

## Service Level Agreement (SLA) - IT Support

### Introduction

This service level agreement (SLA) describes the levels of service that *Sample ORG Ltd.* will receive from *Master ORG Limited*.

This SLA should be read alongside the IT support contract between the Sample ORG Ltd. and the Master IT. Although the SLA covers key areas of the Sample ORG Ltd.'s IT systems and support, the support contract may include areas not covered by this SLA.

### Purpose

The Sample ORG Ltd. depends on IT equipment, software and services (together: 'the IT system') that are provided, maintained and supported by the Master IT. Some of these items are of critical importance to the business.

This service level agreement sets out what levels of availability and support the Sample ORG Ltd. is guaranteed to receive for specific parts of the IT system.

It also explains what penalties will be applied to the Master ORG should it fail to meet these levels.

This SLA forms an important part of the contract between the Sample ORG Ltd. and the Master IT. It aims to enable the two parties to work together effectively.

### Scope

The scope of this agreement between the Parties: This SLA is between: The Sample ORG Ltd.	The supplier:
Sample ORG Ltd	Master ORG
Address	Address
Master ORG	

will include extra details, like hardware serial numbers or software license keys.]  
Equipment, software and services

List Item type Number of items

- Office server HP ProLiant ML10
- 11 Desktop computers

- Del IOpti Plex 3020
- 10 Laptop computers ( AppleMacBook Air)
- 3 All-in-one printer - Xerox Work centre
- 3 Tablet computers Apple iPad Air
- 3 Cloud backup 1TB service
- 1Internet connection
- 100Mbps fibre service
- 1 Accounting software Sage 50 Accounts Professional
- 1 Web hosting Private Cloud package

## Exclusions

This SLA is written in a spirit of partnership. The Master IT will always do everything possible to rectify every issue in a timely manner. However, there are a few exclusions. This SLA does not apply to:

Any equipment, software, services or other parts of the IT system not listed above  
Software, equipment or services not purchased via and managed by the Master IT

Additionally, this SLA does not apply when:

- The problem has been caused by using equipment, software or service(s) in a way that is not recommended.
- The Sample ORG Ltd. has made unauthorized changes to the configuration or set up of affected equipment,software or services.
- The Sample ORG Ltd. has prevented the Master IT from performing required maintenance and update tasks.
- The issue has been caused by unsupported equipment, software or other services.This SLA does not apply in circumstances that could be reasonably said to be beyond the Master IT's control. For instance: floods, war, acts of god and so on.This SLA also does not apply if the Sample ORG Ltd. is in breach of its contract with the Master IT for any reason(e.g. late payment of fees).Having said all that, Master IT aims to be helpful and accommodating at all times, and will do its absolute bestto assist [Sample ORG Ltd.] wherever possible.

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## Responsibilities

Master ORG responsibilities The Master IT will provide and maintain the IT system used by the Sample ORG Ltd.. The IT support contract between the Master IT and the Sample ORG Ltd. includes full details of these responsibilities. Additionally, the Master IT will:

- Ensure relevant software, services and equipment are available to the Sample ORG Ltd. in line with the uptime levels listed below.
- Respond to relevant support requests within the timescales listed below.
- Take steps to escalate and resolve issues within the timescales listed below.
- Maintain good communication with the Sample ORG Ltd. at all times. Sample ORG Ltd. Responsibilities The Sample ORG Ltd. will use the Master IT -provided IT system as intended. The IT support contract between the Master IT and the Sample ORG Ltd. includes full details of the IT system and its intended uses. Additionally, the Sample ORG Ltd. will:
  - Notify the Master IT of issues or problems in a timely manner.
  - Provide the Master IT with access to equipment, software and services for the purposes of maintenance, updates and fault prevention.
  - Maintain good communication with the Master IT at all times.

## Guaranteed uptime

Uptime levels - In order to enable the Sample ORG Ltd. to do business effectively, the Master IT guarantees that certain items will be available for a certain percentage of time. These uptime levels apply to items in the Equipment, software and services covered

The level of guaranteed uptime 99.9%

## Important notes:

- Uptime penalties in any month are capped at 50% of the total monthly fee.
- Uptime measurements exclude periods of routine maintenance. These must be agreed between the Master IT and Sample ORG Ltd. in advance.

## Guaranteed response and resolution times

When the Sample ORG Ltd. raises a support issue with the Master IT the Master IT promises to respond to the issue and then resolve it in a timely fashion.