



ADIB – Standard

Service Level Management Standard STD-ITD-575

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.
6. 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.

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
P3	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

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

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



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



<u>Assignment Group</u>	<u>Service Hours</u>	<u>Priority</u>	<u>Support Hrs hoursXdays</u>	<u>Response Time (in minutes)</u>			<u>Resolution Time (in minutes)</u>		
				<u>Initial Status</u>	<u>Final Status</u>	<u>Du-ration</u>	<u>Initial Status</u>	<u>Final Status</u>	<u>Dura-tion</u>
		2 - High	24X7			30			240
		3 - Medium	8X5			60			540
		4 - Low	8X5			240			1080
ADIB_OPERATIONS	08:30AM - 04:30PM	1 - Very High	24X7	Open - Assigned	Accepted/Rejected	15	Open - Assigned	Closed	120
		2 - High	24X7			30			240
		3 - Medium	8x5			60			540
		4 - Low	8x5			240			1080



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

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

<u>Assignment Group</u>	<u>Service Hours</u>	<u>Priority</u>	<u>Base Calendar</u>	<u>Response Time (in minutes)</u>			<u>Resolution Time (in minutes)</u>		
				<u>Initial Status</u>	<u>Final Status</u>	<u>Du-ration</u>	<u>Initial Status</u>	<u>Final Status</u>	<u>Duration</u>
IT SUPPORT_L1	7:30AM - 10:00PM	1 - Very High	24X7	Open - Assigned	Accepted/Rejected	15	Open - Assigned	Closed	60
		2 - High	24X7			30			120
		3 - Medium	14.5X6			60			240
		4 - Low	14.5X6			870			1740



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Assignment Group	Service Hours	Priority	Base Calendar	Response Time (in minutes)			Resolution Time (in minutes)		
				Initial Status	Final Status	Duration	Initial Status	Final Status	Duration
IT SUPPORT_L2	8:30AM - 04:30PM	1 - Very High	24X7	Open - As-signed	Accepted/Rejected	15	Open - Assigned	Closed	60
		2 - High	24X7			30			120
		3 - Medium	8X5			60			240
		4 - Low	8X5			240			960
IT SUPPORT_WORK-SHOP	8:30AM - 04:30PM	1 - Very High	24X7	Open - As-signed	Accepted/Rejected	15	Open - Assigned	Closed	120
		2 - High	24X7			30			240
		3 - Medium	8X5			60			480
		4 - Low	8X5			240			960
IT SUPPORT_PRINT-ING & IMAGING	8:30AM - 04:30PM	1 - Very High	24X7	Open - As-signed	Accepted/Rejected	15	Open - Assigned	Closed	60
		2 - High	24X7			30			120
		3 - Medium	8X5			60			240

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Assignment Group	Service Hours	Priority	Base Calendar	Response Time (in minutes)			Resolution Time (in minutes)		
				Initial Status	Final Status	Duration	Initial Status	Final Status	Duration
		4 - Low	8X5			240			960
IT DESKTOP MANAGEMENT	8:30AM - 04:30PM	1 - Very High	24X7	Open - Assigned	Accepted/Rejected	15	Open - Assigned	Closed	60
		2 - High	24X7			30			120
		3 - Medium	8X5			60			240
		4 - Low	8X5			240			960
IT SUPPORT_SITE	8:30AM - 04:30PM	1 - Very High	24X7	Open - Assigned	Accepted/Rejected	30	Open - Assigned	Closed	60
		2 - High	24X7			45			240
		3 - Medium	8X5			90			540
		4 - Low	8X5			360			1080
IT SUPPORT_International	8:30AM - 04:30PM	1 - Very High	24X7	Open - Assigned	Accepted/Rejected	15	Open - Assigned	Closed	120

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Assignment Group	Service Hours	Priority	Base Calendar	Response Time (in minutes)			Resolution Time (in minutes)		
				Initial Status	Final Status	Duration	Initial Status	Final Status	Duration
		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 - Assigned	Accepted/Rejected	No SLA	Open - Assigned	Closed	60

