



Service Level Agreement IT Support

Red Opal Innovations

Version 1

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Introduction

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

Methods of contact

The help 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 IT support, please contact Level 1 Support on x5880.

Note that members of the IT Support Team are only permitted to support equipment owned by ROI. 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.

Hours of operation

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

Support agreement

When providing support, all IT 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 only covers licensed software authorised to be used in the Standard Operating Environment (SOE). This includes all computer hardware, software and standard network printers.

Red Opal Innovations IT 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.

Priorities and response times

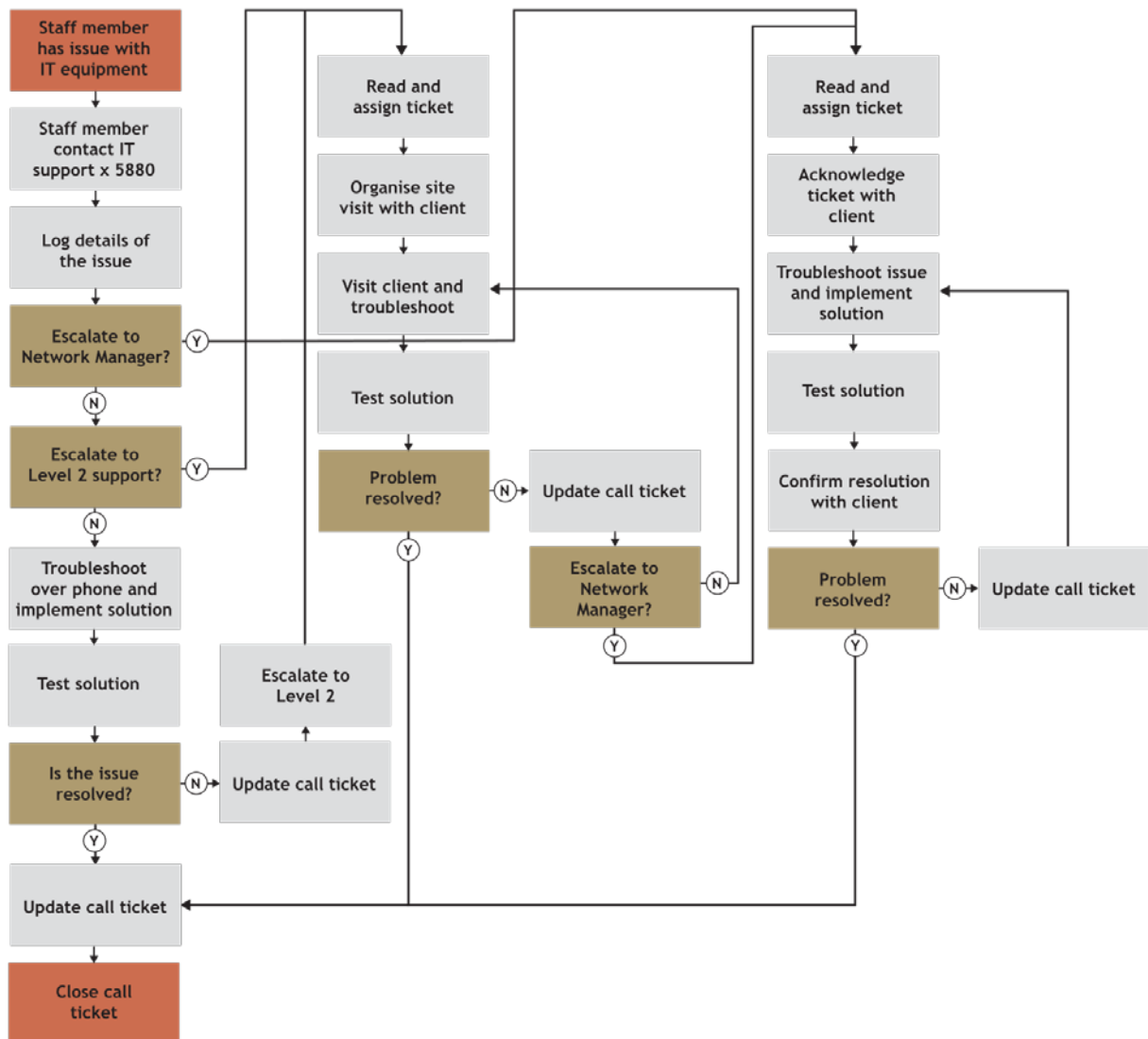
Priority	Criteria	Target response time
1 - Critical	<p>Requests that consist of one or more of the following:</p> <ul style="list-style-type: none"> • Building or company-wide network outage • Critical applications not working for the entire company or a large segment of the company. • Unplanned downtime impacting mission critical work • Security breach affecting the well-being of staff. 	<p>Help desk staff will contact technicians for immediate response.</p> <p>Replacement equipment will be deployed as soon as possible.</p>
2 - High	<p>Incident that halts instruction/ productivity where a functional workaround is not available.</p> <ul style="list-style-type: none"> • Network, hardware or software problems affecting a subset of users in a single location • Business functions are halted • Staff cannot perform their job. 	<p>Initial response within four working hours.</p> <p>Replacement equipment will be deployed as soon as possible.</p>
3 - Medium	<p>Incident may disrupt instruction/ productivity where a functional workaround is available.</p> <ul style="list-style-type: none"> • General hardware or software problems with devices serviced by Red Opal Innovations IT Support • Re-image of a functioning but problematic system. 	<p>Initial response within five working days.</p> <p>Replacement equipment will be deployed when available and is not needed for critical or high priority purpose.</p>
4 - Low	<p>Information request and general questions for the following:</p> <ul style="list-style-type: none"> • Hardware or software upgrade requests • Changes to existing, working systems • Training requests. 	<p>Initial response within ten working days.</p>

Issues will be escalated as required when they:

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

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

IT support procedure



Vendor support

Red Opal Innovations 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 to low priority issues.
5. Raise a support ticket in the vendor help desk system.
6. Raise a support ticket in Red Opal Innovations' help desk system to track the request.

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.

Service outages

Planned outages should be performed between 9PM and 6AM 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.

Procedures

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

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