



SECURE NEXUS

Support & Service Level Agreement

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Introduction

This document records the services provided by Secure Nexus Ltd to support business operations. It defines the agreed levels of service you can expect to receive as well as your obligations as a service customer.

Our Responsibilities

We will provide the services and support as defined in this document.

We will deal with your requests in a consistent and fair manner.

We will communicate honestly and openly with you about the progress of your requests.

We will provide at least 5 working days' notice of any planned maintenance activities which will affect service availability.

We will provide regular (monthly) information on our performance against the key performance indicators listed in this document.

Your Obligations

You will follow the guidance contained or referenced in this document and use our services in the way intended.

You or someone on your behalf will provide us with timely and good quality information with which to service your request when required.

You will help with prioritising your requests and be prepared to sponsor your requests.

You will make time to test and approve changes which we make on your behalf.

You will provide at least 2 working days' notice of any activity that is likely to affect our ability to provide IT services.

Hours of Support

We provide support for all services between the hours of 8am and 6pm Monday to Friday (excluding UK Bank Holidays).

Support for systems out with this document or hosted elsewhere is provided on a best endeavours basis.

Although some services are available on a 24 x 7 basis we do not routinely provide support after 6pm or before 8am weekdays or anytime at weekends. However, if there are any security issues out of hours and we are alerted to them, these will be dealt with as part of our incident response process.

Next Business Day On-Site Support

Secure Nexus guarantees next business day (NBD) on-site support for all critical failures. Where issues cannot be resolved remotely, an engineer will attend site the following working day to ensure timely service restoration. This commitment is backed by our standard Service Level Agreement (SLA) and applies across both networking and Wi-Fi infrastructure.

For **Priority 1 incidents** (critical business impact), in addition to remote triage within 15 minutes, Secure Nexus will dispatch an engineer for next business day on-site support where required.

Service Availability & System Uptime

Service Availability is the time that the service is available to use. We have two categories,

Category 1 24 x 7	The service can be used all the time.
Category 2 Mon to Fri 8am – 6pm	The service is available for use during core operational hours.

System uptime refers to the %age of time the service will be available during its supported hours. We provide two levels of uptime.

Level 1 99.9%	8.76	hours of unscheduled downtime per year
	43.2	minutes of unscheduled downtime per month
	10.1	minutes of unscheduled downtime per week
Level 2 99.5%	1.83	days of unscheduled downtime per year
	3.6	hours of unscheduled downtime per month
	50.4	minutes of unscheduled downtime per week

Pre-agreed downtime (e.g. for scheduled releases and planned maintenance) does not count in the calculation.

Extended Availability or Support

If you need an application, service or support to be available beyond the normal hours contact the IT Service Desk or raise a service request. We'd appreciate as much notice as possible to resource the necessary cover which will be provided on a best endeavours basis. Note that you may need to provide funding to cover additional staffing costs.

Planned Maintenance

We will provide at least five working days' notice to the key stakeholders before carrying out planned maintenance or releases. Wherever possible, these activities will occur outside the normal service hours.

We will carry out planned releases on pre-arranged dates, Monday to Friday between 5am and 8am.

We will agree any exceptions to this with the key stakeholder (or their deputy).

Emergency Maintenance

Occasionally we need to carry out urgent maintenance to mitigate an immediate risk or issue. When this happens, we will consult with the key stakeholders of the services affected, to verify the need for emergency action and to agree the maintenance window.

Backup of Configuration

We make sure that all centrally held data is backed up whenever there is configuration changes made to the network, and this will be stored offsite.

Security

Each Month we will verify the firmware/application levels which is currently running against all vulnerabilities which has been disclosed by the vendor. If a zero day is discovered out with this cycle, we may patch quicker under the emergency maintenance window.

Contacting Us

The IT Service desk is your first point of contact with the IT department if you have an issue, fault or general query about IT services. If the issue is critical (see below) or you cannot use the other methods, you can contact us by

Telephone

01786 236 632 (external)

We aim to resolve your query or issue at first point of contact 70% of the time and if we cannot the call will be passed on to one of the IT support teams.

Email

support@securenexus.co.uk

You can also contact us through Microsoft Teams if you wish to do so and our team will respond as quickly as possible within the agreed timeframe.

