SERVICE LEVEL AGREEMENT

FOR  
WEBSITE MAINTENANCE

BETWEEN

Bank of Agriculture (BOA)

AND

Trefoil Networks Limited

**Revision History**

|  |  |  |  |
| --- | --- | --- | --- |
| Revision # | Date | Author | Comment |
| 1.0 |  |  | Original Document |
|  |  |  |  |

Table of Contents

[1. Confidentiality Statement 3](#_Toc360087916)

[2. Parties and Timeline 3](#_Toc360087917)

[3. Services Provided 3](#_Toc360087918)

[4. Rewards and Penalties 4](#_Toc360087919)

[5. Reporting 4](#_Toc360087920)

[6. User Support and Problem Correction 5](#_Toc360087921)

[7. Application Enhancement 9](#_Toc360087922)

[8. Process and Application Improvement 12](#_Toc360087923)

[9. Signatures 12](#_Toc360087924)

[10. APPENDIX A – Application Functions 13](#_Toc360087925)

# Confidentiality Statement

This document contains confidential and proprietary information of Trefoil Networks Limited, a service provider of website development and hosting services, which must be kept confidential. Duplication or use other than for evaluation purposes in connection with negotiating and implementing a definitive written agreement for the provision of website maintenance outsourcing services is strictly prohibited. This document must be returned to Trefoil Networks Ltd in the event such an agreement is not enacted.

# Parties and Timeline

This Service Level Agreement *(hereinafter referred to as* ***“SLA”****)* is between Trefoil Networks Limited of 3rd Floor, DBM Plaza, Plot 410, Nouakcott Street, Wuse Zone 1, Abuja-FCT (hereinafter referred to as **“the Service Provider”** and where the context so admits include its successors in title and assigns) on the one part, and Bank of Agriculture (BOA) of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(hereinafter referred to as **“the Client”** and where the context so admits include its successors in title and assigns) on the other part.

* This SLA is effective as of the date of the signatures below. The Client and the Service Provider shall review at least quarterly to determine if any modifications or amendments are needed to reflect the Client’s support requirements and Service Provider’s services.
* The purpose of this SLA is to document the service delivery of the Service Provider to the Client. The Service Provider shall deliver the services set forth in this document. The Client shall pay for the services covered by this Agreement in accordance with payment terms that have been agreed upon by the Client and Service Provider.

# Service Catalogue

The Service Provider will provide the following services to the Client:

|  |  |  |
| --- | --- | --- |
| Service | Description | Examples |
| User Support | Receive, document, and prioritize issue tickets and help Client staff in the use of existing website applications or services. | * Provide help desk support * Collect and document requests for changes. * Content review and upload to server * Layout re-customization. * Receive and document bug reports. |
| Problem Correction | Bring a website functionality back to its original function before the problem escalates. This may include a permanent fix or a temporary work around until a permanent fix is found. | * Fix bugs. * Retrieve functionality after abnormal program terminations. * Complete root cause analysis. |
| Application Enhancement | Modify the functionality of an existing functionality/application. Provided always that new functionality shall attract a service fee to be agreed by both parties. | * Apply new functionality. * Fulfil regulatory requirements. * Enhance run-time efficiency. * Modify functionality/applications based on third party updates of hardware or software. |
| Automatic Back Up and Restore | Back up of files and databases. |  |
| Software Updates | Update dependencies, web servers, database management systems. |  |
| Plugins Update | Woocommerce updates, Security plugins update, caching plugins update and layout plugins update. |  |
| Security Enhancements | Regular password updates, update of security patches on website and hosting server. |  |
| Optimization | Regular image optimization, image scanning, test optimization and static content optimization. |  |
| Content Update | Periodical review of content, removal of deprecated or out dated designs, patterns and methodology. Addition of new contents to the website. |  |

# Rewards

By this SLA, these maintenance services stated above have been monetized to cost a fee of: **N265, 500.00 (Two Hundred and Sixty-Five Thousand, Five Hundred Naira, only)** per year.

# Reporting

The following processes will be used in order to manage the application maintenance outsourcing agreement:

## Monthly Status Report

Service Provider shall provide the Client with a monthly status report that gives an overall summary of the following:

* Project health
* On-going activities
* Completed tasks
* Upcoming milestones and releases
* Bug fixes
* Risk identification and mitigation plan
* Action items across different application areas

## Quarterly Review Meeting

A quarterly review meeting will include the following:

* The SLA will be reviewed with the IT personnel involved and an amendment addendum will be created if required.
* Review process will be through email or teleconference which will be booked in advance and agreed upon by both parties involved.
* Reviewed documents prepared by Service Provider will include overall project status, issues list, and items that need adjustment within SLA (e.g. scope etc.)
* SLA changes will be tracked by version number and date

# User Support and Problem Correction

The following procedures will be used to respond to problems that are received by the help desk. A problem is defined as an unplanned system event which adversely affects the website application processing or website functionalities.

Measurement period for User Support and Problem Correction SLAs is seven (7) working days.

**Prioritization Approach**

Service requests for problems received by the help desk will be given a Severity Code from 1 – 4 based on how important responding to the problem is to the primary business of Client as a whole, as well as the availability of workarounds. The Severity Code will be the basis for scheduling work on the backlog and assigning resources to the request. Critical, important, and supportive application functions are defined in the section below on Application Function Type, with a complete list of application functions included in this agreement listed in [Appendix A](#_Appendix_A).

|  |  |
| --- | --- |
| Severity Code | Definition |
| 1 | A problem has made a critical application function unusable or unavailable and no workaround exists. |
| 2 | A problem has made a critical application function unusable or unavailable but a workaround exists.  or  A problem has made an important application function unusable or unavailable and no workaround exists. |
| 3 | A problem has diminished critical or important application functionality or performance but the functionality still performs as specified in the user documentation. |
| 4 | A problem has diminished supportive application functionality or performance. |

# Website Enhancement

Website enhancement projects involve functional enhancements with regards to the base structure of the website to make the website work properly to accommodate new or changed user requirements. Examples include changing the front end design, CSS structure or increase a functionality’s performance, enhancing a user interface, or optimizing code.

Website enhancements can be requested by the Client or proposed by Service Provider. The Client will prioritize the order in which enhancements are performed. And if not already stated in the SLA above, a custom cost shall be raised and agreed on by both party.

## Software Quality

The Service Provider will apply appropriate process and practices in order to deliver high quality software to the Client containing as few defects as is practical. Defectscan include the following:

* Software bugs (*e.g.* errors or faults in source code or design that cause an application to produce an unexpected result).
* Software that is made up of working code but does not meet the initial requirements laid out by the Client and described in the functional specifications.

# Summary and Website Process Improvement

By this SLA Service Provider will help the Client to improve its website performance and functionalities, as well as maintenance processes over time, in line with Client’s business goals and strategy. As Service Provider gains increased application and business knowledge of Client, it is expected that Service Provider will help the Client to plan the better use of its website to meet future business goals.

There is no SLAs associated with Website Process Improvement, till its technical implementation on the website.

# Signatures

|  |  |
| --- | --- |
| For the service provider (Trefoil Networks Ltd)  Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | For the Client (Bank of Agriculture)  Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

The Service Provider and the Client agree to the service levels and terms outlined in this agreement.