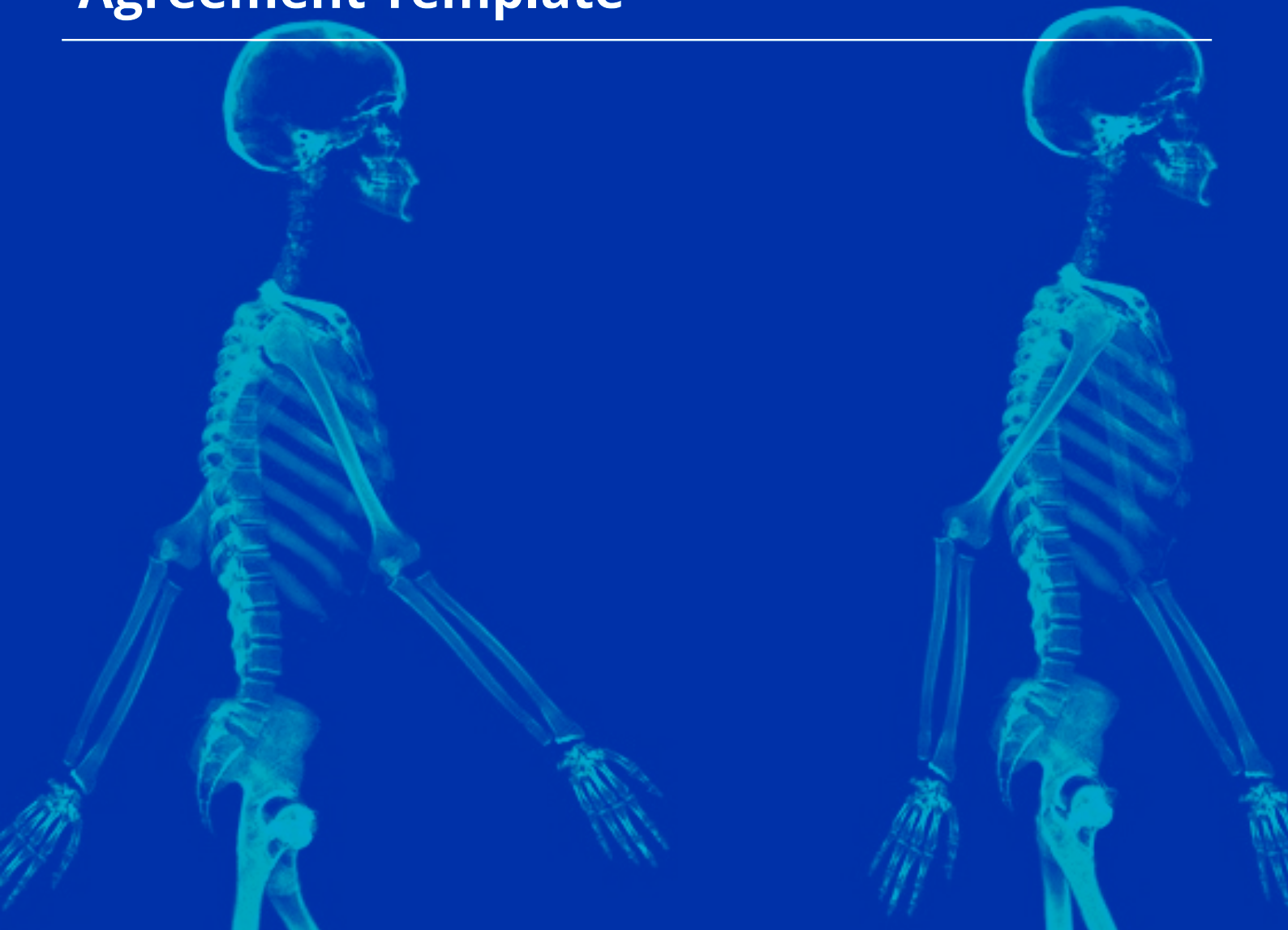


Naked Service Desk Series

Service Level Agreement Template



Please Note

Please note that values for service levels given here are examples only and should NOT be regarded as standard.