Communication with Support

Priority	Communication Support team	from	Ongoing Updates
Critical (priority 1)	Within 15 minutes		Every hour
High (priority 2)	Within 1 working hour		As agreed with the user
Medium (priority 3)	Within 2 working hours		Updates will be provided through Heat Self Service.
Low (priority 4)	Within 2 working hours		Use Self Service to view updates

We will endeavour to resolve your issue within the target timeframe relevant to its priority:

Priority	Target Resolution Times
Critical (priority 1)	90% within 4 working hours
High (priority 2)	85% within 2 working days
Medium (priority 3)	80% within 5 working days
Low (priority 4)	80% within 20 working days

Service may be restored either by a work-around or by using a permanent solution. If a work-around is employed the priority of the issue will be reassessed and may change.

Where service is not restored within the target resolution times, we will discuss and agree an alternative timescale with you at the next status update.

Major Fault Management

When major incidents occur, usually those that have been designated as business critical (Priority 1), we will assign a Major Incident Manager who will be responsible for co-ordinating the problem resolution and handling communication with key stakeholders affected.

Requesting Changes

This section applies when you need to make a change to existing functionality or network services or to introduce new ones. It does not cover project work.

Projects are individually planned and the SLA for each one is included in its Project Initiation Document. Governance is in accordance with the IT project delivery process.

Raising Your Request

Use support@securenexus.co.uk to let us know what you need. If you need advice or help please contact the Support Team on 0131 560 6750.

We will contact you within two working days to confirm receipt of your request and let you know when it will be reviewed for future delivery. Note that if the request does not have all the information required to enable us to process it, it will be returned to you.

Prioritisation

Prioritisation meetings are held regularly with key business stakeholders or their deputies, to agree the work that will be included in the next release of small changes.

Prioritisation is necessary to ensure that we are using our resources on the most important things as agreed by the business stakeholders.

Communicating with you

We will update you on the progress of your request after each review meeting, and until it is delivered or closed.

Urgent Requests

Urgent requests will be accepted into the current release wherever possible. This will usually require reprioritisation of items already in the release. You should be prepared to justify and possibly negotiate with the other stakeholders in the release to have your request included.

Managing 3rd Party Suppliers

We are responsible for managing the day-to-day delivery of IT services provided by 3rd parties.

We monitor their performance against agreed Service Level Agreements and hold regular review meetings with all key suppliers.

Where their performance does not reach the required standard, we work with them to improve the service.

Disaster Recovery

In the event of a disaster where the client's Business Continuity Plan (BCP) is invoked, the standard service levels defined within this agreement will be temporarily suspended.

Secure Nexus will provide disaster recovery support in alignment with the client's BCP procedures and will work collaboratively to restore services as quickly and efficiently as possible.

Our Performance

So that you can monitor our delivery against the requirements of the contract, every month we will publish our performance against the Key Performance Indicators listed in appendix 1. This information will be available [here](#).

Periodically we will also carry out surveys to understand your view on our performance. Please don't wait for the survey though; you can feedback at any time by speaking directly with any member of the IT Department management team. We welcome your feedback and aim to respond to all feedback received.

Appendix 1 – Example KPIs

I.T. MONTHLY KPI REPORT				
KPI	Priority / Item	Definition of Key Performance Targets	Actual	R/G
SERVICE REQUESTS				
1	Initial Response	90% in 2 working hours - (Remaining within 2 working days)	92%	
2	Completion	90% within agreed completion date	87%	
FAULTS AND PROBLEMS				
3	P1 – Critical	90% resolved within 4 working hours of being reported	100%	
4	P2 – High	80% resolved within 2 working days of submission	100%	
5	P3 – Medium	80% resolved within 5 working days of submission	80%	
6	P4 – Low	80% resolved within 20 working days of submission	80%	
CHANGES				
7	Initial Response	90% responded to within 2 working days of submission	30%	
8	Status Update	100% of open changes have had monthly status updates published	75%	
SYSTEM AVAILABILITY				
9	Network Services	99.9% service availability during the past month	100%	
SECURITY				
10	Security Patching	95% of supported systems successfully patched in the past month	100%	



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