



Service Level Agreement

Service Level Options

The Service Desk will vary based on the service level requested. These service levels are:

| <u>Service Levels</u> | <u>Hours *</u> |
|-----------------------|----------------|
| • Business Hours | 8 AM - 6 PM |
| • After Hours Only | 5 PM - 9 AM |
| • 24 x 7 Coverage | 24 hours ** |

* All Service Desk hours are based on the time zone at the local site.

** Includes Saturdays, Sundays and holidays (365 days a year)

Scope of Services

The following software and services will be covered by the Service Desk:

Software:

- Desktop Operating Systems
 - Microsoft Windows Vista
 - Microsoft Windows 7
 - Microsoft Windows 8/8.1
 - Microsoft Windows 10
 - MAC OSX
- Office Suites
 - Microsoft Office 2007/2010/2013 (*includes Word, Excel, PowerPoint, Access)
- Email Clients
 - Microsoft Outlook 2007/2010/2013
 - Microsoft Outlook Express
 - Google Apps
- Browsers
 - Internet Explorer 7 and above
 - Mozilla Firefox
 - Google Chrome

Third Party/Proprietary Software

All third party and proprietary software will be supported on a best effort basis. "Best Effort" means that the Service Desk will not refuse to troubleshoot issues with third party and proprietary software that they are unfamiliar with. However, in the case of limited to no experience with the software, the Service Desk has the right to request for additional information from customer's 3rd party provider.

To ensure a good customer experience, it is recommended that the customer provide the Service Desk with documentation for any third party or proprietary software that needs to be supported.



Services

- PC and Network Troubleshooting
 - Network connectivity
 - General PC hardware diagnosis
 - Printers, drivers, and queues
 - Database connectivity

- Mobile Devices (including, but not limited to: Windows Mobile, Blackberry and Iphone)
 - Setup and Configurations*
 - Synchronization troubleshooting

- Administrative Tasks
 - Create user accounts and groups
 - Create mailboxes and distribution lists
 - Reset passwords
 - Unlock domain accounts
 - File/Folder permissions
 - Microsoft Outlook profile setups**

- AntiVirus and Spyware/Malware
 - Scans and removal
 - Scans and removals will be performed by the Service Desk technician only if (a) the end-client calls in and states that their Anti-Virus or Spyware software has detected a virus or spyware, or (b) the end-client calls in and complains of symptoms most likely caused by a virus or spyware.

Software Installations

Installations are a scheduled task

Carried out 8:00am to 6:00pm EST Monday-Friday

2 business day advanced notice is needed to schedule the install

Maximum of 5 PC's per client site per day

Software installs are considered a low priority.

PLEASE NOTE: If the PC is unavailable at the scheduled time of install, the technician will assign the ticket back to dispatch to reschedule. If the PC is unavailable after three scheduled attempts, the technician will mark the service ticket as canceled.

- File and Folder Restores
 - Veritas Backup Exec 8.0 and up only



Outside the scope of the Help Desk

The Service Desk will **not** support the following items including, but not limited to:

- PC setups and configurations
- User profile setups and configurations (apart from Outlook profiles)
- Data transfers
- Hardware related issues
- PC failure
- Hard drive failure
- Memory failure
- Power supply failure
- Printer failure
- Mouse failure
- Keyboard failure
- Monitor failure
- ISP outage (e.g. AT&T, Verizon, Comcast, Southwest Bell, etc.)
- Hardware/Software/ISP Vendor management
- Application “How To” training*
- Bulk work**

*The Service Desk’s primary responsibilities are to the services described in this document. In order to complete the requests in an efficient and timely manner.

**Any service request (in scope and excluding software installs) involving multiple PC’s will be considered bulk work and will be considered out of scope project work. For example, if a client site gets a new printer and the printer needs to be added to all the PC’s at the site, the installation will be scheduled by dispatch.

For software installations, any request involving more than 5 PC’s will be considered bulk work. Software install requests are limited to 5 PC’s per client site per 30 day rolling period.

Processing of Requests

Phone

A ticket will be created for each call received by the Service Desk, whether the issue is in scope or out of scope.

For issues that are in scope, the Service Desk technician will stay with the call and work the issue to resolution. If there is a need for further investigation, the technician will set a call back time with the caller to complete the resolution. If NOC support is needed, a ticket will be forwarded to NOC and be addressed.

For issues out of scope, the call will be answered by a technician who will log the information and assign the ticket to dispatch.

If all technicians are unavailable, the caller will be placed in a hold queue and will be informed of their position in the queue if a technician is not available at that moment. They will be transferred from the hold queue once a technician becomes available



Email

The Service Desk can receive service requests via email. However, email requests should be limited to **Low priority** issues only. A ticket will be created for each email request received by the Service Desk.

For email requests to be processed, the following information MUST be included in the body of the email:

- Requester's full name
- Client company name and site location if applicable
- Call-back number
- Detailed description of the issue

If this information is not in the email request, no ticket will be created and no further action will be taken by the Service Desk.

A Service Desk technician will assign the proper priority and the ticket will then be placed in the Service Desk ticket queue, where it will be assigned to an escalation technician.

Client Call back

A technician will contact the end-client before connecting to their PC to work on it. If there is no answer, the technician will leave a voicemail asking for the client to call back. They will make additional attempts to contact the client for 3 consecutive days. If the client has not responded to the Service Desk after the third day, the ticket will be marked completed.

Setting Priority Levels for Request

Calls and Emails

The Service Desk will make every effort to resolve the issue at the time of the service call. For email requests, the Service Desk will log and assign priorities based on specific definitions. Requests will be handled according to the priority assigned to them.

Tickets

It is at the discretion of the Service Desk Manager to downgrade or upgrade a ticket priority if they consider it necessary.



Priority Description Response

Emergency (Phone ONLY):

Problem is affecting entire site, group of users, or an individual and is preventing them from doing their job. **30 minutes**

Medium: (Phone or Chat Only)

A general service request or problem that is interfering with the client's job, but not preventing them from completing their work. **3 hours**

Low: (Phone/chat/email)

A service request that does not require immediate resolution and does not affect the client's ability to perform their job. **24 hours**

Customer responsibilities

In order to facilitate the support process, customers are required to:

- Provide detailed information at the time of the service request, which consists of the caller's name, company name, and a description of the problem
- Make every effort to be available to communicate with Service Desk Technician if required
- Notify the Service Desk in advance of any pre-determined required assistance