

Service Request and Issue Management SLA

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1.0 Service Level Agreement

This section will include the following subsections:

- Version Details
- Document Approvals

1.1. Version Details

Version Details & Change History			
Version	Date	Description	Authorization
1.1	01/19/2022	Draft	

1.2. Document Approvals

Document Approvals			
Name	Role	Signature	Date
...	MM/DD/YYYY

Last Review: MM/DD/YYYY

Next Scheduled Review: MM/DD/YYYY

2.0. SLA Overview

This section will include the following subsections:

- SLA Agreement
- Purpose
- Future Reviews and Amendments
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2.1. SLA Agreement

This document serves as a written contact of service between the beneficiary and IT HELP DESK. In the event that the beneficiary requires first level support with a technical issue, IT HELP DESK must respond in a timely matter and resolve the issue as soon as possible. This contract also guarantees that IT HELP DESK will meet specified service request targets.

Subject to review and renewal scheduled by MM/DD/YYYY.

Signatories:

2.2. Purpose

The purpose of this SLA is to specify the requirements of the service requests as defined herein with regards to:

- Requirements for service requests that will be provisioned to Flogistix IT Users
- Agreed service targets
- Criteria for target fulfillment evaluation
- Roles and responsibilities of Flogistix LP
- Supporting processes, limitations, exclusions and deviations.

2.3. Future Reviews and Amendments

This agreement will be reviewed annually as part of the annual planning process and any changes will be based on the feedback received.

2.4. Service Users

The following groups of users will be allowed access to service:

- Executive board
- Field Service
- Accounting
- Information Technology
- Engineering
- Manufacturing

3.0. Service Agreement Overview

This section will be broken into the following subsections:

- KPI's and Success Metrics
- Service Levels, Rankings, and Priority
- Reliability
- Exceptions and Limitations

3.1. KPI's and Success Metrics

In order to evaluate and maintain our adherence to this SLA, Key Performance Indicators (KPI's) will be monitored and recorded. These KPI's include:

KPI	Description
Response Time	Time from receiving a ticket to an agent's response. This will be recorded both as an average, as well as a percentage within the defined parameters set by this document.
Resolution Time	Time from receiving a ticket to resolving/closing the ticket. This will be recorded both as an average, as well as a percentage within the defined parameters set by this document.
Ticket Volume by Category	Breakdown of total ticket numbers by category. This will show trends and reveal possible recurring issues that need addressing.
Customer Satisfaction	Once tickets are closed, surveys will be sent to the requesters to assess their experience.
Tickets by Status	Percentage of tickets within a defined timeframe that are Resolved, Open, etc.

3.2. Service Levels, Rankings, and Priority

In order to provide optimal first level support service to all departments, all problem and repair calls must be received by the Help Desk via support@flogistix.com or "incident" ticket at <https://support.flogistix.com>.

The IT HELP DESK will provide the Company with the following support:

First level problem determination where

1. All problems will be recorded.
2. Problems will be resolved or assigned to the appropriate specialist.
3. Problems will be monitored.
4. Users will be notified of commitment times and any problems that occur in meeting the established commitment.
5. Problem resolution will be documented and available in the support portal (<https://support.flogistix.com>).
6. Monthly activity can be viewed on the support dashboard at <https://support.flogistix.com/a/dashboard>.

The following tables will be used internally to prioritize calls and to give a response time commitment:

	Impact			
Urgency		High Company or Site Operations are inhibited. Network Outage. Critical Functionalities cannot be performed. Revenue Being Lost.	Medium Significant Users Affected, Department Level Operations Impacted. Potential Revenue Loss.	Low Few Users impacted, work arounds available, no major operational impact, Revenue not being lost.

High Needs to be resolved ASAP; delay can cause operational impacts.	Urgent	High	Medium
Medium Needs to be resolved within a week to avoid operational impacts.	High	Medium	Low
Low No urgency to request.	Medium	Low	Low

Severity Level	Description	Target Response	Resolution Time
Urgent	System down or severely impaired	Within 10 minutes	4 hours
High	Key functionality unavailable	Within 20 minutes	9 hours
Medium	Potential for performance impact if not addressed	Within 4 hours	7 days
Low	Issue addressed but potentially impactful in the future	Within 8 hours	14 days

Single point of contact response will be determined using the following criteria:

Definition	Fulfillment Time
Orders for new equipment provided by manager.	Information conveyed to manager within two business days, then schedule confirmation.
Equipment moves, adds	If specific date requested, IT HELP DESK staff will do their best to accommodate these requests. Otherwise, three business days.
New user setup	8 business days.
System sign-on requests	To be returned to user within five business days.
Mobile phone requests	Line/phone to be ordered within one business day.
Computer reports	Reports are all self-served through their respective portals. If new reports are requested, see Custom Requests.
Application requests	Information conveyed to product manager within one business day, then schedule confirmation provided by manager.
Building access / Keycards	One business day.
Custom requests	Response within two business days. Quote delivery and request implementation will be communicated separately.
Month End WO Adjustments	To be completed by COB on the 1st of every month.

