ICT Support Service Level Agreement Policy

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1.   Introduction

This document provides a set of guidelines to inform decision making and help better understand the support services provided by Gelos Enterprises (Gelos) ICT Systems Support. By setting down these policies and channelling requests for help through our service desk system, we hope to provide better services and demonstrate the appropriate level of staff needed to handle the volume of requests for support.

The ICT Support Team aims to:

- provide a quality service to Gelos Enterprises
- provide suitable solutions within our stated response times
- continuously improve our provided services and response times.

2.   Methods of contact

The service desk acts as a central point of contact for all technical support, including hardware and software questions and consulting, installations, networking, network connection requests and troubleshooting. For ICT support, please contact Level 1 Support on x5880 or submit an ICT support request through the Gelos service desk system.

Note that members of the ICT Systems Support Team are only permitted to support equipment owned by Gelos. Personal equipment belonging to staff cannot be supported, even if it is used for business purposes.

Please note that due to staffing limitations, phone support may not be immediately available at all times.

3.   Hours of operation

Assistance will normally be available from 9 am to 6 pm, Monday through Friday, except when business is closed due to holidays or administrative closings. Requests can be submitted online 24 hours a day, however, will be responded to within normal hours.

4. Determine the eligibility status

To determine eligibility for user support, follow these guidelines:

1. Verify the customer's identity, such as profile details, name, department, place, phone number and configuration to verify the individual is a registered employee in the organisation's database.

2. Check the customer's role, as these may have different levels of support based on the hierarchy of the position.

3. Determine the type of issue, namely general or specialised and decide what level of support is required to resolve it.

4. Consider the urgency and impact, and even if the customer doesn't usually qualify, more support may be offered if urgency and impact are significant.

5. First-level remote desk support

First-level remote help desk support includes:

- Maintain effective communication by making use of active listening.

- Develop solid technical knowledge, such as a shared understanding of hardware and software issues, IT infrastructure and tools.

- Follow a structured troubleshooting process to diagnose and resolve issues.

- Utilise remote desktop software to troubleshoot and resolve issues directly on the user's computer.

- Maintain detailed records of each support request, including the problem description, steps taken, and solutions offered.

- Use a ticketing system to manage and prioritise support requests.

- Develop a repository of common issues and their solutions for quick reference.

- Participate in regular training sessions to improve technical skills and customer service abilities.

- Follow security protocols when accessing remote systems or sharing sensitive information.

- Act on customer feedback and continuously work to enhance your support skills.

6.   Support agreement

When providing support, all ICT service staff must first review that:

- the request is not covered by a vendor service agreement

- the issue does not fall within standard maintenance procedures

- the faulty equipment is not covered by a standard maintenance agreement

- the faulty equipment is not covered by warranty

- you are qualified to maintain the faulty equipment.

The support agreement does not cover any warranty repairs that are the responsibility of the hardware manufacturer, as we do not want to void warranty agreements. The support team will contact the hardware manufacturer for the client.

The support agreement covers:

- licensed software authorised to be used in the Standard Operating Environment Policy (pdf) (SOE)

- computer hardware and standard network printers not currently covered by a warranty.

Gelos ICT Systems Support will use the following guidelines in prioritising requests and will strive to begin working on the problem within the target timeframe. Actual response times may be shorter or longer depending on the volume of requests at any one time.

6.1   Problem analysis

6.1.1   Priority matrix

Use the following matrix to determine the priority of the issue.

- Assess the **impact** using the descriptions across the top row.
- Assess the **urgency** using the descriptions down the first column.
- The resulting intersection of the impact and urgency is the **priority**.

The following table provides a list of the positions or departments responsible for this policy and procedure and the scope of their responsibility.

Table 1: Priority matrix

Impact (right) Urgency (below)	Individual: Affects the individual user only	Moderate: Affects a whole department or team	Significant: Affects a VIP user (Executive)	Extensive: Affects the whole organisation
Major: The user can't do any work	Medium	High	High	Critical
Standard: The user can only perform part of their work	Medium	Medium	High	High
Minor: The user can still work, but it is inconvenient	Low	Medium	Medium	Medium

6.1.2 Priorities and response times

Refer to the following table for more detailed descriptions of each priority and our expected response times.

