

ADIB - Standard

Service Level Management Standard STD-ITD-575

Date: 30th December 2023

Version: 2.2



Standard: STD-ITD-575 Service Level Management

Issue Date:

30th December, 2023

Version: 2.2

Version Control & Change Management

Version	Issue Date	Details of Change	Reason for change
2.2	30 th December, 2023	No change	Annual review
2.1	20/12/2022	Document reviewed and no change required	Process annual review
2.0	30/12/2021	Updated document ownership Updated Service Level Management Standard Statements Added new catalog items created for Egypt users	Aligned with updated mandates of dpt. Added new catalog items created for Egypt users Aligned document with best practices
1.0	Publishing Date	Initial Document	Initiated by Process Owner

Prepared by	Approved by	Reviewed by
Tools Team	Head of Technology GRC	IT Governance Team IT Change Manager

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1 Purpose

The purpose of SLM document is to provide direction and guidance for agreeing, monitoring reviewing the required service levels for ADIB Business units. The Service Level Managers SLM process aligns delivery of IT services with business needs.

2 Scope

The scope of SLM covers all new and existing IT services provided by ADIB ITD UAE to Business Units, international branches and within IT functions. Incase specific regulatory requirements and mandated reporting, respective country addendums shall be articulated.

3 Process Owner

Head of Technology GRC

4 Other stakeholders/ SLM Focal Points

- 1. Operations Command Centre IT Operations Manager
- 2. IT Infrastructure and Operations Senior Manager IOP
- 3. IT Support Services Head of IT Support Services
- 4. Head of Technology GRC
- 5. Head of Technology EA
- 6. Heads of IT Business Streams (Retail Banking, Digital Platforms, RegTech. & Operations, WBG & Treasury, Enterprise Resource Solutions & Finance)

5 Standard Statements.

- 1. Ensure Service Level Agreements are in place for all existing and new IT Services.
- 2. The Service Level Targets shall be specific and measurable for IT services.
- 3. Ensure all stakeholders (Business Unit, IT) have a clear expectation of the level of service to be delivered.
- 4. Escalation matrix shall be defined and documented in Service Level Agreements.
- 5. Monitoring of Service Level performance shall be performed through Service Management System.
- Periodic Service Level Management reports shall be generated and submitted to IT Governance on monthly basis.
- 7. Trend analysis shall be performed to identify the improvement areas.
- 8. Periodic review meetings shall be scheduled with Business Units & vendors to discuss the changes to service scopes, new services, major changes and any limitations to identify service improvements where required.
- 9. Improve the relationship and communication with the Business and Vendors.

6 Service Level Agreement (SLA) Status

- 1. Start Condition: Enables you to define conditions under which SLA will be attached.
- 2. Pause Condition: Enables you to define conditions under which SLA will suspend increasing elapsed time.
- 3. Cancel Condition: Enables you to define conditions under which SLA will cancel. Cancel condition can be specify when you specify the start condition.
- 4. Stop Condition: Enables you to define conditions under which SLA completes. If all the specified stop condition match, then the task SLA will complete regardless of whatever breached.
- 5. Resume Condition: Enables you to define conditions under which SLA will resume increasing elapsed time. Resume conditions can be specified when you specify pause condition.
 - Reset Condition: Enables you to define conditions under which SLA will be completed and new SLA will be attached.

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7 Appendix

7.1 Appendix: Service & Operation Level Agreement Schedule

- SLA & OLA Schedule of P1 & P2 incidents is 24x7.
- SLA & OLA Schedule of P3 & P4 incidents is 8x5.
- SLA & OLA Schedule of Service Requests is 8x5.
- SLA & OLA Schedule of IT Support L1 is 14.5x6.
- SLA Schedule of interactions is 14.5x6.
- SLA Schedule of problems is 8x5.
- SLA & OLA Schedule will be changed for Ramadan as per the agreement between ITD and Business.
- SLA & OLA will not be applicable on holidays.