Every company's requirements for and from SLAs are different – consequently every SLA is different.

Please use these examples for general guidance only – YOUR SLA will be driven by the individual business, operational and cultural/presentational needs of your organisation.

Whilst SLAs will be different, in general you should consider including the following:

Service descriptions

Delivery point(s) – desktop, server etc.

Escalation points – e.g. service desk or service owners

Hours of availability – standard working hours, 24 x 7 etc

Turnaround times – e.g. for procurement, consultancy

Fix and response times – e.g. for incidents, problems

Priority and severity descriptions – clear simple definitions

Customer responsibilities – calls must go via service desk etc.

Special customer requirements – key dates, systems, users etc.

Sample SLA

Service Level Agreement Between

XX Department

Name _____ Date __/__/__

And

IT Division

Name _____ Date __/__/__

The service desk offers direct client support for the services shown overleaf. This is available on **XTN XXXX** from 00:00 – 00:00 on working days. Outside this time you can leave a voice mail which will be answered by the next working day.

When you call the service desk your call will normally be answered within **xx seconds** – this may be longer if the lines are busy but this should not exceed **xx seconds**.

If the lines are busy this usually suggests that there is a major problem – i.e. with e-mail or the network – we may switch to voice mail during this time and it may therefore be worth calling back later – but please call.

When you call the service desk you will be asked to give basic details of your problem, including how this affects you and your department. You will be asked for details of the system/application you were working on at the time and any error messages displayed – so please have these ready.

Once the problem has been described you will be given a **reference number** for any future call-back – please make a note of this.

If you need to speak directly with a technical expert please contact them by phone or email – the call should refer to a logged problem.

You will be asked to give the Business Priority of your problem as shown below – if the service desk cannot fix it on the phone you will then receive a call back as follows:

Priority	Description	Call Back Time
1	A serious problem needing immediate attention affecting a large number of staff – e.g. a whole department	15 minutes
2	A serious problem needing immediate attention affecting one or two people – e.g. needing to travel or give a presentation	30 Minutes
3	A problem that affects you but doesn't stop you working immediately. Plus - all calls logged via Email.	3 hours
4	Requests and problems that are not urgent	1 working day

Key services offered by the service desk:

These are services and target Service Levels provided by during normal working hours:

Services	Description	SLA Comments
Client Problem Support		Target
Email/Server Network/LAN File/Print Server Desktop Software	Resolution of user problems and restoration of service	Response according to the priority as shown above Target Fix times: Severity 1 - 1 hour Severity 2 - 4 hours Severity 3 - 1 Working Week
Patch Activation	Network Activation	Response according to the priority as shown above Fix time - Best Endeavours
Desktop Hardware	Standard Printer hardware/ Peripherals under warranty Standard PC hardware under warranty	Response according to the priority as shown above Target Fix time one working day

Non standard equipment	Non-standard or non warranty Hardware, shown in the maintenance table	Fixed times according to the service level shown in the maintenance table
Deployment		Target
Deployment of standard PCs	New and used equipment	2 weeks for ordinary requests Urgent requests within 2 days
Deployment (inventory)	Notification of equipment arrival	Within 3 working days of delivery
Delivery (inventory)	Equipment delivery	Within 3 days of the request Urgent delivery within 1 day
Deployment of software	Standard/Simple	Within 3 days of the request Urgent requests within 1 day
Inventory		Target
Inventory	Update inventory records	Within 2 days of the request
Loan Management		Target
Temporary equipment	PCs, Laptops, etc	Within 5 days of the request Urgent requests within 1 day
General Support		Target
Account creation	Network and email accounts	Within 3 days of the request Urgent requests within 4 hours
File restores		Best Endeavours

