

Service Level Agreement (SLA)

for Longhorn Publishers Plc

by

Longhorn Publishers Plc ICT Department

Effective Date: October 24

Document Control

The maintenance and updating of this document are the responsibility of:

STAFF MEMBER	DEPARTMENT	TITLE
Ochieno David Oduori	ICT	OWNER
Antony Okalo	ICT	OWNER

Version

To ensure up to agreement, this document will be reviewed annually in conjunction with the annual performance reviews and when additional service not covered are introduced. The version of this document will be updated according to the table summarized below:

Version	Date	Amendment	Details	Amended By
1/2024	October 26, 2024	Initial document	SLA	Ochieno David Oduori

Approval

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

Sign Off Page

Mr. Michael Mwaura
Chief Finance & Operations Officer

Signature: _____

Date: _____

Mr. Maxwell Wahome Group Managing Director

Signature: _____

Date: _____

Document Version

Version 1/2024

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1. Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between **Longhorn Publishers plc** and **Longhorn Publishers plc ICT Department** for the provisioning of IT services required to support and sustain day to day business operations.

This Agreement remains valid until superseded by a revised agreement mutually sanctioned by both parties.

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

2. Goals & 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 Longhorn Publishers Plc end users by the ICT department.

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

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the end users.
- 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:

IT Service Provider: Longhorn Publishers Plc ICT Department. (“Provider”)

Customer: Longhorn Publishers Plc End Users (“Customer”)

4. ICT Departmental Structure



5. Periodic Review

The **system administrator** (“Document Owner”) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

Business Relationship Manager: System Administrator Longhorn Publishers Plc

Review Period: Annually (12 months)

Next Review Date: October 25

6. Service Agreement

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

6.1. Service Scope

The following Services are covered by this Agreement.

- Service Requests through the ESS platform.
- Email Support.
- Planned or Physical support.
- Office extension requests

6.2. Customer Requirements

Customer (End Users) responsibilities and/or requirements in support of this Agreement include:

- Raising service request on the available platform to initiate resolution process.
- Availability of end user (service request owner) when resolving a service request.

6.3. Service Provider Requirements

Service Provider (ICT Department) responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service-related incidents.
- Communication to the end users on the resolution of the incidents

6.4. Service Categories & Point of Contact

Our services are categorized into six (6) major groups as listed below. Each group will have the first point of contact and escalation level. The contact details and the groups are listed in the table below.

Description	First Point of Contact	Email	Phone No.
Email & Office 365	System Administrator	dochieno@longhornpublishers.com	0723864603
Hardware	User Support Officer	aokalo@longhornpublishers.com	0723864603
ERP-NAV Issues	System Administrator	dochieno@longhornpublishers.com	0720726258
Network Issues	User Support Officer	aokalo@longhornpublishers.com	0723864603
Other Issues	System Administrator	dochieno@longhornpublishers.com	0723864603
Longhorn Media	Animation officer	ckipruto@longhornpublishers.com	0720726258

7. 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.

7.1. Service Availability

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

- **Office Extension support:** 8:00 A.M. to 5:00 P.M. Monday – Friday
 - Calls out of office hours should be directed to individual IT team mobile numbers and best efforts will be made to answer / action the call based on priority level.
- **Email support:** Monitored 8:00 A.M. to 5:00 P.M. Monday – Friday
 - Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day unless followed up with a phone call to express the urgency of the request based on priority level.
- **Physical support:** Available on request and based on priority level.
- **Service Requests:** Monitored 8:00 A.M. to 5:00 P.M. Monday – Friday
 - All tickets will be monitored and actioned based on priority level.
 - This is the most preferred support request platform. All requests received through the ticketing system will be prioritized.

7.2. Priority Levels and Service Requests

In support of services outlined in this Agreement, ICT Department will respond to service-related incidents and/or requests submitted by the end users within the following timeline:

- **0-2 hours** (during business hours) for issues classified as **Critical** priority level. These are incidents with very high to significant business disruption and therefore immediate action is required.
- **2-3 hours** for issues classified as **High** priority. A major issue affecting a significant number of users or a major business process.
- **Within 8 hours** for issues classified as **Medium**. An incident affecting a few numbers of users with moderate business disruptions.
- **Within 5 working days** for issues classified as Low priority. Minor issues such as request for information with minimal to no impact on business operations.

Remote assistance will be provided in-line with the above timescales dependent on the priority of the support request in cases where the technical team is working offsite.