Service Level Agreement

for

Annual Website Maintenance and Upgrade

between

dRaX ARTS Limited

and

UNIVERSITY OF NIGERIA

Table of Contents

1 Service Level Agreement

1.1 Statement of Intent

The aim of this agreement is to provide a basis for close co-operation between dRaX ARTS and University of Nigeria (UNN), for support services to be provided by dRaX ARTS to UNN, thereby ensuring a timely and efficient support service is available to UNN end users. The objectives of this agreement are detailed in Section 1.2 below.

This agreement is contingent upon each party knowing and fulfilling their responsibilities and generating an environment conducive to the achievement and maintenance of targeted service levels.

1.2 Objectives of this Service Level Agreement

- To create an environment which is conducive to a co-operative relationship between University of Nigeria and dRaX ARTS to ensure the effective support of end users
- To mark the scope of Support and maintenance to be carried out by dRaX ARTS on the UNN website and the theming of UNN material and platforms
- To document the responsibilities of all parties taking part in the Agreement
- To ensure that dRaX ARTS achieves the provision of a high quality of service for end users with the full support of University of Nigeria.
- To define the commencement of the agreement, its initial term and the provision for reviews
- To define in detail the service to be delivered by dRaX ARTS and the level of service which can be expected of dRaX ARTS, thereby reducing the risk of misunderstandings
- To institute a formal system of objective service level monitoring ensuring that reviews of the agreement are based on factual data
- To provide a common understanding of service requirements/capabilities and of the principles involved in the measurement of service levels
- To provide for all parties to the Service Level Agreement a single, easily referenced document which caters for all objectives as listed above

1.3 Period of Agreement

This agreement will commence on the date specified in the Official Order following the acceptance by both parties and will continue until terminated.

1.4   Review Procedure

This agreement will be reviewed monthly, or at a mutually agreed date, by dRaX ARTS and University of Nigeria. The review will cover services provided, service levels and procedures. Changes to this agreement must be approved by both signatories.

1.5   Representatives

dRaX ARTS and University of Nigeria nominate the following representatives responsible for the monitoring and maintenance of the service agreement:

dRaX ARTS: Dr. Adaberemchi Aja-Onu

University of Nigeria: Mrs. Christina Oriola

1.6   Reference Documents

The following documents will serve as a basis for the policies and procedures of dRaX ARTS operation. They will also define the support levels required and prioritization of faults by dRaX ARTS.

1.   Supported Website User Interface Updates   (Updated quarterly)
2.   Supported Website features updates/upgrades (Updated upon request)
3.   Supported Web Marketing features to
      3.1. Boost Webometrics ranking
      3.2. Alexa rankings
      3.3. Ensure the best SEO practice is maintained on the website

Copies of these documents will be made available to the University of Nigeria as they become available to ensure compliance with dRaX ARTS standards.

1.7   Service Level Monitoring

The success of service level agreements depends fundamentally on the ability to measure performance comprehensively and accurately so that credible and reliable information can be provided to customers and support areas on the service provided.

Service factors must be meaningful, measurable and monitored constantly. Actual levels of service are to be compared with agreed target levels on a regular basis by both dRaX ARTS and University of Nigeria. In the event of a discrepancy between actual and targeted service levels both dRaX ARTS and University of Nigeria are expected to identify and resolve the reason(s) for any discrepancies in close co-operation.

Service level monitoring will be performed by dRaX ARTS. Reports will be produced as and when required and forwarded to the University of Nigeria contact.

Service level monitoring and reporting is performed on response times for faults, as specified in Section 3.4 of this agreement.

1.8   Complaints

All complaints relating to the operation of the help service, including:

4. Expected level of support
5. Actual support offered and delivered
6. Personnel responsible for providing or administering support
7. Any other issue relating to this document or the relationship between dRaX ARTS and University of Nigeria.

received by either party will be forwarded in writing and distributed concurrently to the signatories[1] of this document. The intent is to ensure thorough, timely and open resolution of all such problems.

2   dRaX ARTS Responsibilities

2.1   Functional Overview

To provide a service for the maintenance, upgrade, training and resolution of all web-related faults and queries encountered by end users for UNN Website project and the provision of interface design, design of digital interface for various UNN platforms throughout the duration of this service agreement. This includes the following specific responsibilities:

8. Provision of a Help Desk or similar facility
9. Extracting information from end users as per University of Nigeria specified list of questions (detailed in section 4)
10. Timely referral of faults to University of Nigeria as per method detailed in section 4
11. Fault resolution monitoring, and production and distribution of Service Level Monitoring reports as and when required

2.2   Hours of Operation

The dRaX ARTS Help/Support Service will operate 18 hours a week except weekends and on public holidays where alternative arrangements will be made and publicized.