7.2 Appendix Service Level Agreement (SLA) Duration

a) Incident SLA duration between ITD and Business is as below:

Response SLA:

Priority	Duration (Minutes)
P1	15
P2	30
P3	120
P4	240

Resolution SLA:

Priority	Duration (Minutes)
P1	240
P2	480
Р3	960
P4	1920

b) Service Request fulfillment SLA duration between ITD and Business is as below:

Service Request Name	Fulfillment Group	SLA with Business
Request DLP Release Code	IT SUPPORT_L1	1 Business Day
Windows Password Reset	IT SUPPORT_L1	1 Business Day
Dispatch IT Equipment	IT SUPPORT_WORK- SHOP	35 Business Days
New IT Equipment Request	IT SUPPORT_Almadar	35 Business Days
Re-assigned IT Equipment	IT SUPPORT_WORK- SHOP	35 Business Days
Returned or Collected IT Equipment	IT SUPPORT_WORK- SHOP	35 Business Days
Activate Access Card for Printing & Imaging Services	IT SUPPORT_L1	4 Business Days
Activate an Existing Network Data/Voice Point	IT SUPPORT_WORK- SHOP	4 Business Days
Add an ATM/CCDM	IT SUPPORT_SITE	4 Business Days
Change the Name of an ATM/CCDM	IT SUPPORT_SITE	4 Business Days
Decommission of an ATM/CCDM	IT SUPPORT_SITE	4 Business Days
Change the Configuration of an ATM/CCDM	IT SUPPORT_SITE	4 Business Days
Configure / Change Display Name on IP Phone	ADIB_NETWORK	4 Business Days
Configure GPRS Router	IT SUPPORT_SITE	4 Business Days

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Service Request Name	Fulfillment Group	SLA with Business
Configure my Outlook	IT SUPPORT_L1	4 Business Days
Configure/Install Printer	IT SUPPORT_L1	4 Business Days
Configure/Install Scanner	IT SUPPORT_L1	4 Business Days
New Service Account Email	ADIB_WINDOWS	4 Business Days
Create/Access a Shared Folder	IT SUPPORT_L2	4 Business Days
Enable Call Distribution & Call Transfer	ADIB_NETWORK	4 Business Days
Enable International Calls	ADIB_NETWORK	4 Business Days
Enable Restricted Website (for Non ITD staff)	ADIB_IT Security Services	4 Business Days
Request/Modify Access on Service Account Email	ADIB_WINDOWS	4 Business Days
Recorded Lines Services (For Non-IT Staff)	ADIB_NETWORK	4 Business Days
Request/ Reallocate Network Data/Voice Point	IT SUPPORT_SITE	4 Business Days
Request Non-Standard Software Installation/Upgrade	IT SUPPORT_L2	4 Business Days
Request Standard Software Installation/Upgrade	IT SUPPORT_L2	4 Business Days
Request ADIB Conferencing Facility Access (For Non-IT staff)	ADIB_NETWORK	4 Business Days
Request Application Enhancements	IT SUPPORT_L1	4 Business Days
Special Information Access Request	ADIB_WINDOWS	4 Business Days
Transfer Calls to Mobile (Mobility)	ADIB_NETWORK	4 Business Days
01. Windows Password Reset for Egypt User	IT SUPPORT_L1	4 Business Days
Migrate an ATM / CCDM to Etisalat Managed Services Link	IT SUPPORT_SITE	60 Business Days
10. Unlock Egypt User Account	IT SUPPORT_L1	4 Business Days

7.3 Appendix: Operation Level Agreement (OLA) Duration

c) Incident Operational Level agreement between different departments/groups under ITD is as below:

1. TechOps Teams

Assignment Group	<u>Service</u> <u>Hours</u>	Service Prio	Priority	Support Hrs	Response Time (in minutes)			Resolution Time (in minutes)		
		<u> </u>	hoursXdays	Initial Status	<u>Final Status</u>	<u>Du-</u> <u>ra-</u> <u>tion</u>	Initial Status	<u>Final</u> <u>Status</u>	<u>Dura-</u> <u>tion</u>	
	08:30AM - 04:30PM	1 - Very High	24X7			15		Closed	120	
ADIB_STOR- AGE		2 - High	24X7	Open - As- signed	Accepted/Rejected	30	Open - Assigned		240	
		3 - Medium	8x5			60			540	

