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# SLA Terms and Conditions

## 1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between SolveIT and you / your company for the provisioning of IT services required to support and sustain the IT Infrastructure, Servers and workstations along with all hardware and software.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

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(s) by the Service Provider(s).

The **goal** of this Agreement is to obtain mutual agreement for IT service provision between the Service Provider(s) and Customer(s).

The **objectives** of this Agreement are to:

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

## 3. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The **Business Relationship Manager** ("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.

**Business Relationship Manager:** SolveIT Brett Grieves  
**Review Period:** Yearly

## 4. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

### 4.1. Service Scope

The following Services are covered by this Agreement;

- Manned telephone support
- Monitored email support
- Remote assistance using Remote Desktop and a Virtual Private Network where available
- Planned or Emergency Onsite assistance
- Weekly updates to server
- Monthly system health check

### 4.2. Customer Requirements

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

- Payment for all support costs at the agreed interval.
- Reasonable availability of customer representative(s) when resolving a service related incident or request.

### 4.3. Service Provider Requirements

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

- Meeting response times associated with service related incidents.
- Appropriate notification to Customer for all scheduled maintenance.

### 4.4. Service Assumptions

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

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

## 5. 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.

### 5.1. Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Telephone support : 8:00 A.M. to 6:00 P.M.  
Monday – Friday
  - Calls received out of office hours will be forwarded to a mobile phone and best efforts will be made to answer / action the call, however there will be a backup answer phone service
- Email support: Monitored 7:00 A.M. to 9:00 P.M.  
Monday – Friday
  - Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day
- Onsite assistance guaranteed within 24 hours during the business week, however we aim to meet 6 hours.

### 5.2. Service Requests

In support of services outlined in this Agreement, the Service Provider will respond and resolve problems to service related incidents and/or requests submitted by the Customer within the following time frames:

- 0-8 hours (during business hours) for issues classified as **High** priority. With a resolution within the same day. The services provider aims to have 100% of all calls resolved within this time frame.
- Within 48 hours for issues classified as **Medium** priority.  
100% of all calls resolved within this time frame.
- Within 5 working days for issues classified as **Low** priority.  
100% of all calls resolved within this time frame.

All services requests will be responded to within 24 hours

Remote assistance will be provided in-line with the above timescales dependent on the priority of the support request.

## Priority Definitions

High Priority : This would typically be an issue that has caused down time for staff e.g Server, Internet, Email, MS Office or accounting software.

Medium Priority : This would be a problem which is affecting software or hardware but not causing any downtime e.g a report in Sage looks incorrect once printed.

Low Priority : Not urgent call such as moving a printer from one location to another.

All services request calls will be logged on the SolveIT call logging system which is held on the SolveIT server. A response to the services request will be made either immediately via telephone or within 2 working hours via email. The priority of the call will be ascertained at the point of initial contact.

For large scale non urgent projects, agreements can be made between both parties on reasonable timescales for development and implementation.

## 6.3 SLA Reporting

SLA reporting is optional. All call response times and resolutions times will be recorded and are available on request.

## 7 Costs

Full 6 hours response time and 24 hour fix time for all equipment on site. This includes computer(s) all printers and connected hardware.

We aim to respond immediately to any support calls however a maximum 2 hour response time will be imposed due to mobile phone coverage in certain areas that we cover.

The cost of the SLA is detailed in the SLA certificate page.

### 7.1 Additional Services

New PC / Laptop to be covered under SLA : £150 per year.  
Any other labour which is not covered in the SLA : £40 per hour.  
Web design £40 per hour.  
Database design £40 per hour.