

# Service Level Agreement (SLA) 2022-2023



## 1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between Forest of Dean Trust (*the 'Service Provider'*) and a partner school (*the Customer'*) for the support of IT services and products at the customer's premises.

This Agreement remains valid between the effective dates stated in the Approval section.

This Agreement outlines the parameters of all IT services covered as they are mutually understood by the Service Provider and the Customer.

## 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 by the Service Provider.

The **goal** of this Agreement is to obtain mutual agreement for IT service provision between the Service Provider and Customer.

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. Agreement Review

This Agreement is valid between the **Effective Dates** outlined herein and is valid until superseded or cancelled. This Agreement should be reviewed yearly; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The Business Manager **at Dene Magna** ("Document Owner") is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

## 4. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

### Service Scope

The following Services are covered by this Agreement;

- Telephone support
- Email/Helpdesk support
- Remote assistance (using remote desktop connection solutions where available)
- Scheduled visits and Emergency Onsite assistance (extra costs may apply)

## Customer Requirements

**Customer** responsibilities and/or requirements in support of this Agreement include:

- Payment for all support costs at the agreed interval.
- 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.

## Service Assumptions

Assumptions related to in-scope services and/or components include:

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

## 5. Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

### Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Telephone support: 8:30 a.m. to 4:00 p.m. Monday – Friday during school term time.
- Calls received out of these hours will be taken by voicemail for action next school day.
- Email support: Monitored 8.30 a.m. to 4.00 p.m. Monday – Friday during school term time.
- Emails received outside of office hours will be collected, however no action can be guaranteed until the next school day.

### Service Requests

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- 2 hours (during school hours) for issues classified as High priority.
- Within 8 hours for issues classified as Medium priority.
- Within 2 working days for issues classified as Low priority.
- Remote assistance will be provided in-line with the above timescales dependent on the priority of the support request.
- Onsite support will be arranged as necessary dependent on priority of request and availability of support personnel.

## 6. Service Levels

### Common Services

- Hosted asset list storing relevant information about on-site hardware.
- Access to cluster resources; useful ICT information, best practice, websites of interest etc.

## Types of Service

The Support Service will cost £2300 per annum and includes all Core Services.

### Core Services

- 10 visits during term times; these will be planned in advance and will generally be on a monthly basis.
- These days will primarily be to perform routine preventative maintenance such as projector filter cleaning, monitoring backups, visual safety inspections, ensuring anti-virus and patches are up-to-date etc.
- Access to another 10 days of on-site or remote support. These may be triggered by the visiting technician in response to the above activities or by the school itself registering a support call or request.
- Software installation; automatically via package build and deployment or MSI file where possible, otherwise manually installation on network clients. This will be subject to the software licence terms and conditions, which varies from package to package.
- Advice and guidance (if requested) on products and services.
- Fault analysis will be carried out and guidance offered to next steps if problem cannot be resolved as part of service agreement for the following:
  - Wired network infrastructure (switches, hubs, cabling and network points)
  - Desktop PCs
  - Laptops (hardware and software; wireless networking issues)

### Additional Days

- If additional days are needed or one-off projects outside the scope of the agreement are requested, these may be provided at costs of:
  - £50 for a half day
  - £100 for a full day

### Outside the Scope of Agreement

- Any hardware that is identified as needing replacement or repair outside the terms of this agreement will be communicated to the customer with a suggested source if possible.
- Ordering replacements and dealing with any warranty claims or other service providers is the responsibility of the customer.

### Review or Cancellation

- The Service agreement will be reviewed annually, but should the customer wish to terminate the agreement mid year, then three months written notice must be provided.
- If for any reason you are not satisfied with the service provision please discuss with the ICT technician in the first instance, and then should the need arise, escalate to the Business Manager at Dene Magna.

## 7. Level and Approval

(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)

Summary of Agreement	Core Services	
Yearly Cost (split into terms)	£2300 p.a. (Termly: £767/£767/£766)	
Hours Available	80 onsite + 80 remote (10 scheduled visits per year plus additional as needed)	
Supported Items	Desktop PCs, laptops, servers, printers and other ICT peripherals	
Backup Strategy	Advise and monitor	
Supporting Team	ICT Manager Senior ICT Technician Junior ICT Technician	
Helpdesk	Agreed between schools; flexible via email	
Reporting	Ongoing + annual review and advice	
Additional Costs	£50 for a half day or £100 for a full day	

<b>Effective Dates</b>	<b>From: 1 April 2022</b>	<b>To: 31 March 2023</b>
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	Partner School (Customer)	Service Provider
<b>Name</b>		Forest of Dean Trust
<b>Address</b>		Abenhall Road Mitcheldean Gloucestershire GL17 0DU
<b>Approver Name</b>		Stephen Brady
<b>Approver Position</b>		CEO
<b>Approver Signature</b>		
<b>Date of Signature</b>		