports include:

- Availability metrics (monthly and rolling 12 months)
- Major incidents and root causes
- Incident volumes and SLA performance
- Service improvement activity (ActivHub / GitHub)

13.2 Service Reviews

Formal Service Review Meetings are held **quarterly**, attended by relevant Measure2improve representatives and customer stakeholders.

14. Charging

IT budgets and charging arrangements are managed internally by Measure2improve in line with company financial policies. Any chargeable work will be agreed in advance where applicable.

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