Service Level Agreement

Service Level Agreement Axon-it.com

Table of Contents

Introduction

Customer Service

Axon provides a range of services and support for these services. We recognise that we have real people experiencing real faults which we will do our best to respond to and resolve as quickly as possible, remotely or by personal visit. The time to resolve a fault depends on the nature of the fault and relative priorities of the outstanding faults on our work list.

At all times we will attend to faults at the soonest opportunity.

This document details the services we provide and the commitments we make to the delivery of these services. We do not want people to wait unnecessarily for their fault to be fixed no matter what priority it is allocated. We do understand that the last thing our customers want to hear is how well our performance targets are being met when they have had a fault with their PC that has been outstanding for a couple of days. However, the priorities and resolution times are needed and they need to be realistic as they help us manage the service and to set reasonable expectations for response. This Service Level Agreement (SLA) will be reviewed annually to make sure it continues to meet Customer requirements and reflects changes in Axon Services.

Purpose

To inform Customers about:
- what services are provided by Axon
- what level of support to expect
- their own responsibilities relating to the services
- the level of service actually provided

To enable Axon to:
- describe its responsibilities for providing support services
- set service levels
- report on its performance

Scope

This document covers support services provided by Axon to their customers.

The support services and service levels relate to access and normal operation of the technology. Supported systems are computers with a current maintenance contract or under warranty running supported versions of the Windows or Mac OS operating systems

For other equipment, legacy systems, and not yet validated systems help will be provided on a "reasonable endeavors" basis and may be chargeable.

Note that Axon's ability to respond may be constrained by:
- the need to call upon third party support (e.g. hardware maintenance, third party software support)

Structure of the Document

This document is structured into the following sections

Service Framework - including objectives, scope, Axon and Customer responsibilities, approach to support, service availability and out of hours cover, and outline of the processes

Service Provision - covering measurable service targets

Service Catalogue all services provided are described explaining the responsibilities, scope and deliverables

Support Objectives

- To meet the changing needs of Axon's customers
- To provide high service availability and resilience compatible with cost effective operations
- To ensure that all customer staff are adequately supported and assisted in their day to day activities
- To ensure that customers clearly understand what level of service to expect and their own obligations to provision of these services
- To respect and safeguard confidentiality of data and equipment

Axon Responsibilities

Axon will:
- Support is only available during normal business hours (09.00 – 17.30) on working days; out of hours support is available for some key services.
- Ensure access to the Service Desk within advertised hours.
- Support a range of supported hardware and software agreed with our customers. This range will be reviewed on an annual basis.
- Equipment outside the SLA will be covered on a reasonable endeavors basis only. In some cases support will be chargeable and Axon will notify the customers in advance
- reserve the right to take systems out of service for upgrades and other changes if necessary
- publicise the proposed downtimes for all services for customers' reference providing suitable advance notice of planned outages outside a regular system maintenance period (see below)
- inform nominated point of contact of serious faults affecting services.

- Ensure that changes to major business IT services will go through the Axon change management process
- notify customers via email and other mechanisms of withdrawal of services and give suitable notice.
- offer only limited support for machines or software where there is no current maintenance contract or warranty agreement
- provide systems and services in accordance with the business IT Security Policy.
- ensure that all support activity is completed within business Health and Safety requirements
- undertake regular software audits of business computer systems to ensure compliance with business software licensing policies
- seek the agreement of the Customer before connecting to their computer remotely to diagnose or fix faults

Customer Responsibilities

Customers will:
- provide feedback to Axon on Customer Service requirements
- follow the appropriate procedures for contacting the Service Desk in order to receive the levels of service specified in this document
- when requesting services from Axon, provide a named contact who has the necessary authority to make decisions about the work
- provide reasonable access (subject to Health and Safety standards) to support staff in order for them to complete their work to meet service level targets, inability to give reasonable access may result in requests being delayed, closed and could result in it falling outside of the SLA
- Ensure their computer is available on the network to allow support staff remote access to diagnose and fix faults. Failure to do so may result in Support Staff taking longer to resolve issues
- provide administration access rights to Axon staff in order to be able to update machine configurations and software as necessary
- ensure that all computers have a nominated owner, custodian and system administrator as applicable
- Ensure that only properly licensed software is installed on computer equipment and correctly registered with the business.
- Machines with unlicensed software will not be supported until the software has been deleted or licensed properly
- make their computer available for periodic mandatory audits. These will be undertaken to ensure compliance with business software
- Licensing policies. Systems which have not been audited in accordance with Business policies will not qualify for support under this SLA
- ensure operating system and application security patches are installed in a timely manner as approved by Axon
- ensure that all equipment is covered by a current hardware and software maintenance agreement or warranty

