Information Technology Department

ISO/IEC 20000-1:2011

Service Level Agreement

Clinical Support Services & Nursing Sector (CSSNS)

Version 0.1

Aug 2018

Security Classification

confidential

**Document Control**

|  |  |
| --- | --- |
| Document Information | |
| Document ID | DHA.SLA.CSSNS-01 |
| Document Owner | Falah Hasan Al-Dameiry |
| Issue Date | 9TH Aug 2018 |
| Last Saved Date |  |

**Document History**

|  |  |  |  |
| --- | --- | --- | --- |
| Date | Version | Change Description | Author |
| 9TH Aug 2018 | 0.1 | Initial draft | Falah Al-Dameiry |
|  |  |  |  |
|  |  |  |  |

**Sign Off**

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# Introduction

This Service Level Agreement (SLA) Document defines service levels at which the IT Department provides its various Infrastructure, End User & Application related services to the users in Clinical Support Services & Nursing Sector (CSSNS).

The IT Department delivers all of the services covered by this SLA.

If alterations to the service levels or to the services described in this document are required for a specific entity, changes will be agree individually with the stakeholders. Document agreed adjustments should be in a Specific Addendum.

# Objectives

The objective of this document is to define the Service Level Agreement between the IT Department and Clinical Support Services & Nursing Sector (CSSNS) at DHA.

# Scope

The scopes of services covered in this version of the SLA are restricted to IT Department in DHA. The scope of this document is:

* To define the types of services provided by IT Department to Clinical Support Services & Nursing Sector (CSSNS).
* To define the levels of services provided by IT Department to the Clinical Support Services & Nursing Sector (CSSNS).
* To define measurement of the levels of service provided to Clinical Support Services & Nursing Sector (CSSNS).
* To define how to report KPI Metrics and status for each service delivered by IT Department
* To define the roles and responsibilities in the provision of the services to the Clinical Support Services & Nursing Sector (CSSNS).
* To define the mechanisms specifying how incidents & Service Requests reported to IT Department will be managed
* To define how the SLA will be managed and maintained

# Definitions

The following table contains the definitions of key terms used in this SLA:

| **Term** | **Definition** |
| --- | --- |
| Availability | Ability of an IT Service or other configuration item (CI) to perform its agreed function when required. Availability is determined by reliability, maintainability, serviceability, performance and security. Availability usually calculated as a percentage. This calculation often based on the agreed service time and downtime. |
| Response time | Means the time taken to assign the call to the respective domain or teams with in Response SLA’s of the respective customers. |
| Resolution time | Means the time taken to resolve the call by the respective domain or teams with in Resolution SLA’s of the respective customers. |
| End-User | Defined as an individual user of a ‘system’. |
| System | Defined as an application, technology infrastructure component or service, which separately defined for the purposes of this SLA. Examples include; LAN, WAN, Phone System, Technical Support etc. |

# Roles and Responsibilities of IT Department

* Provide agreed IT Infrastructure, Application and End-User related services required by Clinical Support Services & Nursing Sector (CSSNS).
* Provide regular half-yearly performance reports of the core service levels defined in this SLA
* IT Department provides the services to its end users through the following sections within the IT Department:
  + IT Support Services Section
  + IT Infrastructure Section
  + E-Health Section
  + Applications Development Section

## Service Window of IT Service Desk

* The service window for the Service Desk Team is 24/7
* The contact of Service Desk is the following;
* Via E-Mail: **[ithelpdesk@dha.gov.ae](mailto:ithelpdesk@dha.gov.ae)**
* Via Phone: **04 -2197333** (7333 within DHA)

## Service Window for IT Department

* AS per service’s fulfilment time defined in Information Technology Department Services Catalogue