2.3   Response Times

Table 2.3 shows the priority assigned to faults according to the perceived importance of the reported situation. The priority assignment is to refer to the initial telephone response to University of Nigeria as per Section 2.4 of this document. The support level refers to the dRaX ARTS guide for support available as illustrated in Section 2.5 of this document.

Table 2.3 - Response Priority

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[1] **dRaX ARTS:** Dr. Adaberemchi Aja-Onu; **University of Nigeria:** Mrs. Christina Oriola

Support Level	Business Critical	Business Critical	Non-Business Critical	Non-Business Critical	Request For Service
	Fatal	**Impaired**	**Fatal**	**Impaired**	
High	A	B	B	C	R
Medium	A	B	C	C	R
Low	B or C	C or D	C or D	D	R

Fatal	-	Total system inoperability.
Impaired	-	Partial system inoperability.
Business Critical	-	Unable to perform core business functions.
Non-Business Critical	-	Able to perform limited core business functions.

2.4 Priority Level Response Times

Table 2.4 shows the required initial telephone response times for the individual priority ratings. All times indicated represent telephone response time during specified 18 working hours within the week, unless otherwise indicated in this document, or otherwise agreed upon by dRaX ARTS and University of Nigeria.

The indicated telephone response time represents the maximum delay between a fault/request being reported to the University of Nigeria and a University of Nigeria representative contacting dRaX ARTS by telephone. The purpose of this telephone contact with University of Nigeria by dRaX ARTS is to notify the client of the receipt of the fault/request from University of Nigeria and provide the client with details of the proposed action to be taken in respect of the particular fault/request.

The University of Nigeria representative must notify dRaX ARTS immediately upon escalation of faults/request initially referred to dRaX ARTS by University of Nigeria. If so requested by University of Nigeria, dRaX ARTS will facilitate the actual escalation of the fault/request by contacting the support group to which the fault/request has been escalated on behalf of University of Nigeria.

Escalated faults/requests will require telephone response to dRaX ARTS by University of Nigeria in the same manner as for referred faults.

Table 2.4 - Priority Level Response Times

Priority Level	Response Time
A	15 minutes
B	30 minutes
C	45 minutes
D	60 minutes

R	90 minutes

2.5   Support Available

This table shows the support available for each support level, as defined by recommendations by dRaX ARTS. The Recommendations document is produced by dRaX ARTS as the standard for Information Management usage within the dRaX ARTS.

Table 2.5 - Support Available

Support Level	Support Available
Recommended	1. Full Internal Support Available 2. Internally Conducted Training Courses Available 3. High Priority External Support/Training Available
Supported	4. Full Internal Support Usually Available 5. No Internally Conducted Training Available 6. Medium Priority External Support/Training Available
Acknowledged	7. Limited Internal Support Available 8. No Internally Conducted Training Available 9. Low Priority External Support/Training Available
Discouraged	10. Service Not Recommended 11. No Internally Conducted Training Available 12. No Internal Support Available External Support/Training Available

Sourcing of external support services for web services at the "Acknowledged" and "Discouraged" levels, or for those services not contained in the Recommendations document, will be undertaken by dRaX ARTS at the expense of University of Nigeria. dRaX ARTS will not be responsible for any costs incurred in the provision of external support for services under these levels.

Support services provided by dRaX ARTS for services not contained in the Recommendations document or those listed at the "Discouraged" level will be limited subject to available dRaX ARTS resources.

External training courses will always be provided at the expense of University of Nigeria. Internally conducted training courses will also be at the expense of University of Nigeria.

3 University of Nigeria Responsibilities

3.1 Functional Overview

dRaX ARTS is to provide maintenance service and support to the University of Nigeria. Included in dRaX ARTS services will be graphic user interface designs for other digital platforms raised by University of Nigeria. The conversion of the source files to the platform's native code[2] will be carried out by the vendor handling the development and deployment of said platform.

3.2 Hours of Operation

A dRaX ARTS representative will be available to provide support functions 18 hours a week, Monday to Friday, public holidays exempted, unless alternative arrangements have been agreed to by University of Nigeria.

3.3 Response Times

The University of Nigeria will accept the priority assigned to a fault by dRaX ARTS, as per Fault Matrix in 2.3 and Priority Assignment criteria in 4.1.

3.4 Service Level Targets

dRaX ARTS will respond within the time specified by the priority allocation. dRaX ARTS will issue reports as and when required to the University of Nigeria unit manager for the purpose of gauging dRaX ARTS performance.