2. IT GRC

Assignment Group	Service Hours	Priority	Support Hrs hoursXdays	Response Time (in minutes)			Resolution Time (in minutes)		
				Initial Status	Final Status	Duration	Initial Status	Final Status	Duration
IT - GRC - Governance & Risk Management	8:30AM - 4:30PM	1 - Very High	24X7	Open - Assigned	Accepted/Rejected	15	Open - Assigned	Closed	240
		2 - High	24X7			30			480
		3 - Medium	8X5			60			960
		4 - Low	8X5			240			1920
IT - GRC - Compliance & Security	8:30AM - 4:30PM	1 - Very High	24X7	Open - Assigned	Accepted/Rejected	15	Open - Assigned	Closed	240

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Assignment Group	Service Hours	Priority	Support Hrs hoursXdays	Response Time (in minutes)			Resolution Time (in minutes)		
				Initial Status	Final Status	Duration	Initial Status	Final Status	Duration
rity Architecture		2 - High	24X7			30			480
		3 - Medium	8X5			60			960
		4 - Low	8X5			240			1920
Release Management Team	8:30AM - 4:30PM	1 - Very High	24X7	Open - Assigned	Accepted/Rejected	No SLA	Open - Assigned	Closed	No SLA
		2 - High	24X7						
		3 - Medium	8X5						
		4 - Low	8X5						

Assignment Group	Service Hours	Priority	Support Hrs hoursXdays	Response Time (in minutes)			Resolution Time (in minutes)		
				Initial Status	Final Status	Duration	Initial Status	Final Status	Duration
IT - Project Management Office (PMO)	8:30AM - 4:30PM	1 - Very High	24X7	Open - Assigned	Accepted/Rejected	15	Open - Assigned	Closed	240
		2 - High	24X7			30			480
		3 - Medium	8X5			60			960

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Assignment Group	Service Hours	Priority	Support Hrs hoursXdays	Response Time (in minutes)			Resolution Time (in minutes)		
				Initial Status	Final Status	Duration	Initial Status	Final Status	Duration
		4 - Low	8X5			240			1920
IT - Finance & Budget	08:30AM - 04:30PM	1 - Very High	24X7	Open - Assigned	Accepted/Rejected	15	Open - Assigned	Closed	240
		2 - High	24X7			30			480
		3 - Medium	8X5			60			960
		4 - Low	8X5			240			1920
IT - PMO - Project Managers	8:30AM - 4:30PM	1 - Very High	24X7	Open - Assigned	Accepted/Rejected	15	Open - Assigned	Closed	240
		2 - High	24X7			30			480
		3 - Medium	8X5			60			960
		4 - Low	8X5			240			1920

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

<u>Assignment Group</u>	<u>Service Hours</u>	<u>Priority</u>	<u>Support Hrs</u> <u>hoursXdays</u>	<u>Response Time (in minutes)</u>			<u>Resolution Time (in minutes)</u>		
				<u>Initial Status</u>	<u>Final Status</u>	<u>Duration</u>	<u>Initial Status</u>	<u>Final Status</u>	<u>Duration</u>
AS - XX EBA - XX BPXX	8:30AM - 4:30PM	1 - Very High	24X7	Open - Assigned	Accepted/Rejected	15	Open - Assigned	Closed	240
		2 - High	24X7			30			480
		3 - Medium	8X5			60			960
		4 - Low	8X5			240			1920
International Expansion & JV	8:30AM - 4:30PM	1 - Very High	24X7	Open - Assigned	Accepted/Rejected	15	Open - Assigned	Closed	120
		2 - High	24X7			30			240
		3 - Medium	8X5			60			540
		4 - Low	8X5			240			1080

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

<u>Service Request Name</u>	<u>Fulfillment Group</u>	<u>OLA with Other Departments in IT</u>
Request DLP Release Code	IT SUPPORT_L1	1 Business Day
Windows Password Reset	IT SUPPORT_L1	1 Business Day

