

DECEMBER 4, 2017



Ndu Systems (pty) Ltd

<http://ndu-systems.net/>

Queries@Ndu-Systems.Net

Phone 1: (084)2529472

Phone 2: (074)6958064



Service Level Agreement (SLA)

FOR FUNDAKUBONA TRADING

NDU SYSTEMS (PTY) LTD (2017/394324/07)

"WORK ENJOY"

270 Marshall St, City and Suburban Johannesburg, 2094

Table of Contents

Information:	2
1. Agreement Overview:	3
2. Goals and Objectives:	3
3. Stakeholders:	3
4. Periodic Review:	3
5. Service Agreement:	4
5.1. Service Scope	4
5.2. Customer Requirements	4
5.3. Service provider requirements	4
5.4. Service Assumptions	4
6. Service Management:	5
6.1. Service Availability	5
7. Service Requests:	5
7.1. Service Availability	5

Information:

Document Owner:

NDU SYSTEMS (PTY) LTD (2017/394324/07)

Version

Version	Date	Description	Author
1.0	05-January-2018	Service Level Agreement	Freedom Nduduzo Khanyile

(2017/394324/07)

270 Marshall St,

City and Suburban Johannesburg, 2094

1. Agreement Overview:

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between Ndu systems (pty) Ltd and Fundakubona Traiding for the provisioning of IT services required to support and sustain the Product or service.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This Agreement outlines the parameters of all IT services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

2. Goals and Objectives:

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the Customer by the Service Provider.

The **goal** of this Agreement is to obtain mutual agreement for IT service provision between the Service Provider and Customer.

The **objectives** of this Agreement are to:

- 2.1. Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- 2.2. Present a clear, concise and measurable description of service provision to the customer.
- 2.3. Match perceptions of expected service provision with actual service support & delivery.

3. Stakeholders:

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the **primary stakeholders** associated with this SLA:

- 3.1. IT Service Provider(s): Ndu Systems (pty) Ltd (“Provider”)
- 3.2. IT Customer(s): Fundakubona Traiding (“Customer”)

4. Periodic Review:

This Agreement is valid from the Effective Date outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once per period of agreement term.

- 4.1. Business Relationship Manager: Sbani Magwaza (Fundakubona Traiding)
- 4.2. Review Period: Every 1 Weeks
- 4.3. Previous Review Date: N/A
- 4.4. Next Review Date: [12-01-2018]

(2017/394324/07)

270 Marshall St,

City and Suburban Johannesburg, 2094

5. Service Agreement:

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

5.1. Service Scope

The following Services are covered by this Agreement;

- 5.1.1. Manned telephone support
- 5.1.2. Monitored email support (queries@ndu-systems.net)
- 5.1.3. Planned or Emergency Onsite assistance (extra costs apply)
- 5.1.4. Monthly system health check

5.2. Customer Requirements

Customer responsibilities and/or requirements in support of this Agreement include:

- 5.2.1. Payment for all support costs at the agreed interval.
- 5.2.2. Reasonable availability of customer representative(s) when resolving a service related incident or request.

5.3. Service provider requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

- 5.3.1. Meeting response times associated with service related incidents.
- 5.3.2. Appropriate notification to Customer for all scheduled maintenance.

5.4. Service Assumptions

Assumptions related to in-scope services and/or components include:

- 5.4.1. Changes to services will be communicated and documented to all stakeholders.

6. Service Management:

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

6.1. Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- 6.1.1. Telephone support : 5:00 P.M. to 7:00 P.M. Monday – Friday
 - 6.1.1.1. Calls received out of the mentioned hours will be answered however services will be provided in the mentioned hours.
- 6.1.2. Email support: Monitored 9:00 A.M. to 7:00 P.M. Monday – Friday
 - 6.1.2.1. Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day

7. Service Requests:

7.1. Service Availability

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- 7.1.1. 0-8 hours for issues classified as High priority.
- 7.1.2. Within 48 hours for issues classified as Medium priority.
- 7.1.3. Within 5 working days for issues classified as Low priority.

Remote assistance will be provided in-line with the above timescales dependent on the priority of the support request.