Table 2: Priorities and response times

Priority	Criteria	Target response
1 – Critical	Requests that consist of one or more of the following: • Building or company-wide network outage • Critical applications not working for the entire company or a large segment of the company. • Unplanned downtime impacting mission-critical work • Security breach affecting the well-being of staff. • Security breach affecting data privacy.	Help desk staff will contact technicians for immediate response. Initial response within 15 minutes. Resolution within one working hour. Replacement equipment will be deployed as soon as possible.
2 – High	Incident that halts instruction/ productivity where a functional workaround is not available. • Network, hardware or software problems affecting a subset of users in a single location • Business functions are halted • Staff cannot perform their jobs.	Initial response within one working hour. Resolution within four working hours. Replacement equipment will be deployed as soon as possible.
3 – Medium	Incident that may disrupt or inconvenience instruction, productivity, or day to day work, where a functional workaround is available. • General hardware or software problems with devices serviced by Gelos ICT Systems Support • Re-image of a functioning but problematic system.	Initial response within four working hours. Resolution within four working days. Replacement equipment may be deployed when available and is not needed for critical or high priority purpose.

| Priority	Criteria	Target response
4 – Low	Information request and general questions for the following: • Hardware or software upgrade requests • Changes to existing, working systems • Training requests.	Initial response within two working days. Resolution within five working days.

Issues will be escalated as required when they:

- are high priority (to Level 3 Support or the ICT Support Senior Manager)
- can't be resolved in a timely manner by Level 1 Support (to Level 2 Support or Level 3 Support)
- require vendor support (to Level 2 Support).

The procedure below must be followed by all staff at Gelos. This procedure ensures the timely resolution of all ICT issues based on their priority within the queue.

6.2 ICT support procedure
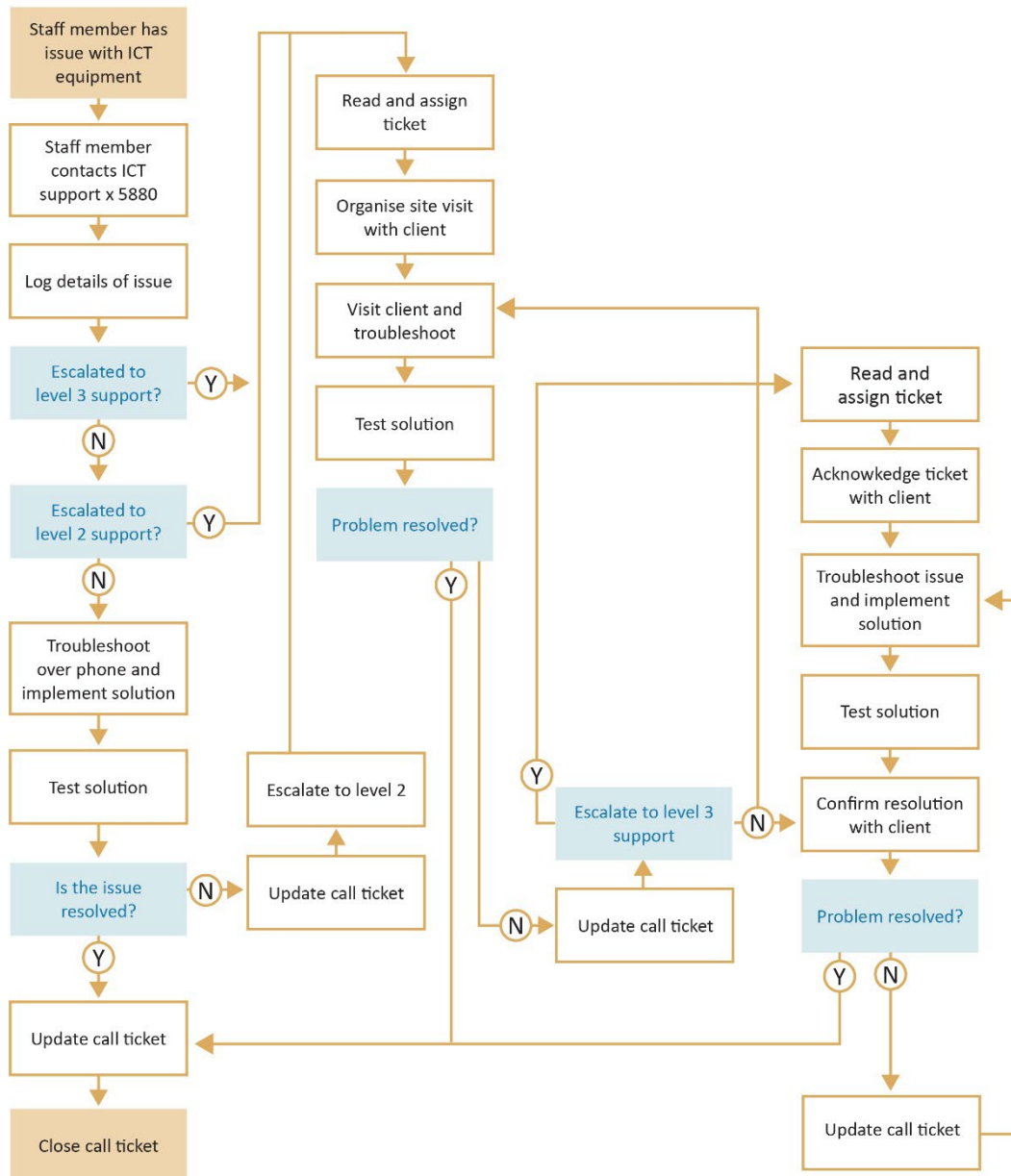
All support issues must be logged in Gelos' service desk system. Tickets must be updated as support for the issues progress or the situation changes, including:

- new information
- client responses and feedback
- escalation and/or approvals
- issue resolution.

7.   Vendor support

Gelos has service agreements with the following vendors (links to their support sites are listed):

- [Microsoft](#)
- [Cisco](#)
- [Hewlett-Packard](#).

Level 2 Support will handle escalation to vendor support as follows:

1. Refer to the Vendor Tech Support contact details for the relevant vendor.
2. Obtain information including our Partner ID, contract number as required to identify our company as a customer to the vendor.
3. Obtain specific details of the issue, including licence numbers, serial numbers, software versions etc., as required to identify the software/hardware to the vendor.
4. Refer to the relevant vendor SLA to determine the expected response time. This may vary from three to five hours for critical priority issues to 15 working days for low priority issues.
5. Raise a support ticket in the vendor service desk system.
6. Raise a support ticket in Gelos' service desk system to track the request.

8.   Warranty requirements

For equipment that is covered by warranty agreements, staff must ensure that any work carried out does not breach the terms of the warranty.

For our workstations and servers that are still under warranty, all work requiring changes to internal hardware components must be referred/escalated to vendor support.

9. Service outages

From time to time, Gelos is required to shut down hardware and/or software systems to perform maintenance or installation procedures. These shutdowns may be planned or unplanned.

Planned outages should be performed between 9 pm, and 6 am on any day of the week.

Unplanned service outages could occur due to an unforeseen event or urgent repair to prevent failure. Unplanned service outages are given priority and will be communicated immediately to all staff.

Users need to be notified by staff email of any planned shutdowns of ICT systems that affect their ability to perform their workplace duties, with a minimum of seven days' notice.

10. Related documents

Refer to the following documents for other relevant policies and procedures:

- Data Backup Policy
- ICT Governance Policy
- ICT Maintenance Procedure
- ICT Procurement and Installation Policy
- Standard Operating Environment
- User Account Policy.

11. Version control

#	Effective	Approved by	Updates
1	20 August 20XX	Darren Cooper, Chief Technical Officer	Initial release

12. Document authority

This ICT Support Service Level Agreement Policy has been authorised by Catherine Dunn the CEO of Gelos Enterprises and is available to all staff. It has been developed in line with all relevant legislation, in consultation with committee representatives and will be revised on a regular basis.

Approval date: 29 August 20XX

This policy and procedure will be reviewed every 12 months.

Review date: August 20XX