Service Request Name	Fulfillment Group	OLA with Other Departments 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

Service Request Name	Fulfillment Group	OLA with Other Departments 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	Priority	Support Hrs hoursXdays	Initial Status	Final Status	Duration (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	Priority	Support Hrs hoursXdays	Initial Status	Final Status	Duration (in minutes)
IT SUPPORT_L1	7:30AM - 10:00PM	Any	14.5x6	Open - Idle	Open - Linked	120

g) Problem Management OLA is as below:

Priority	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	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.

7.5 Appendix: Notifications

SLA & OLA notifications will be triggered as below:

a) Interaction Notifications:

<u>Notification</u>	<u>Persons to be notified - Staff Number (AD Login)</u>	<u>Persons to be notified - Name</u>	<u>Notification Type</u>	<u>Description/Conditions</u>
Alert - 100% SLA Breach	005245	Rola Sami Khalil	Email	Tickets through Web to be escalated/closed on spot after getting full details
	002706	Bilal S. Habash	Email	

b) Incident Notifications:

<u>Priority</u>	<u>Notification</u>	<u>Persons to be notified</u>	<u>Notification Type</u>
All	Alert1 - 25% SLA	Assignee (Assigned staff)	Email
	Alert2 - 50% SLA	Assignee (Assigned staff)	Email
	Alert3 - 75% SLA	Assignee (Assigned staff)	Email
		Incident Coordinator (Team Leader of assigned staff)	Email
		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

c) SR Notifications:

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

d) Problem Notifications:

<u>Notification</u>	<u>Persons to be notified</u>	<u>Notification Type</u>
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:

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



Service Request Item	Fulfillment Assign- ment Group	Schedule	Resolu- tion SLA
Create New User for RPA	UAM-ICD	8x5	4 business days
Modify User for RPA	UAM-ICD	8x5	4 business days
New Email Group (Distribution List)	UAM-ICD	8x5	4 business days
Request/Modify Access on Email Group (Distribution List)	UAM-ICD	8x5	4 business days
Increase the Number of Email Recipients	UAM-ICD	8x5	4 business days
Allow Sending External Emails	UAM-ICD	8x5	4 business days
Allow ADIB Laptop users to connect to Non-ADIB Wireless Net- works	UAM-ICD	8x5	4 business days
Request Normal Internet Access	UAM-ICD	8x5	4 business days
Restricted Wireless Internet Access - Jawal G1	UAM-ICD	8x5	4 business days
Unrestricted Wireless Internet Access - Jawal G2	UAM-ICD	8x5	4 business days
Create a New e-Fax	UAM-ICD	8x5	4 business days
Request/Modify Access on an Existing e-Fax	UAM-ICD	8x5	4 business days
Request Wireless Access to ADIB Network (Jawal for Laptop Us- ers)	UAM-ICD	8x5	4 business days
CD/DVD Access Request	UAM-ICD	8x5	4 business days
Request Secure USB (Access & Device)	UAM-ICD	8x5	7 business days
Request to Transfer File to External Party	UAM-ICD	8x5	4 business days
02. Request a Windows Account for Egypt User	UAM-ICD	8x5	4 business days
03. Enable Windows ID for Egypt User	UAM-ICD	8x5	4 business days
04. Add/Remove user from Egypt Active Directory group	UAM-ICD	8x5	4 business days
05. Request / Modify Access on existing Email Group Egypt	UAM-ICD	8x5	4 business days
06. Disable/Delete Windows ID for Egypt User	UAM-ICD	8x5	4 business days
07. Create new Active Directory group for Egypt	UAM-ICD	8x5	4 business days
08. Create a New Email Group (Distribution List) for Egypt	UAM-ICD	8x5	4 business days
09. Update Egypt User Account Info	UAM-ICD	8x5	4 business days

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

Service Request Name
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)