Priority Guidelines for IT Support

Key Support areas

Generic	
Key clients	Programme managers and their secretaries Directors and Office Heads
Key systems	E-mail, network, servers and printing Financial systems
Key dates and sensitive situations	Financial planning deadlines Anyone with a problem about travel Anyone with a problem about to attend a sales meeting
Departmental	
XX	Local server managers for XXX Budget clerks - printing transaction listings
XX	Mainframe services to be on highest availability for first week of month Till systems, XX modems Plotting systems and transparencies
XX	Managers of applications Applications developed/supported by XX
XX	Important departmental meetings
XX	Executive list Access to library services through internet and intranet pages Library management system
XX	Budget Clerks
XX	Financial/planning deadlines (budget, etc.)
XX	Video and audio conference facilities Application tracking system support Correspondence tracking system

Company: Information Services (IS) Department

Service Level Agreement for

Client:

Version:

Date:

<p>Author:</p> <p>Owner:</p> <p>Intended Audience:</p>
--

1. Signatories

XXXXXXX	_____	Date <u> </u> / <u> </u> / <u> </u>
Owner	_____	Date <u> </u> / <u> </u> / <u> </u>
XXXXXXX	_____	Date <u> </u> / <u> </u> / <u> </u>
XXXXXXX	_____	Date <u> </u> / <u> </u> / <u> </u>

2. Overview

This is a Service Level Agreement (SLA) document to define target IS standards of performance for Service Delivery; between IT DEPT IS department (IS) and IT DEPT Client (Client).

Objectives of the SLA process	<ul style="list-style-type: none"> ● The SLA is a quality process to set and measure targets for appropriate level of IS/IT Services ● This is used to ensure that consistent, high levels of service are managed and achieved, following industry 'Best Practice' for Service Management (e.g ITIL/SDI)
Working hours covered	Monday - Friday 09:00 - 17:00 on normal working days
Duration of SLA	For an initial 6 months from 1 October 2015
Reporting and reviews	<ul style="list-style-type: none"> ● Monthly performance reviews ● Quarterly SLA reviews
Delivery point	This SLA applies to incidents and requests reported directly to the IS Support Desk only.
Customer responsibilities	<p>IS supports the operation, upkeep, use and upgrading of client hardware, software and telephony systems, with the exception of:</p> <ul style="list-style-type: none"> ● Vendor which is supported by vendor ● Specific customer software programs attached to customer imaging devices and supported by equipment suppliers. ● The procedure for Client fault reporting is shown in 7 below <p>Researchers engaged in collaborative research working in the client can obtain support for PC's which conform to the IT DEPT PC specifications.</p> <p>During the pilot period, back up of imaging devices is carried out by Client locally but these devices may be linked to the network at a later stage. At this stage, it is envisaged that back-up will be supported by IS.</p>

	<p>Client will provide IS with regular information on equipment and configurations held, plus any moves and changes to equipment as these occur</p> <p>Client will keep IS informed of the users to be given access to PCs with Vendor installed. Apart from designated IS staff, no other users should have access to these PCs</p> <p>All PCs covered by the SLA must meet the following criteria:</p> <ul style="list-style-type: none"> ● PCs to be incorporated into the ICT domain (Active Directory) ● Desktop PCs will be less than 5 years old, laptops less than 4 years old ● Any important data stored on a PC should also be stored on a network share (e.g. MS Office Documents) <p>Development of possible future additional functionality associated with Vendor (such as interfaces) will be subject to a structured development process supported by a project plan. This is outside the current scope of this SLA</p>
System availability	<ul style="list-style-type: none"> ● We aim to maintain maximum availability during the service hours shown above (09:00 - 17:00)# ● Outside of these times, some systems may be available for use, although without the levels of support and target response and resolution times as shown. ● IS requires system downtime to carry out regular preventative maintenance and updates to systems to ensure currency, quality and integrity. Any such downtime will be agreed in advance with Client. ● Normal planned downtime 08:00 - 08:30 Tuesday. Requests for downtime in this way, or any other request must be communicated by IS at least 3 working days in advance.

