

CLERIC COMPUTER SERVICES LTD

SERVICE DESK SERVICE LEVEL AGREEMENT (SLA)

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Document Control

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Introduction

CCS provides a range of IT solutions and services and to a range of clients across the United Kingdom, in supply of the full range of products. This document details the services we provide and the commitments we make to the delivery of these services. We do not want our Clients to wait unnecessarily for their fault to be fixed no matter what priority it is allocated. We do understand that the last thing our Clients want to hear is a reason why their fault has been outstanding for many days. Priorities and resolution times are needed and need to be realistic as they help us manage the service and to set reasonable expectations for resolution.

Purpose

The SLA (Service Level Agreement) document will provide:

- Processes for requesting services
- The responsibilities of the CCS and of the Client receiving the service
- The general levels of response, and availability associated with those services
- What metrics and KPIs (Key Performance Indicators) will be reported against

Benefits of an SLA

Some benefits from having a formally agreed SLA can be seen from the following:

- Better communication. It facilitates two-way communication between the parties. This communication starts at the beginning of the process to establish an SLA and continues throughout the life of the arrangement. The parties involved come together in order to understand each other's needs, priorities and concerns, and to gain an insight into the problems which may be faced by each party through the failure of each party to fulfil their obligations.
- Guards against creeping expectations. It is not uncommon for one party's expectations of another to be higher than that which may be considered reasonable. Discussing these expectations and the resource commitments necessary to meet them is one activity undertaken in the establishment of an SLA. The process facilitates the identification and discussion of expectations. As a result, it helps identify service levels that are considered acceptable by each party and which are attainable and achievable.
- Mutually agreed standard. It sets an agreed standard against which performance may be measured. It identifies customer expectations, defines the boundaries of the service provision and clarifies responsibilities. In the absence of a shared understanding about needs and priorities, it is easy for conflicts to arise between parties. An SLA and the communication process involved in establishing it help to minimise the conflicts between the parties and provides a means for conflict resolution should a problem arise.
- A process for gauging service effectiveness. As the SLA defines standards against which the service may be measured and evaluated, it provides the basis for performing an assessment of the effectiveness of the service.

IT Service Management

CCS follows the approach of working under the ITIL framework which allows us to adopt industry best practice when supporting the user base.

Service Process

All requests from the Client for assistance should be logged through the CCS Service Desk on to the Service Desk software, so that calls can be managed appropriately from start to resolution. Calls can be categorised in different ways:

- Incident – is an unscheduled disruption to an existing service that requires a resolution to enable normal working to continue. Incidents are allocated priorities according to the level of impact on the business or user.
- Service Request – is a request from a user for information, advice, or for access to functionality through the development process. Service requests are allocated priorities according to the level of impact on the business or user.

Through the support process three main elements will be involved:

- First Line Support – will be engineers who answer the telephone, respond to emails or voicemail.
- Second Line Support – are technical specialists who aid in the resolution of calls that cannot be done by first line. The faults are normal highly complex.

Service Objectives

CCS has a range of objectives that it strives to meet while supporting all Clients.

- To provide resilience and high availability while still operating cost effectively
- To meet the changing needs of our Clients
- To safeguard client equipment and confidential data
- To ensure Clients and their users clearly understand what level of service to expect and their own obligations
- To ensure Clients and their users are adequately supported in their day to day activities while using the software applications.

CCS Responsibilities

CCS as a customer support service will:

- Seek the agreement of the Client's before connecting remotely to assist with proving support or diagnosing faults.
- Ensure all support activity is completed within the boundaries of all CCS policies and procedures
- Support agreed software applications and platforms. Any requests outside of this will be covered on a reasonable best endeavours basis
- Publicise any proposed downtimes for all services affecting Clients and their users
- Proactively inform senior managers of Clients as per their agreed communications protocols of serious faults affecting their service
- Provide systems and services in accordance with security guidelines
- To make best use of resources to fix users faults as quickly as possible
- Meet response times associated with the priority assigned to incidents and service requests
- Generate monthly reports on service level performance to a high standard
- Adhere to defined processes and procedures to deliver service levels

Client/User Responsibilities

Client/Users will:

- Notify CCS in advance of any event likely to affect service availability (e.g. power down)
- Notify CCS in a timely manner of any untoward incident or fault with the system.
- Conform to agreed policies
- Make equipment with issues readily available for CCS to fix in a timely manner
- Provide feedback by the customer satisfaction survey they may receive
- Follow the appropriate procedures for contacting the CCS Service Desk and logging a call
- Provide a named contact with necessary authority to make decisions about work to be carried out in their absence
- Communicate specific service availability requirements

CCS Service Provision

Normal Service Hours

CCS offers support 24/7/365 based on the following hours:

0800 to 1800 hours Monday to Friday

1800 hours to 0800 hours is access to on-call support, Friday to Monday.

