# Service Level Agreement for IN719 Sys Admin

For: Gareth Hegarty and Rob Attfield  
By: Tom Clark  
Effective Date: February 26, 2013  
  
Document Owners: Gareth Hegarty & Rob Attfield   
  
1. Agreement Overview  
  
This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between Tom Clark and Gareth Hegarty/Rob Attfield for the provisioning of RT services required to support and sustain the product or service.  
  
This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.  
  
This Agreement outlines the parameters of all IT services covered as they are mutually understood by the primary stakeholders. This 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 Customer(s) by the Service Provider(s).  
  
The goal of this Agreement is to obtain mutual agreement for IT service provision between the Service Provider(s) and Customer(s).  
  
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 customer.  
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(s): Tom Clark  
IT Customer(s): Gareth Hegarty & Rob Attfield  
  
4. Service Scope  
  
The following services are provided with this agreement

* Monitored email support
* Person-to-person support
* Monthly system health check

### Customer Requirements:

* Reasonable availability of customer representative(s) when resolving a service related incident or request.

Service Provider Requirements:   
  
Service Provider responsibilities and/or requirements in support of this Agreement include:

* Meeting response times associated with service related incidents.
* Appropriate notification to Customer for all scheduled maintenance.

If the email service for the email address (that is used for the R.T ticketing system) fails, it is not the responsibility for Tom Clark to fix this issue. This issue should be relayed to I.T.S and for them to resolve the issue.  
  
Service Assumptions:

* Changes to services will be communicated and documented to all stakeholders.

### Service Management:

* The availability of the ticketing system is expected to be on a 24/7 basis - during the course of the first semester.
* If there is an issue with the R.T ticketing system, the service provider will attempt to resolve the issue within 2 hours.
* The service provider will notify the customer of any predicted/future issues that may arise with the ticketing system.

If there is an issue logged with the system, the service provider is expected to provide a length of time in which the issue is likely to be solved.