Support desk	<p>The Support Desk is available from 09:00 - 17:00 on normal working days. It can be contacted in the following ways:</p> <table border="1" data-bbox="580 674 1461 882"> <tr> <td data-bbox="580 674 820 719">Telephone</td> <td data-bbox="820 674 1461 719">402 3123</td> </tr> <tr> <td data-bbox="580 719 820 763">E-mail</td> <td data-bbox="820 719 1461 763">support@ITDept.ie</td> </tr> <tr> <td data-bbox="580 763 820 882">Web</td> <td data-bbox="820 763 1461 882"> http://support.ITDept.ie/rms/ Available 24 X 7, Within IT DEPT only </td> </tr> </table>	Telephone	402 3123	E-mail	support@ITDept.ie	Web	http://support.ITDept.ie/rms/ Available 24 X 7, Within IT DEPT only
Telephone	402 3123						
E-mail	support@ITDept.ie						
Web	http://support.ITDept.ie/rms/ Available 24 X 7, Within IT DEPT only						
IS responsibilities	<p>IS will:</p> <ul style="list-style-type: none"> ● Maintain and run an up to date Anti-Virus application on the entire system, with daily hard drive scanning and regular update of virus definition files. ● Maintain the physical network cabling in working order ● Secure and protect the data, and to ensure full daily data backups of the server and stored off-site appropriately ● Ensure that NO 3rd party software is installed on any machine that may interfere with the operation or support of Vendor's software, without prior written consent ● Ensure that systems are protected from the risks of adverse affects resulting from power failures. 						

3. IT DEPT systems - Service Provided

Service	Description	Highest Priority	Availability
Support Desk	Single point of contact for all IT issues, incidents and requests	1	09:00 - 17:00 Mon - Fri
Desktop	Desktop hardware, software and peripherals e.g. Local printers (except imaging PCs and described in section 2)	2	08:00 - 22:00 Mon - Fri Support 09:00 - 17:00
Infrastructure	All back-end systems and services for the delivery of IT - networks, network switches, servers, backups, data integrity, file and print, disaster recovery	1	08:00 - 22:00 Mon - Fri Support 09:00 - 17:00
Telephony	All individual telephony, handsets, phones and IP services	3	08:00 - 22:00 Mon - Fri Support 09:00 - 17:00
E-Mail	Life-cycle implementation and support of email systems	1	08:00 - 22:00 Mon - Fri Support 09:00 - 17:00
Consultancy	Advice and consultancy for requests, ordering of equipment and permissions	5	09:00 - 17:00 Mon - Fri
Security	Access controls and password resets for IT DEPT systems	2A for support 5 for requests	09:00 - 17:00 Mon - Fri

Business Applications:			
● Finance	Agresso	3	08:00 - 22:00 Mon - Fri Support 09:00 - 17:00
● Timetabling	CMIS (web access)	3	08:00 - 22:00 Mon - Fri Support 09:00 - 17:00
● Customer	Systems as described below	1	08:00 - 22:00 Mon - Fri Support 09:00 - 17:00

4. IT DEPT Systems SLA Priority Table

	Priority	% of Calls	Description	Examples	Target Response Time	Target Resolution Time	SLA Threshold (%)
Incidents	1	10	Emergency Incident High Priority	<ul style="list-style-type: none"> ● Client front desk issues ● Server or major application failures 	30 mins	2 hours	80
	2	10	Emergency Incident Individual Person	<ul style="list-style-type: none"> ● Key person unable to work ● Restoration of data 	1 hour	4 hours	90
	3	30	Password Resets	<ul style="list-style-type: none"> ● All IT DEPT systems log-in and password resets 	15 mins	30 mins	100
	4	40	Default Incident	<ul style="list-style-type: none"> ● Standard user problems ● Desktop problems ● File & print problems 	2 hours	2 working days	90
	5	10	Non-urgent Incident	<ul style="list-style-type: none"> ● Minor problems, 	4 hours	5 working days	100

Requests	6	5	Emergency or Immediate Installation or Request	<ul style="list-style-type: none"> ● Short notice installation ● New user account set ups 	1 hour	2 working days	90
	7	70	Standard Installation or Request	<ul style="list-style-type: none"> ● According to agreed time-scales and 	4 hours	2 working weeks	80
	8	25	Non-urgent Installation or Request	<ul style="list-style-type: none"> ● According to agreed time-scales and 	1 working day	As agreed	100

5. Priority Table Notes

Response and resolution times are shown in accordance with business priority as shown above