- take responsibility for hardware maintenance agreements for printers and other peripherals that fall outside of the agreed support contract
- ensure they are responsible for the security of their own data which is stored outside the axon data centre facility.
- not divulge their individual log in details to other people except for the purposes of fault resolution by authorised Axon support personnel
- provide reasonable resources to help with testing of service changes when asked
- notify Axon in advance of events or requirements that might require a higher than normal level of support
- notify Axon in advance of any event likely to affect service availability (e.g. electrical power down)
- ensure that all support activity requested is within Customers Health and Safety requirements and Disabilities Policy

Outline of Support Process

All requests for assistance should first be logged at the Service Desk which will manage the calls to resolution. Calls will be categorised as either Incidents, Jobs or Service Requests. In general, resolution of cases takes precedence over fulfillment of Jobs and Service Requests.

Incidents. An incident is where an error or disruption to an existing service has occurred that requires resolution to enable normal working to continue. Incidents are allocated priorities according to the business impact and urgency of the situation.

Jobs. These are requests for a service such as installing a new computer, providing access to a computer application or upgrading an existing PC and fall outside the SLA

Service Requests. These are project related requests that comprise of multi jobs that constitute a Service request (project) and fall outside the SLA

Axon Computing Support comprises two main elements:

First tier support – The Axon Service Desk provides the first line and second line support and they can be contacted by telephone, email, web forms or face to face.

Second tier support – The second tier teams include technical specialists who are responsible for development of IT Services. Second tier support will resolve in-depth support issues which cannot be resolved by first tier team.

Service Availability

Normal Service Hours

Normal business hours are 09.00 to 17.00 on working days. Axon Services are usually available during normal business hours, except if system maintenance has been agreed. Support is available at these times via the Service Desk.

Service Maintenance Schedule

It is necessary to take systems out of service from time to time to allow upgrade of hardware, operating system and applications software. It is also necessary from time to time to apply urgent fixes for security, operational or business reasons. In general Axon will endeavor to do this work during agreed, regular maintenance sessions. Occasionally the need will so great that a service will need to be taken out of service at other times, in such cases, Axon will endeavor to give as much notice as possible to customers of service unavailability.

Automated Server Security Patching

All Windows servers are on an automatic security patching cycle and will be patched and then rebooted.
The patching process will begin at 03.00 on the day given against each server, with up to 45 minutes of downtime following (dependent on the updates that are to be installed). Microsoft tends to release their patches monthly. When approved by Axon, the patching is ordinarily released on the second Thursday of each month.

Out of Hours Cover

Out of Hours Cover (OHC) is intended to cover restoration of systems which have failed outside of normal business hours and which is essential to the running of the business critical services. For example, if an email server fails this would be dealt with if possible, but not a fault an individual customer is having with say email quota. Incidents covered by OHC would be Priority 1 incidents under the Axon SLA if they occurred during normal business hours.

The OHC cover does not guarantee that any fault reported will be fixed out of hours as this may require more resource than is available, eg an external 3rd party company and could be chargeable. OHC falls outside of the SLA.

Level of cover offered	Mon – Fri	Sat, Sun, Bank Holiday*
Normal Support	09.00 – 17.00	None

* No cover Christmas, Boxing or New Years Day or Good Friday

Making a call to the Out of Hours Cover (OHC) line

The Out of Hours Cover Line (OHCL) will act as an interface between the customer and the Axon support teams.
Customers call the usual service desk number: **01625 837800**

OHCL engineer will ask for name and contact details of the customer and ensure they are covered through the support agreement, before asking for details of the incident, obtaining as much detail as possible, and logging the call. Part of the role of OHCL is to screen the call to ensure it is of appropriate level of criticality and is covered under OHC; if not the call will not be accepted.
Once accepted the OHCL engineer will call if necessary the appropriate Axon staff, who will check the fault out and deal with it as appropriate.

Emergency contact numbers

At anytime other than those specified above, a select number (to be confirmed) of the customers staff will have the ability to report or escalate a P1 problem direct to a company director of Axon. The contact will attempt to assist, however this is outside of the SLA and on a best endeavors basis:
1. Graham Fern – 07973303960
2. Mike Agutter – 07973303961
3. Tim Mears – 07900277877

Service Provision

Service Desk

The Service Desk manages the progress of all calls and identifies for action those calls which are likely to fail their performance targets.
Therefore the Service Desk should always be the first point of contact with queries about call progress, priority or quality of resolution.