# Service Definitions

The following table defines the service provided as standard covered by this SLA and the corresponding roles and responsibilities IT Department:

| **Service** | **Description** | **­­­­Measurable Metrics** | **Target** |
| --- | --- | --- | --- |
| Incidents | Incidents are the break down or degradation of an IT Asset/Service, IT Department provides support for all incidents within the scope of IT Service Category | **Response Time:**  1-Critical(P0): 1 Business Hour  2-High(P1): 4 Business Hours  3-Medium(P2): 1 Business Day  4-Low(P3): 2 Business Days | **90%** |
| **Resolution Time**:  1**-**Critical: 7 Business Hours  2-High: 4 Business Days  3-Medium: 6 Business Days  4-Low: 14 Business Days | **85%** |
| Requests | IT Department provides Requests within the scope of service fulfillment time | **Fulfilment time:** As defined in ITD Services Catalogue | **85%** |

# Exceptions

* All the timelines mentioned above are the time taken by DHA IT Staff to resolve the issue
* Any Incidents/Requests which are escalated to the suppliers/other Department may take more time to resolve and the elapsed time will be excluded at the time of SLA Performance Calculation
* Any Planned Downtime applications and systems will be excluded from the Availability SLA Calculation
* Any downtime/unavailability of applications hosted at other government entities will be excluded from the SLA Calculation

# Customer Complaint Criteria

The scope of the customer complaints include all complaints from DHA Business at various locations & departments for the services provided by DHA ITD as per the Service Catalogue.

The following considered situations as the criteria to log a complaint:

* Repeat incidents which hamper the day-to-day activities of the users are unattended by the IT Department
* Recurring breach of the SLA in terms of availability, response or resolution has been observed by Users (E.g.: Continuously any desktop related issue of a user/dept. is unattended for a longer time, No response from service desk)
* Inappropriate behavior or poor technical skills demonstrated by IT staff (E.g.: Impolite behavior of IT Support engineers)
* Complaints (Apart from Incidents) raised by the senior management (CEO, Director) of various departments and/or sectors

## Service Window for Complaints

The complaints can be logged/registered to DHA IT Department through following channels:

Via **Web portal**: <http://www.ecomplain.ae/>

Via **Business Relationship Process Manager**: Ms. Saleha Khalfan Esmeel Jamooh Al Ali ([SalKAlAli@dha.gov.ae](mailto:SalKAlAli@dha.gov.ae))

# SLA Compliance Reporting

## Overview

This section outlines SLA Reporting. Service reports are produced as part of the standard services and report on the service levels achieved

## Report Structure

For each of the services defined in this SLA, performance measurements are gathered and reported upon.

Root Cause Analysis (RCA) Report and Corrective Action & Preventive Action (CAPA) Report for user escalations/complaints, major & repeat Incidents, SLA Violation should be prepared and shared with Clinical Support Services & Nursing Sector (CSSNS).Mutually agreed report format shall be used.

## SLA Review Process

The SLA Report will be produced and will be made available for analysis or business decision purpose.

IT Department stakeholders will meet stakeholders from Clinical Support Services & Nursing Sector (CSSNS). bi-annually to discuss and review performance and mutually agree on the actions of the pending issues, new requests (if any). The minutes of meeting will be formally recorded with the target dates.

The meeting will focus on reviewing:

* SLA performance
* Management issues
* Escalations and Pending Activities
* Any Alterations to the SLA document or SLA service timelines will be reviewed annually

## Changes to the SLA

The IT Department at DHA owns this Master SLA Document.

The Master SLA document managed under strict change control.

Changes to the Master SLA expected to be infrequent, and driven by changes such:

* Addition of new services
* Changes in government regulations
* Technology changes
* Tuning SLA for meeting Performance Issues (if required)

## Shared Roles and Responsibilities

* Coordinate the tasks when needed internally with the IT concerned staff
* Identify the CSSNS requirements regularly from the IT services
* Follow up all incidence and request
* Monitor & review jointly SLA with the IT Department

## Confidentiality

Both parties committed all times not to disclose any data, documents or information or reports related to the subject of this SLA to any third party.