1. All target times in the SLA are default for normal operations and in normal working hour (09:00 - 17:00)
 - These can be increased as necessary by agreement in 'special conditions'
 - **'Priority'** - This is as agreed with the IS Support Desk, based on business impact
 - **'% of calls'** - Expected average breakdown of calls recorded
 - **'Target Response Time'** - This is the target time expected for IS to call back with an update, if the incident is not resolved during the initial call
 - **'Target Resolution'** - This is the target time expected for IS to try and resolve the incident, based on discussions in advance between IS and customer representatives
 - **'SLA Threshold'** - Expected levels of delivery
 - Calls logged via e-mail will be logged at default priorities
 - **'Key Person'** - Clinic manager, dispensing optician, receptionists, NOC technicians

Targets

It is important to emphasise that a target service level is a device used to measure performance; it is NOT a guaranteed performance level.

Response

A response to a request for support is simply a call back or e-mail to the customer to inform them that the call has been accepted and/or to discuss and negotiate a potential resolution time or further progress update.

Resolution

A resolution is defined as an agreement between the customer and a support team that the request for support can be closed.

6. Special Conditions

These are key conditions, areas or individuals to be used for guidance where default priorities of SLAs can be increased:

There are four aspects to the Client:

1. Supporting clinical teaching of undergraduate customer students, which involves direct interaction with the public. Clinics will be in operation year round - either student or professional clinics.
2. Dispensing clinic (for undergraduate training) which involves a commercial/retail aspect and direct interaction with the public.
3. Research - undergraduate, postgraduate and collaboration with external researchers who may use facilities.
4. Continuing education programmes for professional optometrists in practice may also be held.

Other points:

Re: telephony, fax line, etc. Patch management time should not affect retail or clinics running. If possible these should be scheduled outside clinic hours; otherwise by agreement in advance.

Area	Comments	Priority
Front Desk Operations	Any issues in this area may affect revenue and the ability to serve and retain customers, so this must be treated as high priority. E.g. Credit Card reader and supporting telephone line to the bank.	
Vendor Patient Management Database Imaging Equipment (including Restore Back-Up)	Workshops and CET events Students examinations. Workshops and CET events Dates are variable but will be known in advance.	
Telephony and Ordering Systems	Priority depends on the number of patients in the clinic at a given time. i.e. if only one patient interaction is affected this is not as if 12 patients were all standing at the front desk.	

7. Client Issue Reporting Procedure

When encountering a new issue with the product or service, the Client technician shall assess the problem and try to ascertain the cause. Depending on the issue he/she will take the following action:

1	Vendor Software Issues	<ul style="list-style-type: none"> ● The Client will refer to Vendor ● If the issue relates to just one PC, either an alternative room can be used or the Client technician can connect the standby lap-top instead of the PC in question until the issue is resolved by Vendor ● If the issue requires the involvement of IS, the call is logged to the IS support as in (3) below
2	Bespoke Software or Specific Customer Software Issues	<ul style="list-style-type: none"> ● Client technician will attempt to ascertain cause of problem and will contact the equipment supplier for support if this is a software problem ● If this is a IT DEPT Systems issues or relates to back up data, the call is logged to the Support Centre as in (3) below
3	All Other Issues	<ul style="list-style-type: none"> ● If the issue relates to just one PC , either an alternative room can be used or the Client technician can connect the standby laptop instead of the PC in question until the issue is resolved by IS ● A call will then be logged to the IS Support Centre

About SDI

The SDI company mission is to inspire service desks to be brilliant. To achieve this mission SDI has developed a set of goals by which it aims to inspire service desks to:

Embrace: To raise the quality of service delivery by valuing best practice

Engage: To create an inspiring and engaging customer experience

Invest: To empower their teams to be inspired, take action and be better

Shine: To demonstrate and deliver exceptional business value

SDI sets the globally recognised best practice service desk standards that provide clear and measurable benchmarks for service desk operations and professionals. The standards are designed to encourage service desks to embrace and value best practice in order to raise the quality of service delivery.

For more information about SDI please visit www.servicedesk institute.com

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