

APPENDIX K

GOS Information Technology Service Level Agreement

Overview

Support

Service Level Business Hours
7:30 a.m. to 5:00 p.m. – Monday to Friday
How to submit an Incident
Use the Incidents module in ServiceNow Contact the ITD Service Desk at 306-787-5000
How to Request Service Changes
Use the Service Catalogue in ServiceNow Contact the ITD Service Desk at 306-787-5000

Support for all services is normally provided from 7:30 a.m. to 5:00 p.m., Monday to Friday.

Customers requiring an enhanced level of support to satisfy their business needs have the opportunity to make special support arrangements with the ITD for an additional charge. ITD resource support can be arranged to include 24/7 support, after normal business hours support, or on-call basis support.

Requests for most basic services offered in the catalogue, such as new hardware or software, will be handled within five business days. Day-to-day troubleshooting services are available to all customer users simply by submitting a request or incident using ServiceNow or by calling the ITD Service Desk at 306-787-5000.

When calling 306-787-5000, select one of the menu options, as listed below:

Press 1
<ul style="list-style-type: none"> • Trouble with your own computer system • General questions • To check the status of an existing request
Press 2
<ul style="list-style-type: none"> • Wide-spread trouble with the network • Trouble with applications • Other service outages
Press 3
<ul style="list-style-type: none"> • Password trouble

Service Levels

The global service levels define the initial response times by the Service Desk for incidents and/or service requests in all service offerings. The ITD commits to meeting the following global service levels:

- Grade of Service – At least 90% of all incoming calls answered within 30 seconds.
- Abandon Rate – Unanswered calls represent no more than 5% of all incoming calls.

After the initial response, service levels for incidents are defined using a priority system. Priority levels are defined by targets in several different dimensions. Service Desk representatives assign a priority to every individual incident, based on the nature of the incident. Priorities may be adjusted on a case-by-case basis, depending on a number of factors including, but not limited to, business impact and urgency.

Priority levels for incidents are defined in the following table: *Indicates the standard default level

Incidents	Target Incident Response Time	Customer Status Update Time	Target Resolution Time
Priority 1 (Critical)	30 minutes	Every 60 minutes, or as agreed upon with the customer(s)	4 hours or less
Priority 2 (High)	1 hour	Every 2 hours or as agreed upon with the customer(s)	6 hours or less
Priority 3 (Moderate)	2 hours	Every 4 hours	1 business day or less
Priority 4 * (Low)	1 day	Upon request	3 business days or less
Incident Status Updates can be found in ServiceNow's Incident module within Self-Service.			
Incident notifications are automatically sent when an Incident is Opened and Closed.			

Priority levels for service requests are defined in the following table:

Request Item	Target Resolution Time
All service catalogue items (with some exceptions†)	5 business days or less
Account Unlock / Reset for Network accounts	15 business minutes or less
Application Change Request Generic Service Request Hardware Removal HR Investigations/FOI Requests Loaner Laptop / Mobile Lab Mobility Removal Peripherals	SLA Exempt *†

Request Item	Target Resolution Time
Service Request Status Updates can be found in ServiceNow's My Requests & Items module in Self-Service.	
Service Request notifications are automatically sent when a request is Opened and Closed.	
Those Service Requests that are SLA Exempt * have a Target Completion Time of Best effort	
Target times are for prime locations and DO NOT apply to non-prime locations. Prime locations include: Regina; Saskatoon; Prince Albert; Swift Current; Yorkton; North Battleford; and Meadow Lake.	