3.3. Reliability

Services will be provided between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday, except holidays. During this time the Help Desk will be staffed with a minimum of 1 person.

Additionally, the IT HELP DESK shall respond to tickets submitted through the support portal (<https://support.flogistix.com>) and email (support@flogistix.com). All support requests shall be tracked in an online ticketing system.

The IT HELP DESK telephone number (405-536-0015) will have a call queue and rollover to support multiple specialists. In this case, the support specialist will open a ticket for the user, and follow the same process as above.

The following table will be used internally as a reference for our teams support availability commitment:

Severity Level	Support Availability	Methods of Contact	Contact Information
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Critical	24 hours 7 days a week	Flogistix LP will reach out via phone to confirm the business impact and begin the triage process immediately	IT Support: 405-536-0015
High	7 days a week 8 A.M. - 5 P.M. CST	Flogistix LP will reach out via ticket or email to confirm the business impact and begin the triage as soon as possible	IT Support: 405-536-0015 Email: support@flogistix.com
Medium	Monday- Friday 8 A.M. - 5 P.M. CST	Flogistix LP will reach out via ticket or email if any information is required. Triage will start as soon as possible	Ticket: https://support.flogistix.com/helpdesk/tickets/new Email: support@flogistix.com
Low	Monday - Friday 8 A.M. - 5 P.M. CST	Flogistix LP will reach out via ticket or email if any information is required. Triage will start as soon as possible	Ticket: https://support.flogistix.com/helpdesk/tickets/new Email: support@flogistix.com

3.4. Exceptions and Limitations*

In the event that the agent responds to the ticket and the user does not reply: Flogistix LP reserves the right to switch your ticket/request to "on hold" status. When a ticket is placed on hold, [Support.Flogistix.com](https://support.flogistix.com) will send an automated email to the user's inbox reminding him/her to reply to their ticket. These automated emails will continue to be sent out for 4 days. After 5 days without a reply, [Support.Flogistix.com](https://support.flogistix.com) will automatically close the ticket without an email.

In the event of ordering issues: Flogistix LP will be unable to control the arrival times of items/services ordered. The target resolution time will be extended to accommodate the arrival time of the items/services.

In the event of restricted travel: The target resolution time will be extended to accommodate the time it takes for travel to occur.

In the event of ISP (internet service provider) restrictions: Flogistix LP is unable to control the response/resolution times from the ISP. The target time will be extended to accommodate the ISP response/resolution times.

In the event that our team cannot resolve reported incidents through remote communication, and we have to go onsite for incident resolutions, our target resolution time will be adjust according to the following table:

Location	Drive Time (in hours)
911 SE 35th St, El Reno, OK	0.5
1302 S 3rd St, Chickasha, OK	0.75
321 S Boston Ave, Tulsa, OK	1.5
301 S Sweetwater St, Wheeler, TX	2.5
207 N Main St, Shamrock, TX	2.5
1333 N Price Rd, Pampa, TX	3.25
11824 US-60, Pampa, TX	3.25
2538 W Kentucky Ave, Pampa, TX	3.25
11424 Energy Ctr Rd, Pampa, TX	3.5
1899 N VFW Rd, Garden City, KS	5.5
11066 US-67, San Angelo, TX	6
1486 FM 2517, Carthage, TX	6
12708 W CR 133, Odessa, TX	6.25
9550 CR 53.5, Trinidad, CO	7.5
125 John Stockbauer Dr, Victoria, TX	8
1810 San Jose Blvd, Carlsbad, NM	8

14052 Valley Dr, Longmont, CO	10
6104 US-64, Bloomfield, NM	10.5
1912 Ratcliff Dr, Gillette, WY	14.5
66817 Executive Dr, St. Clairsville, OH	15.5
615 Pike St, Houston, PA	16
1316 11th Ave SE, Watford City, ND	17