

Service Level Agreement (SLA)

For: XXXXXXXXXX hereafter referred to in this document as the 'Customer'

By: NSEP Community Interest Company t/a Empowering-Communities, hereafter referred to in this document as the 'Service Provider'

Effective Date: Start date goes here

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

Approvers	Role	Approved by
NSEP Community Interest Company t/a Empowering-Communities Unit 28,Riverside Business Centre, Lowestoft, Suffolk, NR33 0TQ	ECINS Service Provider	Signed
		Name
		Position
	The Customer	Signed
		Name
		Position

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1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between the Service Provider and the Customer for the provision of IT services required to support and sustain the ECINS Solution for ? months from the Effective Date above.

This Agreement is for a period of ? months or until superseded by a revised agreement mutually endorsed by the stakeholders. No other monies will then be due.

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

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:

1. Provide clear reference to service ownership, accountability, roles and/or responsibilities.
2. Present a clear, concise and measurable description of service provision to the Customer.
3. Match perceptions of expected service provision with actual service support & delivery.

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:

Service Provider: *NSEP Community Interest Company t/a Empowering-Communities* ('Service Provider')

Customer: ('Customer')

4. Periodic Review

The **Director of Services** ("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.

Director of Services: Sarah Pettengell, Empowering-Communities

Next Review Date:

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;

1. Telephone support between 8am - 5pm Monday-Friday (excluding Bank Holidays) via 01493 858768
2. Monitored email support via Support@ecins.com
3. Monthly internal system health check. ¹
4. ECINS servers will be housed within secure, UK-based, accredited data centres.
5. In the event Empowering-Communities receive a subject access request in relation to this scheme they will notify all the Data Protection contacts whose details have been sent to them. ²

5.2. Customer Requirements

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

1. This agreement is for a xx month period between xxxxx and xxxxx. Consisting of one payment £??? plus vat
2. Reasonable availability of Customer representative(s) when resolving a service related incident or request. ³
3. The Customer agrees that the use of ECINS will be confined to Area here and other ECINS areas around the UK.

Copyright and Intellectual Property Rights Notice

The ECINS system and its source code is copyright and intellectual property of NSEP CIC T/A Empowering Communities. All rights reserved.

Any redistribution or reproduction of part or all of the contents in any form is prohibited either during the contract period or after the contract has ended.

You, your partner agencies or any users or their employees may not distribute or commercially exploit the content. Nor may you transmit it or store it in any other website or other form of electronic retrieval system.

5.3. Service Provider Requirements

Service Provider Responsibilities and/or requirements in support of this Agreement include:

1. Meeting response times associated with service related incidents. ⁴
2. Appropriate notification to The Customer for all scheduled maintenance. ⁵
3. If the Service Provider suspects that any information provided to it by The Customer (whether in relation to application details or the use of the system or otherwise) is untrue, inaccurate, incomplete or not current, the Service Provider may (in its discretion) refuse to grant access or may suspend access or terminate the Customers use of ECINS. ⁶

5.4 Service Assumptions

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

Changes to services will be communicated and documented to all stakeholders. ⁷

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:

1. Telephone support via 01493 858768: 8:00 A.M. to 5:00 P.M. Monday - Friday (excluding Bank Holidays)
2. Calls received out of office hours will be forwarded to an answer phone service
3. Email support via support@ecins.com: Monitored 24 hours per day Monday - Friday (excluding Bank Holidays) ⁸
4. Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day
5. System Availability: We aim for 99.9% uptime and so far have achieved this. We also have a service level agreement with our data centre providers who also aim for 99.9% uptime.

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 following our escalation policy.

7. Secure Data Processing

Empowering-Communities are independently ISO27001 accredited for the design, development, processing and hosting of multi-agency systems and data. We are also ISO9001, Cyber Essentials and Cyber Essentials Plus accredited.

Empowering-Communities employ a field level encryption on the ECINS databases in addition to all data being stored on our Self Encrypting Drives (SED). The algorithm used is AES-256 which is the same level of encryption the National Security Agency (NSA) now use for anything protected up to Top Secret.

Communication is secured using TLS 1.2 or SSL encrypted sessions between clients and ECINS. The level of encryption is between 128-256bit depending on client capabilities AES-256 encryption of data is provided during transmission and whilst it is at rest within our data centre and on the users end point device. Additionally data is encrypted within the TLS data stream so that if in the very unlikely event the TLS cipher was broken the sensitive data text will still be encrypted.

Data is disposed of following HMG IS5 enhanced standards. Our Information Security Policy is reviewed annually as a minimum.

We have a dedicated in house security team:

SIRO: Gary Pettengell (CEO);

Information Asset Owner: Rahul Yadav (Team Lead);

Information Asset Administrator: Sarah Pettengell (Director of Services);

Deputy Information Asset Administrator: Yeditha Subrahmanyam (Quality Manager);

Data Protection Officer: Sarah Pettengell (Director of Services)

A consistent and effective approach is applied to the management of information security incidents. Responsibilities and procedures are in place to handle information security events and weakness effectively once they have been reported. Where evidence is required, it is collected to ensure compliance with legal requirements.

The Empowering-Communities infrastructure has been designed with and reviewed by the National Police Accreditor. Empowering-Communities employ the services of a specialist National Cyber Security Centre accredited security advisor with experience of working within the business area of the Home Office, Police, PNC, Border Force and Secret Services.

Return of data

At the end of the commercial relationship data will be returned to the Data Controller (customer) using an approach to be agreed between Empowering- Communities and the customer.

- ¹ This involves Empowering-Communities checking the system back-ups, server status and the system error logs.
- ² When an organisation is set up on ECINS they are asked to provide Empowering-Communities with the details of a person who should be contacted if a subject access request is made to Empowering-Communities. In the event of a subject access request Empowering Communities will contact this person and forward them details of the request. This lead person can then review their organisations information in order to prepare a response to the request.
- ³ Empowering-Communities would not close the incident if they could not contact a Customer. Attempts would be made to contact other 'organisational leads' in order to resolve the problem or incident. The term 'reasonable' availability means at some time between 9am-5pm Monday to Friday.
- ⁴ Empowering-Communities will keep a log that is available for inspection upon request from Scheme and Team leads.
- ⁵ If ECINS needs to go offline for scheduled maintenance Users will be notified via email and by a message posted at the top of every page on ECINS at least 1 week in advance.
- ⁶ These refer to very unlikely situations. For example: where an organisation uses ECINS for areas outside of the SLA District.

- 7 Major functionality changes are discussed at our user group meetings, where a vote is taken on the decision to implement the change or not.
- 8 All employees of Empowering Communities receive the support emails, these inboxes are monitored continuously during 8-5 on a weekday and every few hours on a weekend.