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<u>Assignment</u>	<u>Service</u>	Delavita	Support	Response Time (in minutes		<u>s)</u>	Resolution Tin	ne (in minu	ites)
Group	Hours	<u>Priority</u>	<u>Hrs</u> <u>hoursXdays</u>	Initial Status	<u>Final Status</u>	<u>Du-</u> <u>ra-</u> <u>tion</u>	<u>Initial Status</u>	<u>Final</u> <u>Status</u>	Dura- tion
		4 - Low	8x5			240			1080
		1 - Very High	24X7			15			120
ADIB_WIN-	08:30AM -	2 - High	24X7	Open - As-	Accepted/Rejected	30	Open - Assigned	Closed	240
DOWS	04:30PM	3 - Medium	8x5	signed		60	-		540
		4 - Low	8x5			240			1080
		1 - Very High	24X7			15		Closed -	120
ADIB_NET-	08:30AM -	2 - High	24X7	Open - As-		30	Open - Assigned		240
WORK	04:30PM	3 - Medium	8x5	signed	Accepted/Rejected	60			540
		4 - Low	8x5			240			1080
ADIB_UNIX	08:30AM - 04:30PM	1 - Very High	24X7	Open - As- signed	Accepted/Rejected	15	Open - Assigned	Closed	120

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<u>Assignment</u>	<u>Service</u>	<u>Priority</u>	Support Hrs	Resp	oonse Time (in minute	Resolution Tin	ne (in minu	ites)	
Group Hours		<u>i monty</u>	hoursXdays	Initial Status	<u>Final Status</u>	<u>Du-</u> <u>ra-</u> <u>tion</u>	<u>Initial Status</u>	<u>Final</u> <u>Status</u>	Dura- tion
		2 - High	24X7			30			240
		3 - Medium	8x5			60			540
		4 - Low	8x5			240			1080
		1 - Very High	24X7			15		Closed	120
ADIB_DATA-	08:30AM - 04:30PM	2 - High	24X7	Open - As- signed	Accepted/Rejected	30	Open - Assigned		240
BASE		3 - Medium	8x5			60			540
		4 - Low	8x5			240			1080
	08:30AM - 04:30PM	1 - Very High	24X7			15	Open - Assigned		120
TCS_TOOLS		2 - High	24X7	Open - As- signed	Accepted/Rejected	30		Closed	240
		3 - Medium	8X5			60			540
		4 - Low	8X5			240			1080

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<u>Assignment</u>	<u>Service</u>	<u>Priority</u>	Support Hrs	Resp	oonse Time (in minute:	<u>s)</u>	Resolution Tin	ion Time (in minutes)		
<u>Group</u>	oup Hours Fliotity	hoursXdays	Initial Status	<u>Final Status</u>	<u>Du-</u> <u>ra-</u> <u>tion</u>	<u>Initial Status</u>	<u>Final</u> <u>Status</u>	Dura- tion		
		2 - High	24X7			30			240	
		3 - Medium	8X5			60			540	
		4 - Low	8X5			240			1080	
	08:30AM -	1 - Very High	24X7			15			120	
ADIB_OPER-		2 – High	24X7	Open - As-		30			240	
ATIONS	04:30PM	3 - Medium	8x5	signed	Accepted/Rejected	60	Open - Assigned	Closed	540	
		4 – Low	8x5			240			1080	

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A	Cara tara		Support	Resp	onse Time (in minutes	1	Resolution Tir	ne (in minut	:es)
Assignment Group	<u>Service</u> <u>Hours</u>	<u>Priority</u>	<u>Hrs</u> hoursXdays	Initial Status	<u>Final Status</u>	Du- ra- tion	<u>Initial Status</u>	<u>Final</u> Status	Du- ra- tion
		1 - Very High	24X7			15		Closed	120
ADIB_SECU-	08:30AM	2 - High	24X7	Open -		30	Open - Assigned		240
RITY ADMIN	04:30PM	3 - Medium	8x5	Assigned		60	Open Assigned		540
		4 – Low	8x5			240			1080
	08:30AM	1 - Very High	24X7	Open - Assigned	Accepted/Rejected	15	– Open - Assigned	Closed	120
ADIB_IT Secu-		2 - High	24X7			30			240
rity Services	04:30PM	3 - Medium	8x5			60			540
		4 - Low	8x5			240			1080
		1 - Very High	24X7	Open - Assigned		15		120	
ADIB_IT End- point Security Services	08:30AM - 04:30PM	2 - High	24X7		Accepted/Rejected	30	Open - Assigned	Closed	240
		3 - Medium	8x5			60			540

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Assissment	Camilaa		Support	Resp	onse Time (in minutes)	Resolution Tir	me (in minut	: <u>es)</u>
Assignment Group	Service Hours	<u>Priority</u>	<u>Hrs</u> <u>hoursXdays</u>	Initial Status	<u>Final Status</u>	<u>Du-</u> <u>ra-</u> <u>tion</u>	<u>Initial Status</u>	<u>Final</u> <u>Status</u>	Du- ra- tion
		4 - Low	8x5			240			1080
		1 - Very High	24X7			15			120
ADIB_Security	08:30AM	2 - High	24X7	Open -	Accepted/Rejected	30	Open - Assigned	Closed	240
Monitoring	04:30PM	3 - Medium	8x5	Assigned	Accepted/ Nejected	60	Open - Assigned	Closed	540
		4 - Low	8x5			240			1080

