# Service Level Agreement (SLA)

## 1. Introduction

Purpose: Define the scope and parameters of IT support for Microsoft 365 services, the weight bridge department using SWS software, and shared printers.  
Scope: Covers issues related to domain controller, Outlook, Teams, Microsoft Authenticator, SWS software, and shared printers.

## 2. Support Hours

Regular Support: Monday to Friday, 8 AM to 6 PM.  
After-Hours Support: Available for critical issues only.

## 3. Response and Resolution Times

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| --- | --- | --- | --- |
| Severity Level | Description | Response Time | Resolution Time |
| Critical | Complete outage or major impact on business operations. | 15 minutes | 1-4 hours |
| High | Significant impact but workarounds available. | 30 minutes | 4-8 hours |
| Medium | Moderate impact with workarounds available. | 1 hour | 1-2 business days |
| Low | Minor impact, non-urgent issues. | 2 hours | 3-5 business days |

## 4. Common Issues and Resolution Times

### Multi-Factor Authentication (MFA) Issues

* - \*\*Authenticator App Problems\*\*: Assistance with setup or usage.  
   - \*\*Resolution Time\*\*: Medium (1-2 business days)
* - \*\*MFA Delays\*\*: Investigation and resolution.  
   - \*\*Resolution Time\*\*: Medium (1-2 business days)
* - \*\*Device Sync Issues\*\*: Troubleshooting sync problems.  
   - \*\*Resolution Time\*\*: Medium (1-2 business days)

### Password and Account Issues

* - \*\*Password Sync\*\*: Troubleshooting synchronization issues.  
   - \*\*Resolution Time\*\*: High (4-8 hours)
* - \*\*Forgotten Passwords\*\*: Password reset and account unlock.  
   - \*\*Resolution Time\*\*: Medium (1 business day)

### Email and Outlook Issues

* - \*\*Outlook Connectivity\*\*: Resolving connection issues.  
   - \*\*Resolution Time\*\*: High (4-8 hours)
* - \*\*Profile Corruption\*\*: Rebuilding Outlook profiles.  
   - \*\*Resolution Time\*\*: Medium (1-2 business days)
* - \*\*Shared Mailbox Access\*\*: Configuring access permissions.  
   - \*\*Resolution Time\*\*: Medium (1-2 business days)

### Teams Issues

* - \*\*Login Problems\*\*: Troubleshooting login issues.  
   - \*\*Resolution Time\*\*: High (4-8 hours)
* - \*\*Call and Meeting Issues\*\*: Resolving connectivity and quality issues.  
   - \*\*Resolution Time\*\*: High (4-8 hours)
* - \*\*File Sharing and Permissions\*\*: Addressing file access issues.  
   - \*\*Resolution Time\*\*: Medium (1-2 business days)

### Syncing and Integration Issues

* - \*\*OneDrive Sync\*\*: Troubleshooting file sync problems.  
   - \*\*Resolution Time\*\*: Medium (1-2 business days)
* - \*\*Calendar Sync\*\*: Fixing calendar synchronization issues.  
   - \*\*Resolution Time\*\*: Medium (1-2 business days)

### Software and Application Issues

* - \*\*Office Application Crashes\*\*: Resolving crashes and errors.  
   - \*\*Resolution Time\*\*: Medium (1-2 business days)
* - \*\*Add-Ins Compatibility\*\*: Addressing add-in compatibility issues.  
   - \*\*Resolution Time\*\*: Medium (1-2 business days)

### Authentication and Access Issues

* - \*\*Conditional Access Policies\*\*: Adjusting access policies.  
   - \*\*Resolution Time\*\*: Medium (1-2 business days)
* - \*\*Single Sign-On (SSO) Issues\*\*: Troubleshooting SSO problems.  
   - \*\*Resolution Time\*\*: High (4-8 hours)

### Network and Connectivity Issues

* - \*\*VPN and Remote Access\*\*: Resolving VPN issues.  
   - \*\*Resolution Time\*\*: High (4-8 hours)
* - \*\*Network Latency\*\*: Addressing latency issues.  
   - \*\*Resolution Time\*\*: Medium (1-2 business days)

### Security and Compliance Issues

* - \*\*Email Phishing\*\*: Responding to phishing incidents.  
   - \*\*Resolution Time\*\*: High (4-8 hours)
* - \*\*Data Loss Prevention (DLP)\*\*: Adjusting DLP policies.  
   - \*\*Resolution Time\*\*: Medium (1-2 business days)

### User Training and Adoption

* - \*\*Lack of Training\*\*: Providing training sessions.  
   - \*\*Resolution Time\*\*: Low (3-5 business days)
* - \*\*Adoption Resistance\*\*: Addressing user concerns.  
   - \*\*Resolution Time\*\*: Low (3-5 business days)

### Weight Bridge Department Issues

* - \*\*Forgotten Passwords for SWS Software\*\*: Password reset and account unlock.  
   - \*\*Resolution Time\*\*: Medium (1 business day)

### Shared Printer Issues

* - \*\*Forgotten Printer Passwords\*\*: Resetting user passwords for shared printers.  
   - \*\*Resolution Time\*\*: Medium (1 business day)

## 5. Reporting and Escalation

Incident Reporting: Users should report issues through the designated helpdesk system.  
Escalation Procedure: Outline the steps for escalating issues if they are not resolved within the expected timeframes.

## 6. Review and Updates

SLA Review: The SLA will be reviewed quarterly to ensure it meets the needs of the organization.  
Updates: Any updates to the SLA will be communicated to all users.