# Escalation Process

## IT Department/Section with Contact Details

| **IT Section** | **Level 1** | **Level 2** | **Level 3** |
| --- | --- | --- | --- |
| IT Infrastructure section | Mr. Abduladhim M Ali A Rahman Sultan Alolama | Mrs. Budoor Mohd Buhannad | Ms. Amani Mahmood Mohd Saeed AlJassmi (Director) |
| AbMAlolama@dha.gov.ae | bmBuhannad@dha.gov.ae | amjassmi@dha.gov.ae |
| IT Applications Development Section | Mrs. Fatma Rashed Saleh Ali Al Mehrzi | Ms. Maitha Mohammad Abdulla AlJarn AlMheiri | Ms. Amani Mahmood Mohd Saeed AlJassmi (Director) |
| FRAMehrzi@dha.gov.ae | MMAlMheiri@dha.gov.ae | amjassmi@dha.gov.ae |
| E-Health Section | Mrs. Noora Hassan Abdulla AlBerei | Mrs. Ameera Al Sheiban | Ms. Amani Mahmood Mohd Saeed AlJassmi (Director) |
| NHAlBerei@dha.gov.ae | ameeras@dha.gov.ae | amjassmi@dha.gov.ae |
| IT Support Services Section | 1) Mr. Albert George Hettiaratchy  2) Mr. Omar Suhail Saeed Mohammad AlMehairbi | Mrs. Hayat Ahmed Al Hammadi | Ms. Amani Mahmood Mohd Saeed AlJassmi (Director) |
| [georgehetti@dha.gov.ae](mailto:georgehetti@dha.gov.ae)  OSAlMehairbi@dha.gov.ae | [haalhammadi@dha.gov.ae](mailto:haalhammadi@dha.gov.ae) | amjassmi@dha.gov.ae |

*Note: - Any escalations which may require higher authorization & beyond IT Director level, has to be forwarded to CEO - Shared Support Services Sector Office.*

## Strategy and Corporate Development Sector (SCDC) Escalation Chart

|  |  |  |
| --- | --- | --- |
| **Level 1** | **Level 2** | **Level 3** |
| Nidal Khalid AbuKubbah nkAbuKubbah@dha.gov.ae |  |  |
| **Consult** 0505066061 |  | **Chief Executive Officer /  CSSNS** |

# Abbreviations

* SLA: Service Level Agreement
* CSSNS: Clinical Support Services & Nursing Sector
* IT: Information Technology