	<u>Service</u>		<u>Base</u>	Res	ponse Time (in minute	<u>s)</u>	Resolution T	ime (in mi	nutes)
Assignment Group	Hours	<u>Priority</u>	<u>Calen-</u> <u>dar</u>	Initial Status	<u>Final Status</u>	Du- ra- tion	<u>Initial Status</u>	<u>Final</u> <u>Status</u>	<u>Duration</u>
		1 - Very High	24X7			15			60
7	7:30AM	2 - High	24X7	Open		30			120
IT SUPPORT_L1	10:00PM	3 - Medium	14.5X6	- As- signed	Accepted/Rejected	60	Open - Assigned	Closed	240
		4 - Low	14.5X6			870			1740

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	<u>Service</u>		<u>Base</u>	Resi	ponse Time (in minute	<u>s)</u>	Resolution T	ime (in mi	nutes)
Assignment Group	Hours	<u>Priority</u>	<u>Calen-</u> <u>dar</u>	Initial Status	<u>Final Status</u>	Du- ra- tion	<u>Initial Status</u>	<u>Final</u> <u>Status</u>	<u>Duration</u>
		1 - Very High	24X7			15			60
IT SUPPORT_L2	8:30AM	2 - High	24X7	Open - As-		30	Open - Assigned	Closed	120
11 JOHNONI_EZ	04:30PM	3 - Medium	8X5	signed	Accepted/Rejected	60	Open Assigned	cioseu	240
		4 - Low	8X5			240			960
		1 - Very High	24X7			15			120
IT SUPPORT_WORK-	8:30AM	2 - High	24X7	Open	Accepted/Rejected	30	Open - Assigned	Closed	240
SHOP	04:30PM	3 - Medium	8X5	- As- signed	Accepted/Rejected	60		cioseu	480
		4 - Low	8X5			240			960
		1 - Very High 24X7			15			60	
IT SUPPORT_PRINT- ING & IMAGING	8:30AM - 04:30PM	2 - High	24X7	Open - As- signed	Accepted/Rejected	30	Open - Assigned	Closed	120
		3 - Medium	8X5			60			240

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	Convice		Base	Res	oonse Time (in minute	<u>s)</u>	Resolution T	ime (in mi	nutes)													
Assignment Group	Service Hours	<u>Priority</u>	<u>Calen-</u> <u>dar</u>	Initial Status	<u>Final Status</u>	Du- ra- tion	<u>Initial Status</u>	<u>Final</u> <u>Status</u>	<u>Duration</u>													
		4 - Low	8X5			240			960													
		1 - Very High	24X7			15			60													
IT DESKTOP MAN-	8:30AM	2 - High	24X7	Open - As- signed		30			120													
AGEMENT	04:30PM	3 - Medium	8X5		Accepted/Rejected	60	Open - Assigned	Closed	240													
		4 - Low	8X5			240			960													
		1 - Very High	24X7			30			60													
IT SUPPORT_SITE	8:30AM	8:30AM	8:30AM	8:30AM	8:30AM	8:30AM	8:30AM	8:30AM	8:30AM	8:30AM	8:30AM	8:30AM	8:30AM	8:30AM	2 - High 8:30AM	24X7	Open - As-	Accepted/Rejected	45	Open - Assigned	Closed	240
	04:30PM	3 - Medium	8X5	signed	Accepted/Rejected	90	Open Assigned	closed	540													
		4 - Low	w 8X5			360			1080													
IT SUPPORT_Inter- national	8:30AM - 04:30PM	1 - Very High	24X7	Open - As- signed	Accepted/Rejected	15	Open - Assigned	Closed	120													

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	<u>Service</u>		<u>Base</u>	Res	ponse Time (in minute	<u>s)</u>	Resolution T	ime (in minutes)	
Assignment Group	Hours	Priority Calen- dar		Initial Status	<u>Final Status</u>	<u>Du-</u> <u>ra-</u> <u>tion</u>	<u>Initial Status</u>	<u>Final</u> <u>Status</u>	<u>Duration</u>
		2 - High	24X7			30			240
		3 - Medium	8X5			60			540
		4 - Low	8X5			240			1080
IT SUPPORT_VIP	8:30AM - 04:30PM	2 - High	24X7	Open - As- signed	Accepted/Rejected	No SLA	Open - Assigned	Closed	60