Hours of service: 0900 to 1700 Monday to Friday. Messages can be left outside these times for action the next working day and urgent issues can be reported to the Out of Hours Cover Line.

The Service Desk can be contacted as follows:
Telephone: 01625 837800
Email: help@axon-it.com
In Person: Guildford House, Heather Close, Macclesfield, Cheshire SK10 0LR

All calls will be allocated a unique reference number and acknowledged by email.

Remote Assistance

Support Staff may use remote assistance tools to connect to a customer's computer to help diagnose and fix a fault without having to physically visit them. In all cases this will be done with the agreement of the customer.

Incident Management

The primary goal of the Incident Management process is to restore normal service as quickly as possible, to minimise the adverse impact on business.
Incidents are defined as an unplanned interruption to an IT Service or a reduction in the quality of an IT Service. Incidents are given a priority to help Axon plan and allocate work, especially in busy periods. Each priority has target times. Each priority has target times relating to response (i.e. confirmation to the customer that action is being taken) and resolution.

Priority Allocation

The priority given to an incident is determined by a combination of its impact (on the business, Department or individual), and urgency.

The definitions below are used to establish the priority.

Impact Definition

Impact	Definition
High	A **Key Service*** has failed or is degraded affecting all users *or* A service is at risk owing to a threat or potential event e.g. virus alert, server failure *or* Significant risk may result from the incident, e.g. loss of revenue, reputation or security
Medium	A Key Service* has failed or is degraded affecting a single user or A non-key service has failed or is degraded impacting multiple locations or users or A user's desktop has failed
Low	A non-key service has failed or is degraded affecting a single user

Urgency	Definition
High	Critical deadline(s) are at risk and **no** workaround is available to the customer(s)
Medium	No immediate deadline and **no** workaround is available to the customer(s)
Low	No immediate deadline or a workaround is readily available to the customer(s)

Priority Allocated		Impact		
		High	Medium	Low
Urgency	High	P1	P2	P3
	Medium	P2	P3	P4
	Low	P3	P4	P5

All Priority 1 and 2 incidents must be reported by telephone initially and then confirmed by email
All other priorities can be reported by telephone or email.

If a person believes that their call should receive a higher priority than allocated they should raise the issue with the Service Desk Manager.

Incident Response and Resolution

Response and resolution times are listed below according to priority of the incident. *It is important to note that these are maximum times* rather than standard or normal times and that all incidents will be resolved as quickly as possible.

The times relate to the normal service hours of the Service Desk, i.e. from 0830 to 1730 Monday to Friday on business days.

Priority	Max Response	Time Response	Target Max Resolution	Time Resolution Target
P1	30 minutes	90%	4 hours	90%
P2	1 Hour	90%	8 Hours	85%
P3	4 Hours	80%	End of next working day	75%
P4	1 Day	80%	5 Days	75%
P5	2 Days	80%	10 Days	75%

Priority 1 and Major Incidents
Priority 1 incidents which have a business wide impact are treated as Major Incidents and are handled via the Major Incident Procedure, which includes a communication process to keep customers and senior Axon managers informed.
Priority 1 incidents where the impact is more contained eg within a single Department, are also handled specially but only the Departmental IT Representative, Faculty Support and Site Managers are informed.
In both cases resolution takes precedence over other activities where there is a requirement for the same resource.

Escalation

The escalation process is invoked when there is a possibility that the service target for a particular incident is likely to be exceeded.
Escalation will expedite support activity so that incidents receive the necessary attention. All times are in working hours/days.

Priority	Max Resolution	Service Desk Manager	Company Director
P1 (Critical)	4 hours	Immediate	Immediate
P2	1 day	75% Elapsed	Breach +50%
P3	2 days	75% Elapsed	Regular Breach Reports
P4	5 days	75% Elapsed	Regular Breach Reports
P5	10 days	75% Elapsed	Regular Breach Reports

'Breach' means expiry of maximum resolution time.

In addition customers are advised to contact the Support desk if they are concerned about a particular incident. If they are unavailable, please contact the Service Desk manager

Complaints Procedure

If there is still an outstanding issue about the service after discussion with the Support Team Manager, then the customer should contact the Axon Support Desk Manager who will discuss the concern with the customer and if appropriate, the technical director of axon in order to agree the appropriate action.
If the issue is still outstanding after this process, the customer should contact the people below in sequence to escalate and resolve the matter:
Technical Director of Axon – Graham Fern
Managing Director of Axon – Tim Mears