

DSI-Relationship Marketing

# Jira-MKA SLAs

September 2021



# SLA Chart by Request Type

REQUEST TYPE	MANAGED BY	SLA*
Campaign	HQ Team	24 Hours from Receipt (PST business hours))
List Upload	HQ Team	48 Hours from Receipt (PST business hours)
Data Request	HQ Team	Case by case and can be 48-72 hours (PST business hours)
Email	Various Production Partners	4 Business Days from Receipt
Newsletter	Various Production Partners	4 Business Days from Receipt
Landing Page	Various Production Partners	4 Business Days from Receipt
Webinar/Event	Various Production Partners	10 Business Days from Receipt Custom- 24 Hours from Receipt to Respond with Estimate
Nurture	Various Production Partners	Custom-24 Hours from Receipt to Respond with Estimate

***\*SLA based on information provided being complete. Incomplete information will impact SLA***