Requesting Service

Services can be requested in a variety of ways by authorised users agreed in advance with the Client. To allow the CCS Service Desk procedures to be followed accurately and fairly users are asked to not deviate from these methods where possible

- Service Desk Email – An email sent to support@cleric.co.uk will automatically log a call in the Support Call Process software and initiate the call management process where the call will be picked up and dealt with by an engineer in an appropriate manner. Email should be used for the majority of communication to the Service Desk for all non-urgent faults
- Service Desk Phone – A phone call to 01260 270433 will allow the user to speak directly to a CCS engineer who will log a call and attempt to resolve the issue. The phone service should be used only for urgent faults

The SLA clock will only start when an engineer logs a call on the Support Call Process software. Immediate logging can only be guaranteed through Service Desk Email and Service Desk Phone.

Prioritisation

The priority that is assigned to a call is dependent on many contributing factors, these can be:

- Partial / total loss of the service
- Partial / total loss of core enterprise applications
- More than one Client user affected
- More than one Client site affected
- One Client user has no access to key services
- One Client user has partial access to key services
- Service requests

Priority Levels and Target Resolution Times

Below is the table of agreed priority levels, Response times and target resolution times:

Priority Level	Target Response and Resolution Times	Typical Examples	SLA Target
P1 Emergency	1 hour response 4 hour fix	System is off line or unusable	100%
P2 Urgent	2 hour response 6 hour fix	Key features not working but system generally useable	100%
P3 Limited Impact	4 hour response 35 hour fix	Issue deemed to be an inconvenience	100%
P4 Non-Urgent	7 hour response Fixed within next scheduled release or within 3 months (whichever is sooner)	Minor fault, no system impact	100%

Escalation

Listed below are the levels of escalation.

Standard Issues: Core Business Hours

Level	Contact	Phone Number
Escalation Level 1	Service Desk	01260 270433
Escalation Level 2	Senior Technical Lead	No. provided upon award
Escalation Level 3	Technical Director	No. provided upon award

Apart from user based escalations the Service Desk software will also automatically escalate calls that have not been updated for a set period of time depending on the priority.

Priority	Resolution Time	Assignee Escalation	Service Desk Manager Escalation	Manager of Associated Work Stream Escalation	Tech Director Escalation
P1	1 hour	Immediate	Immediate	Immediate	Immediate
P2	6 hours	Immediate	Immediate	Immediate	Breach Report
P3	35 hours	75% + 90%	85%	Breach Report	Breach Report
P4	12 weeks	75% + 90%	85%	Breach Report	Breach Report

Status Changes

For non-critical incident there are two main states a status can be in; SLA clock running or SLA clock stopped. As soon as a call is logged then the SLA clock will start to run, there are various reasons as to why it may stop:

- User is off sick
- User is on holiday
- User is not contactable

If there is someone who can make decisions on behalf of the user then the SLA clock can continue to run.

For incidents of a critical nature (typically P1 issues), the above status change does not take effect.

Reporting

Measuring Service Performance

An SLA report document will be produced after each month by the Service Desk Manager, the report will contain as many relevant measurable metrics and KPI's as possible. Below is a list of KPI's that can be measured but the end report is not limited to this list.

Title	Direction	Unit	KPI Description
% of first-line resolution of service requests	Maximize	%	Percentage of service requests that were solved by the first-line without assistance of second line support relative to all service requests received within the measurement period.
% of overdue service requests	Minimize	%	Number of overdue service requests (not closed and not solved within the established time frame) relative to the number of open (not closed) service requests.
% of service requests closed before deadline	Maximize	%	Percentage of service requests closed before deadline.
% of service requests posted via email (self-service)	Maximize	%	Percentage of service requests posted via Email (self-service) relative to all received service requests within measurement period.
Average speed to answer phone call	Minimize	Time	Average time (usually in seconds) it takes for a telephone call to be answered.
Number of complaints	Minimize	Number	Number of complaints received within the measurement period.
Service Call Abandoned Rate	Minimize	%	Number of calls not acknowledged relative to the total number of calls landed in the service desk queue.
Customer Satisfaction Rating	Maximize	%	The scores of returning customer satisfaction surveys.

Complaints

Escalations are not considered complaints. Complaints should be documented as such, sent to info@cleric.co.uk and reviewed by the Technical Director who will put the complaints through the complaints procedure and aim to come to an adequate resolution with the Client.