2. IT GRC

Assign-	Cara tara		Support	Resp	onse Time (in minute	<u>s)</u>	Resolution '	Time (in m	inutes)	
ment Group	Service Hours	<u>Priority</u>	<u>Hrs</u> <u>hoursXdays</u>	<u>Initial</u> Status	<u>Final Status</u>	<u>Dura-</u> tion	Initial Status	<u>Final</u> <u>Status</u>	<u>Duration</u>	
	8:30AM - 4:30PM	1 - Very High	24X7			15			240	
IT - GRC - Gov- ernance & Risk		2 - High 8:30AM	2 - High	24X7	Open -	Accepted/Rejected	30	Onen - Assigned	Closed	480
Man- age- ment		3 - Medium	8X5	Assigned	Accepted/Rejected	60	Open Assigned	Open - Assigned Closed -	960	
		4 - Low	8X5			240			1920	
IT - GRC - Com- pliance & Secu-	8:30AM - 4:30PM	1 - Very High	24X7	Open - Assigned	Accepted/Rejected	15	Open - Assigned	Closed	240	

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Assign-	Comiles		Support	Resp	oonse Time (in minute	<u>s)</u>	Resolution '	Time (in m	inutes)
ment Group	Service Hours	<u>Priority</u>	Hrs hoursXdays	<u>Initial</u> <u>Status</u>	<u>Final Status</u>	<u>Dura-</u> tion	Initial Status	Final Status	<u>Duration</u>
rity Ar- chitec- ture		2 - High	24X7			30			480
		3 - Medium	8X5			60			960
		4 - Low	8X5			240			1920
		1 - Very High	24X7						
Release Man- age-	8:30AM	2 - High	24X7	Open -	Accepted/Rejected	No SLA	Open - Assigned	Closed	No SLA
ment Team	ge ent 4:30PM am	3 - Medium	8X5	Assigned	neceptedy rejected	No SLA Open - Assigne	open /issgired	ciosca	100 32 1
		4 - Low	8X5						

			Support	Resp	oonse Time (in minute:	<u>s)</u>	Resolution 1	Γime (in m	inutes)
Assignment Group	<u>Service</u> <u>Hours</u>	<u>Priority</u>	Hrs hoursXdays	Initial Status	Final Status	<u>Du-</u> <u>ra-</u> <u>tion</u>	<u>Initial Status</u>	Final Status	<u>Duration</u>
IT Decises		1 - Very High	24X7			15			240
IT - Project Manage- ment Office (PMO)	8:30AM - 4:30PM	2 - High	24X7	Open - As- signed	Accepted/Rejected	30	Open - Assigned	Closed	480
		3 - Medium	8X5			60			960

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			Support	Resp	onse Time (in minute		Resolution 7	Time (in m	inutes)
Assignment Group	<u>Service</u> <u>Hours</u>	<u>Priority</u>	Hrs hoursXdays	Initial Status	<u>Final Status</u>	<u>Du-</u> <u>ra-</u> <u>tion</u>	<u>Initial Status</u>	<u>Final</u> <u>Status</u>	<u>Duration</u>
		4 - Low	8X5			240			1920
		1 - Very High	24X7			15			240
IT - Finance		2 - High	24X7	Open - As-	Assurant/Deiseard	30		Classed	480
& Budget		8X5	signed	Accepted/Rejected	60	Open - Assigned	Closed	960	
		4 - Low	8X5			240			1920
		1 - Very High	24X7			15			240
IT - PMO -	8:30AM -	2 - High	24X7	Open -	Assurand (Deissand	30		Classed	480
Project Managers	4:30PM	3 - Medium	8X5	As- signed	Accepted/Rejected	60	Open - Assigned	Closed	960
		4 - Low	8X5			240			1920

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3. IT Business Streams (Retail Banking, Digital Platforms, RegTech & Operations, WBG & Treasury, Enterprise Resource Solutions & Finance)

