**P2 - Impacts of Organisational Policies and Procedures on Technical Support**

**Service Level Agreements**SLA are an agreement between a service provider and a client that specify how much uptime a client is entitled to. If the agreed upon level of service is not met and the provider is at fault, the client may be entitled to compensation, such as discounts or free services.  
This impacts the support team because they must ensure the SLA is not broken. This can be difficult if a system is being upgraded, as usually upgrading requires shutting down the service for the duration of the process. IT teams can use redundant systems and hot-swappable components to mitigate this.

**Reporting Faults**If a fault is not reported, it may go unnoticed until it has catastrophic consequences. This will be much harder for the technical support team to fix.  
Additionally, if a single user reports a problem, the rest of the system can be checked for the problem, and if has occurred system-wide, a single fix can be applied to the whole system., rather than individually fixing each part of the system. This helps to increase uptime and meet SLA’s.

**Security**  
IT support must co-operate with security policies. This may require staff to sign NDA’s (non-disclosure agreement) to get the job, if the end users are dealing with sensitive information.  
Additionally, security systems are a common point of failure, as users can forget passwords, or be unable to access certain systems (restricted folders, etc) that they should have access to, due to an improperly configured system.