# Annexure

## List of Services (Annexure A)

| **No.** | **Functional Group** | **Service Group** |
| --- | --- | --- |
| 1 | Application Services - Business Analysis | Request for new Application Business Requirement Study |
| Request for Enhance/Change existing Application Study |
| Request to decommission / retire application/system |
| 2 | Application Services - Support | Request for New/Modify/Deactivate User Access |
| Request for Application Administrator Support |
| Request for Training |
| Request for Reports - Application |
| 3 | IT Consultancy Services and PMO | Demand Management |
| Project Management |
| IT Project Consultancy |
| Request For Review (RFR) ITAB |
| 4 | IT Governance Security Services | Security Awareness |
| Security Testing |
| Security Consultancy |
| Security Monitoring |
| Security Compliance Services |
| Security Policy Services |
| 5 | User Support Services - Hardware | New/Used IT Asset request |
| Support for IT Asset (Non Standard) |
| IT Asset Replacement |
| IT Asset Relocation - Bulk/Group/Individual |
| Return of assigned IT Asset |
| Request for Changing the IT Asset ownership |
| Request for IT Asset Clearance |
| New Full Package |
| 6 | User Support Services - Software | Installation/Uninstallation of Licensed Software |
| Upgrade of Licensed Software |
| Upgrade of Operating System(OS) |
| Onsite Technical Support |
| Request to Copy End User Data |
|  |  | Uninstallation of unutilized licensed software |
| 7 | Operations Services - AD/Email/DNS/Shared Folder/Z drive/Internet | User Account Creation/Disabling/Extension |
| Group Creation/Deletion/Modification |
| Add/Remove PC/Servers |
| Email Account (Staff/Outsource) - Create/Disable/Delete |
| Email Group - Create/Delete |
| Add/Remove User from Email Group |
| Grant/Revoke - Send on behalf email |
| Increase mailbox size to 2 GB |
| Increase email recipient limit to more than 50 |
| Emails restoration |
| Password reset |
| Shared Folder Create/Rename/Delete |
| Shared Folder Grant/Revoke Access Permission |
| Shared folders restoration |
| Enable/Disable Z: Drive |
| Internet access blocking |
| 8 | Operations Services- Telecommunication | Telephone Set - Hardware  (Telephone Set and its accessories, Cisco Conference phones, Headsets, Cisco DX80, Cisco ATA Cards, Cisco speakers) |
| Telecom New Line (Extension) |
| Telecom New Line (Etisalat Line) |
| Telecom 00 Facility |
| Telecom 0 Facility |
| EFAX |
| EFAX + 0 Facility |
| EFAX + 00 Facility |
| Call Forwarding Service(Activate/Cancel) |
| Call Waiting Service(Activate/Cancel) |
| Group Pickup (Activate/Cancel) |
| Code Control for Cisco phones |
| Changing phone passcode |
| Changing phone name |
| Swap extension |
| Phone short code |
| Twinning Service (Activate/Cancel) |
| Clip service (Activate/Cancel) |
| Conference Call Service |
| Voice Mail (Activate/Cancel) |
| Telecom line shifting (Shifting phone and extension between location to another is not allowed as each location have special numbering plan and some locations have different PBX system) |
| Fax line(New/Cancel/Shifting) |
| New SIM Card |
| New SIM Card with device |
| Smart Communication Service - Webex |
| Smart Communication Service - Cisco Jabber |
| Cancel 0 / 00 facility |
| Call reports (Outgoing, incoming, missed) |
| Hotline Service (New/Cancel) |
| Return of Telecom Asset |
| Tetra |
| Auto attendant |
| 9 | Operations Services - Network | ADSL Internet Line Services for Special purpose |
| LAN , WLAN & WAN Infrastructure Services |
| Network Cabling Services |
| Open Wireless Internet services for new Locations |
| PACS network support Services |
| Request for Network Patch cable |
| Request for Static IP Address |
| Request for the Network port shifting |
| Request for Wi-Fi access in new location Existing Site ( Free Wi-Fi ) |
| Request for Wi-Fi access in new location, new Site ( Free Wi-Fi ) |
| Request for Wi-Fi access in new location existing Site (Corporate Wi-Fi ) |
| Request for Wi-Fi access in new location new Site (Corporate Wi-Fi ) |
| Request to check the network port details |
| VPN Service for Remote Users and Vendor support |
| Decommission network devices for closure of any current site |
| Decommission ADSL/WAN links for closure of any current site |
| Network access support for services installed in eHDF premises by Third party vendors |
| Request to install new switches/Replace faulty switches in IDF's for Hospitals/ Clinics/ MFC/HC as per requirement from PC support team/IT helpdesk |
| Request to troubleshoot performance issues related to Internal/DMZ services and coordinate with internal stake holders & external vendors |
| Return of VPN token by end user/vendor |
| Request to provide network support services for Non-DHA   end user devices supplied by external vendors |
| Request for cable arrangement & dressing for IDF's across all DHA locations |
| Request for faulty PDU replacement across all IDF's ( IT room ) |
| Request for Reports - Asset/Inventory/Sites Evaluation/ Inspection |
| 10 | Integration Services | Clinical – internal (e.g. integration with radiology, endoscopy) |
| Clinical – external (integration with bioscentia Lab in Germany) |
| Non Clinical – Internal (Integration with insurance) |
| Non Clinical – External (integration with EIDA, immigration, etc.) |