<u>Assignment</u>	<u>Service</u>		Support	Resp	oonse Time (in minutes	<u>s)</u>	Resolution	Time (in m	me (in minutes)		
Group	Hours	<u>Priority</u>	<u>Hrs</u> <u>hoursXdays</u>	Initial Status	<u>Final Status</u>	<u>Du-</u> <u>ra-</u> <u>tion</u>	Initial Status	<u>Final</u> <u>Status</u>	<u>Duration</u>		
		1 - Very High	24X7			15			240		
AS - XX EBA - XX	8:30AM -	2 - High	24X7	Open - As-	Accented/Rejected	30	Open - Assigned	Closed	480		
BPXX	4:30PM	3 - Me- dium	signed - Me-	Accepted/Rejected	60	Open Assigned	ciosea	960			
		4 - Low	8X5	8X5		240			1920		
		1 - Very High	24X7			15			120		
International	8:30AM -	2 - High	24X7	Open -	Accepted/Rejected	30	Open - Assigned	Classed	240		
International Expansion & JV	4:30PM	3 - Me- dium	8X5	As- signed	Accepted/Rejected	60	Open - Assigned	I Closed	540		
		4 - Low	8X5			240			1080		

d) Service Request fulfillment OLA between different departments/groups under ITD is as below:

Service Request Name	Fulfillment Group	OLA with Other Depart- ments in IT	
Request DLP Release Code	IT SUPPORT_L1	1 Business Day	
Windows Password Reset	IT SUPPORT_L1	1 Business Day	

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Service Request Name	Fulfillment Group	OLA with Other Depart- ments in IT
Dispatch IT Equipment	IT SUPPORT_WORKSHOP	35 Business Days
Equipment Installation Request	ADIB_OPERATIONS	35 Business Days
Equipment Removal Request	ADIB_OPERATIONS	35 Business Days
New IT Equipment Request	IT SUPPORT_Almadar	35 Business Days
Re-assigned IT Equipment	IT SUPPORT_WORKSHOP	35 Business Days
Returned or Collected IT Equipment	IT SUPPORT_WORKSHOP	35 Business Days
Activate Access Card for Printing & Imaging Services	IT SUPPORT_L1	4 Business Days
Activate an Existing Network Data/Voice Point	IT SUPPORT_WORKSHOP	4 Business Days
Add an ATM/CCDM	IT SUPPORT_SITE	4 Business Days
Change the Name of an ATM/CCDM	IT SUPPORT_SITE	4 Business Days
Decommission of an ATM/CCDM	IT SUPPORT_SITE	4 Business Days
Change the Configuration of an ATM/CCDM	IT SUPPORT_SITE	4 Business Days
Configure / Change Display Name on IP Phone	ADIB_NETWORK	4 Business Days
Configure GPRS Router	IT SUPPORT_SITE	4 Business Days
Configure my Outlook	IT SUPPORT_L1	4 Business Days
Configure/Install Printer	IT SUPPORT_L1	4 Business Days
Configure/Install Scanner	IT SUPPORT_L1	4 Business Days
New Service Account Email	ADIB_WINDOWS	4 Business Days
Create/Access a Shared Folder	IT SUPPORT_L2	4 Business Days
Development or QC VLAN	ADIB_NETWORK	4 Business Days
Enable Call Distribution & Call Transfer	ADIB_NETWORK	4 Business Days
Enable International Calls	ADIB_NETWORK	4 Business Days
Enable Restricted Website (For IT staff)	ADIB_IT Security Services	4 Business Days
Gate Pass Access Request	ADIB_OPERATIONS	4 Business Days
Local Admin on Machine	ADIB_IT Endpoint Security Services	4 Business Days
Request/Modify Access on Service Account Email	ADIB_WINDOWS	4 Business Days
Modify User for RPA	IT SUPPORT_L1	4 Business Days
New User for RPA	IT SUPPORT_L1	4 Business Days
Other Special Access Requests (For IT Staff)	IT SUPPORT_L1	4 Business Days
Other VLANs	ADIB_NETWORK	4 Business Days
Recorded Lines Services (For IT Staff)	ADIB_NETWORK	4 Business Days
Request/ Reallocate Network Data/Voice Point	IT SUPPORT_SITE	4 Business Days
Request Non-Standard Software Installation/Upgrade	IT SUPPORT_L2	4 Business Days
Request Standard Software Installation/Upgrade	IT SUPPORT_L2	4 Business Days
Request ADIB Conferencing Facility Access (For IT staff)	ADIB_NETWORK	4 Business Days
Reserve IP Address	ADIB_WINDOWS	4 Business Days
Request Application Enhancements	IT SUPPORT_L1	4 Business Days

