



Policies

Internal Service Level Agreement

This Service Level Agreement (SLA) establishes support levels for IT services. The services, levels, and scope of this document have been negotiated and agreed to by both IT and the business. Provisions for amending this document are noted in the final section of the SLA.

Service Level Agreement: Desktop Services

1. Document Control

Document Control	
Version	2014.001
Date	2014/09/01
Review date	2015/09/01
Internal clients	Production Plants, Retail/Wholesale Branches, HR, Finance, Procurement, Credit, Marketing/Sales etc..
Business contact	Departmental Managers
IT contact	IT Manager/Director

2. Service Description

This service covers all hardware, software, and infrastructure costs associated with Desktop Services including the following:

Table 2.1

Service Components	
Hardware	1.Laptops 2.Desktops 3.Printers 4.Scanners 5.IP Phones 6.Cameras
Software	1.Windows 7 and 8 2.Office 2010 / Office 2013 3.Qpulse 4.RJS document management 5.NGS IQ (qport , smartview, webrunner)
Infrastructure	1.LAN 2.WAN 3. SAN

3. Support Hours

Client support is available during the following hours:



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Business hours are defined as weekdays, not including statutory holidays, Monday through Friday. 7:30 AM to 5:00 PM.

4. Service Availability

Desktop services are expected to have a 99% uptime availability..

5. Reliability

Service Components	Reliability
LAN	99.9
Internet	99
E-mail	99.9

6. Wait Time

Requests for the following IT services should be handled within the time given in the table below. Services not listed will be handled according to priority and in accordance with current IT resource availability.

Service Request	Wait time
Approved software add	1 -3 days
Recovery of lost data	1-3 days
New user desk top set up	3-6 days

7. Changes & Review

Changes to this document may be proposed by business or IT representatives; however, no amendments will be made without approval from both parties. This document will be regularly reviewed for currency and effectiveness. The next review date is noted in the document control section of the SLA.

8. Signature Page

By signing below, representatives from IT (service provider) and the business (internal clients) acknowledge their approval of the terms of this document.

IT Service Provider:

Name:

Title:



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Signature: _____ Date: _____

Internal Client: _____

Name: _____

Title: _____

Signature: _____ Date: _____