4 Supported Products/ Applications/Systems

4.1 Web Support Services

4.1.1 Web Products Supported:
- University of Nigeria Website
    - Content update of the website
    - Bug fixes connected with areas to which we have direct access
    - Bug fixes required as at the 24th of July 2012[3]

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[2] Html, other dynamic code that aids in the interpretation of the user interface designed by dRaX ARTS design team.

[3] dRaX ARTS considers this date as the day it ceased having access to the code on the Omega 8 server, thus all bugs generated after that point are not under its purview. Our involvement in bug fixes at this point would be considered as being outside this SLA.

- Update requests concerning the formatting of content within the UNN website environment
- User Interface adjustments to improve user experience
- Content Optimization of the UNN website

4.1.1.1 Unsupported Services

- University digital interfaces
  - Any additional graphics requirements which concern new digital projects
  - New projects commenced after this agreement has been signed. All such projects will be billed by the hour

Contact Details:

Name: Dr. Adaberemchi Aja-Onu

Mobile: 08067294580

Email: aonu@draxarts.com

4.1.2 dRaX ARTS Question List:

Name, department, designation and telephone number of UNN contact.

Details of problem page/link.

Details of operating environment - LAN, WAN, operating system, browser type, user interface etc.

Complete description of the fault/request.

Priority Assignment Criteria:

All website provision requests will attract a "C" priority, as per Section 2.4 of this document.

4.1.3 Priority Assignment Criteria:

As assigned by the dRaX ARTS fault matrix in section 2.3 of this document. This response time is to indicate the initial telephone response by dRaX ARTS, as described in Section 2.4 of this document, to the client as detailed on the dRaX ARTS Fault Report Form.

4.1.4 Method Of Fault Referral:

Email transmission of dRaX ARTS Fault Report Form by University of Nigeria staff to dRaX ARTS via our support mailbox – support@draxarts.com.

Telephone contact of dRaX ARTS section operator.

4.1.5 Method Of Return Of Resolved Faults:

Immediately following actual resolution of each individual fault/request a dRaX ARTS representative will notify University of Nigeria by telephone or email of the completion of

the fault/request. Within 48 hours of resolution dRaX ARTS will provide University of Nigeria with complete details of resolution, date and time of completion and estimated time taken in the actual resolution.

4.1.6   Other (Details):

dRaX ARTS will forward a weekly report of all outstanding faults (as determined by the dRaX ARTS fault log database) to University of Nigeria.

University of Nigeria will notate each outstanding fault with details of current status and return the report to dRaX ARTS within 24 hours of receipt of the report.

4.2   Web marketing Support Services

Services Supported:

- Search Engine Optimization of content of UNN website
- Social Media consulting on the UNN website
- Web marketing of the UNN website

Contact Details:

Name: Chukwudi Nwokike

Mobile: 08185238835

Email: cnwokike@draxarts.com

4.2.1   dRaX ARTS Question List:

Name, department, designation and telephone number of UNN contact.

Details of problem page/link.

Details of operating environment - LAN, WAN, operating system, browser type, user interface etc.

Complete description of the fault/request.

Priority Assignment Criteria:

All website provision requests will attract an "C" priority, as per Section 2.4 of this document.

4.2.2   Priority Assignment Criteria:

As assigned by the dRaX ARTS fault matrix in section 2.3 of this document. This response time is to indicate the initial telephone response by University of Nigeria, as described in Section 2.4 of this document, to the client as detailed on the dRaX ARTS Fault Report Form.

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University of Nigeria will notate each outstanding fault with details of current status and return the report to dRaX ARTS within 24 hours of receipt of the report.

4.3   Training Services

Available Courses

- Content Management with Drupal
- Administrative management of UNN website backend
- Website maintenance with Ægir[4]
- Image file optimization[5]
- Color theory
- Typography

Contact Details:

     Name: Engr. Emeka Onuoha

     Mobile: 08099999076

     Email: eonuoha@draxarts.com

4.3.1   dRaX ARTS Question List:

Name, section, department, designation and telephone number of UNN contact.

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[4] Ægir is the foundation of Omega 8's BOA (Barracuda, Octopus and Ægir) platform used to manage Drupal web projects.
[5] Page load time is affected when image file sizes are not optimized for the web.

Details of training requirements.

Purchase/Emergency Order Number (where applicable).

Priority Assignment Criteria:

All training provision requests will attract an "R" priority, as per Section 2.4 of this document.

4.3.2   Method of Fault Referral:

Email transmission of dRaX ARTS Fault Report Form by dRaX ARTS staff to University of Nigeria.

Telephone contact of dRaX ARTS section operator.

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