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Service Request Name	Fulfillment Group	OLA with Other Depart- ments in IT
Special Information Access Request	ADIB_WINDOWS	4 Business Days
Transfer Calls to Mobile (Mobility)	ADIB_NETWORK	4 Business Days
Migrate an ATM / CCDM to Etisalat Managed Services Link	IT SUPPORT_SITE	60 Business Days

e) Interaction SLA with business is as below:

Assignment Group	Service Hours	<u>Priority</u>	Support Hrs hoursXdays	Initial Status	<u>Final Status</u>	<u>Duration</u> (in minutes)
IT SUPPORT_L1	7:30AM - 10:00PM	Any	14.5x6	Open - Idle	Open - Linked	120

f) Interaction OLA with Other Departments in IT is as below:

Assignment Group	Service Hours	<u>Priority</u>	Support Hrs hoursXdays	Initial Status	<u>Final Status</u>	<u>Duration</u> (in minutes)
IT SUPPORT_L1	7:30AM - 10:00PM	Any	14.5x6	Open - Idle	Open - Linked	120

g) Problem Management OLA is as below:

<u>Priority</u>	Problem Detection and Recording	Problem Prioritization and Planning	Problem Investigation and Diagnosis	Error Control and Resolution	Overall Problem Resolution
1 - Very High (Critical)	6 Days	8 Days	20 Day	26 Days	60 Days
2 - High	High 12 Days 18 Days		40 Day	50 Days	120 Days
3 - Medium (Average)	20 Days	30 Days	60 Days	70 Days	180 days
4 - Low	40 Days	80 Days	100 Days	140 Days	360 Days

7.4 Appendix: Service Level Agreement (SLA) Transition

SLA records pass through a series of transitions during processing: **Attach:** SLA gets attached to the ticket once ticket gets opened. **Pause:** SLA gets paused once the ticket moved to pending status.

Resume: SLA gets resumed once the ticket moved to work in progress from pending status.

Complete: SLA gets completed once ticket gets resolved/closed. **Reattach:** SLA gets re-attached once ticket gets reopened.

Cancelled: SLA gets cancelled when ticket gets withdrawn or cancelled.

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7.5 Appendix: Notifications

SLA & OLA notifications will be triggered as below:

a) Interaction Notifications:

<u>Notification</u>	Persons to be no- tified - Staff Number (AD Login)	Persons to be noti- fied - Name	Notification Type	Description/Conditions
Alert - 100% SLA Breach	005245	Rola Sami Khalil	Email	Tickets through Web to be escalated/closed on spot
Alert - 100% SLA Breach	002706	Bilal S. Habash	Email	after getting full details

b) Incident Notifications:

Priority	<u>Notification</u>	Persons to be notified	Notification Type
	Alert1 - 25% SLA	Assignee (Assigned staff)	Email
	Alert2 - 50% SLA	Assignee (Assigned staff)	Email
		Assignee (Assigned staff)	Email
	Alert3 - 75% SLA	Incident Coordinator (Team Leader of assigned staff)	Email
All		Incident Manager (Section Head)	Email
	Deadline Alert - 100% SLA Breach	Incident Coordinator (Team Leader of assigned staff)	Email
		Incident Manager (Section Head)	Email
	Management Alert - 200% SLA Breach	Incident Senior Manager (Department Head)	Email
P1	Management Alert - 200% SLA Breach	CIO	Email

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c) SR Notifications:

Standard:

Notification	Persons to be notified	Notification Type
Alert1 - 50% SLA	Assignee (Assigned staff)	Email
Alerti - 50% SLA	Service Request Coordinator (Team Leader of assigned staff)	Email
Alert2 - 75% SLA	Assignee (Assigned staff)	Email
Alertz - 75% SLA	Service Request Coordinator (Team Leader of assigned staff)	Email
Deadline Alert - 100% SLA Breach	Service Request Coordinator (Team Leader of assigned staff)	Email
Deadline Alert - 100% SLA Breach	Service Request Manager (Section Head)	Email
Management Alert - 200% SLA Breach Service Request Senior Manager (Department Head)		Email

d) Problem Notifications:

<u>Notification</u>	Persons to be notified	Notification Type
Alert1 - 50% SLA	PM Coordinator (Team Leader / Designate)	Email
Deadline Alert - 100% SLA Breach	PM Manager (Section Head)	Email

7.6 Appendix: SLAs with ICD

Below are the SLA exceptions:

1. Below Service Requests are handled by UAM-ICD team from ICD Department. SLA of ICD with other departments is as below:

