**Service Level Agreement (SLA)**

**for *Customer***

**by**

Group 13 – Cloud Course EX

**Effective Date:** 17/5/23

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| --- | --- |
| **Document Owner:** | Group13 Ltd. |

**Version**

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| **Version** | **Date** | **Description** | **Author** |
| 1 | 17/5/23 | Service Level Agreement | Y.Badihi |
|  |  |  |  |

**Approval**

*(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)*

|  |  |  |  |
| --- | --- | --- | --- |
| **Approvers** | **Role** | **Signed** | **Approval Date** |
| Group13 | Service Provider | ~ sign ~ | 17/5/23 |
| Lecturers | Customer | ~ sign ~ | 17/5/23 |

# **Agreement Overview**

# This Service-Level Agreement (this “Agreement” or this “Service-Level Agreement”), effective as of17/5/23, (“Effective Date”) is made by and between Lecturers, a company organized and existing in Karmiel, with offices located at Ort Braude (“Customer”) and Group13, a company organized and existing in Israel Center, with offices located at Hajaj Building TLV Floor 62 (“Supplier”).

# This Agreement remains valid until mutually endorsed by the stakeholders.

# **Goals & Objectives**

# The **goal** of this Agreement is to obtain mutual agreement between the Service Provider(s) and Customer(s).

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

* 1. Provide a thorough understanding of service ownership and the roles and responsibilities.
  2. This Agreement represents a concise description of the services provided by the Service Provider.
  3. Match perceptions of expected service provision with actual service support & delivery.

# **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:

**Service Provider(s):** Group13 (“Provider”)

**Customer(s):** Lecturers (“Customer”)

# 

# **Periodic Review**

# The terms stated in the Agreement shall be valid from the Effective Date. The revisions to this agreement shall be carried out every fiscal year, however, during the revision, the current Agreement shall be considered valid.

**Business Relationship Manager:** Y.Badihi

**Review Period:** 1 Month

**Previous Review Date:** May 3, 2023

**Next Review Date:** July 3, 2023

# **Service Agreement**

# The following are the responsibility of the Service Provider in the ongoing support of this Agreement.

## Service Scope

## The following Services are covered by this Agreement;

1. Uptime of 90%. (our game will be online atleast 90% of the time)
2. Updating questions every now and then.
3. Users security.
4. availability of customer representatives
5. Regular maintenance and system updates.
6. Data Backup.

## 

## Customer Requirements

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

* Payment for all support costs at the agreed interval.

## Service Provider Requirements

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

* Adhering to appropriate response times associated with service-related incidents.
* Advance notification to the Customer for all maintenance.

## Service Assumptions

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

* Changes to services will be communicated and documented to all stakeholders.

# **Service Management**

# For maintaining adequate customer-support levels, this Agreement lists the available scope of services provided by the Service Provider. This lists details regarding availability, monitoring, and other relevant factors.

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## Service Availability

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

* Telephone support: 08 A.M. to 16:00 P.M. Monday – Friday
  + Calls received out of office hours will be forwarded to a mobile phone and best efforts will be made to answer / action the call, however, there will be a backup answer phone service
* Email support: Monitored 08 A.M. to 16:00 P.M. Monday – Friday
  + Emails received outside of office hours will be collected, however, no action can be guaranteed until the next working day

## 

## Service Requests

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:

* 0-8 hours (during business hours) for issues classified as **High** priority.
* Within 48 hours for issues classified as **Medium** priority.
* 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.