Service Request Item	Fulfillment Assign- ment Group	Schedule	Resolu- tion SLA
			4 business
Change Staff ID	UAM-ICD	8x5	days
			4 business
Disable/Delete Staff ID	UAM-ICD	8x5	days
			4 business
Enable Windows Account for Vendor/Outsourced Staff	UAM-ICD	8x5	days
			1 business
Extend Working Period for Vendor/Outsourced Staff	UAM-ICD	8x5	days
Request Temporary Account (Phone Access Only) for Ven-			4 business
dor/Outsourced Staff (Multiple Users Creation)	UAM-ICD	8x5	days
Request Temporary Account (Phone Access Only) for Ven-			4 business
dor/Outsourced Staff (Single User Creation)	UAM-ICD	8x5	days
Request Temporary Windows Account for Vendor/Outsourced			4 business
Staff (Multiple Users Creation)	UAM-ICD	8x5	days
Request Temporary Windows Account for Vendor/Outsourced			4 business
Staff (Single User Creation)	UAM-ICD	8x5	days
			4 business
Update User Account info	UAM-ICD	8x5	days

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Service Request Item	Fulfillment Assign- ment Group	Schedule	Resolu- tion SLA
			4 business
Create New User for RPA	UAM-ICD	8x5	days
			4 business
Modify User for RPA	UAM-ICD	8x5	days
			4 business
New Email Group (Distribution List)	UAM-ICD	8x5	days
			4 business
Request/Modify Access on Email Group (Distribution List)	UAM-ICD	8x5	days
			4 business
Increase the Number of Email Recipients	UAM-ICD	8x5	days
		0.5	4 business
Allow Sending External Emails	UAM-ICD	8x5	days
Allow ADIB Laptop users to connect to Non-ADIB Wireless Net-	LIANAICD	05	4 business
works	UAM-ICD	8x5	days
Daniel Name of International	LIANAICD	05	4 business
Request Normal Internet Access	UAM-ICD	8x5	days
Bastrista d Mirelana Internat Assault Co	LIANAICD	05	4 business
Restricted Wireless Internet Access - Jawal G1	UAM-ICD	8x5	days
Harratii tad Mündasa latamat Aasaa Jawal C3	LIANAICD	05	4 business
Unrestricted Wireless Internet Access - Jawal G2	UAM-ICD	8x5	days
Constant News Fee	LIANAICD	05	4 business
Create a New e-Fax	UAM-ICD	8x5	days
Degreest /NA a differ Assess are are Evicating a Fave	LIANAICD	05	4 business
Request/Modify Access on an Existing e-Fax	UAM-ICD	8x5	days
Request Wireless Access to ADIB Network (Jawal for Laptop Us-	HAMICD	OVE	4 business
ers)	UAM-ICD	8x5	days 4 business
CD/DVD Access Request	UAM-ICD	8x5	days
CD/DVD Access nequest	UAIVI-ICD	883	7 business
Request Secure USB (Access & Device)	UAM-ICD	8x5	days
nequest secure osb (Access & Device)	OAIVI-ICD	872	4 business
Request to Transfer File to External Party	UAM-ICD	8x5	days
nequest to fransier the to External Farty	OAIVI-ICD	872	4 business
02. Request a Windows Account for Egypt User	UAM-ICD	8x5	days
02. Request a Williams Account for Egypt Osci	OAIVI ICD	UAS .	4 business
03. Enable Windows ID for Egypt User	UAM-ICD	8x5	days
os. Enable Wildows IS for Egypt ose.	07 W 10B	- CAS	4 business
04. Add/Remove user from Egypt Active Directory group	UAM-ICD	8x5	days
and the state of t	07 W 10B	- CAS	4 business
05. Request / Modify Access on existing Email Group Egypt	UAM-ICD	8x5	days
7			4 business
06. Disable/Delete Windows ID for Egypt User	UAM-ICD	8x5	days
, - 0),,			4 business
07. Create new Active Directory group for Egypt	UAM-ICD	8x5	days
, 0 1 0,1			4 business
08. Create a New Email Group (Distribution List) for Egypt	UAM-ICD	8x5	days
, , , , , , , , , , , , , , , , , , , ,			4 business
09. Update Egypt User Account Info	UAM-ICD	8x5	days

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2) There is no SLA/OLA applicable for below service requests:

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Data Integration Request (ETL) Data Request Other Services (for IT staff) Other Services (for Non ITD staff) Report Request (For Branches) Report Request (For Departments)

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