

Computeam Technical Support: Service Level Agreement

Version 2.1

Service Overview

This document should be read in conjunction with the Client Support Contract. It provides further detail about the types of service each Computeam client is entitled to receive and what to expect in terms of hours of cover and response times.

The Technical Support Service will commence following the formal acceptance of the Support Contract and will normally comprise of:

Service Management for issues relating to service delivery, service quality and service enhancement.

Issue Management for call reception, logging and management of incidents, problems and requests through to closure.

Remote & Reactive Technical Support for workstations, servers and related peripheral devices, using a combination of Computeam and 3rd party capabilities where this is possible.

Proactive Visiting Technical Support (where purchased as part of a contract), providing a regular visit from a named technician.

Service Management

This service provides the service management controls for matters relating to the delivery of the contracted Service to the Client, including service quality, service review, reporting, contractual matters and service development.

Computeam will provide the contact details for an Account Manager and a Point of Escalation which should be used as the contact point for any Service Management issues or queries. If these details are unavailable, they can be obtained by contacting Computeam on 0800 862 0123 and requesting them.

The Client will provide a Service Management Contact as a point of escalation and agreement for any Service Management issue or query from Computeam.

Computeam will respond to all Service Management queries, issues or complaints in writing within 2 working days (based on requests being logged before 15:00 on the first working day).

An annual service review will be initiated by Computeam. This review will normally be a face-to-face meeting at the client site. The client will ensure that their Service Management representative is able to attend the meeting.

Service Management Scope

In relation to the delivery of Service Management, Computeam shall:

- Manage the delivery of the contracted service to the Client, ensuring a high level of client satisfaction is established and maintained.
- Ensure calls and problems are owned, managed and resolved.
- Ensure that any specified service delivery targets are achieved.
- Act as escalation point in relation to any service issues which require intervention or attention.
- Undertake service reviews and provide service reports.
- Provide a mechanism for receiving service change and enhancement requests from the Client.
- Agree and manage service contract changes and amendments.
- Contribute to the development of Computeam's business partnership with the Client.

Issue Management (Help Desk)

The Computeam Help Desk will act as a single point of contact with the client for the reporting and management of incidents and problem calls relating to ICT infrastructure, the restoration of ICT services following hardware or software failures, and for advice and guidance on the use of ICT.

Tickets received by the Help Desk will be checked for service entitlement, prioritised in accordance with the Client's SLA and information provided during the initial contact and allocated as required to resources with the appropriate skills to deliver the service. The Service Delivery Team will monitor and manage the delivery of service for calls throughout their lifecycle through to closure.

The methods of contact with the Computeam are:

- Phone - 0800 862 0123.
- Email - support@computeam.co.uk.
- The Computeam Ticket Logging App.
- The Client Web Portal.

Issue Management Scope

In relation to the delivery of Issue Management, Computeam shall:

- Log relevant data pertaining to each ticket and provide the user with a unique ticket reference. As a minimum the client shall provide the following data for each contact: name, location, telephone number, availability, the issue details and a view of the severity of the issue.
- Provide email confirmation of all tickets logged on our help desk.
- Categorise and prioritise each ticket, including the allocation of a Severity Level
- Resolve the ticket at the Help Desk or route the call to the appropriate Service Delivery Unit(s) (SDUs) or Third Parties for resolution.
- Proactively monitor tickets awaiting resolution to ensure that the Service Levels can be met.
- Update users or SDUs on the status of open tickets as agreed, or upon request.
- Close all tickets after contact with the user.
- Maintain visibility of all logged tickets through to closure and maintain a full audit trail.
- Escalate tickets that exceed SLA targets to the Service Delivery Management team.

Remote & Reactive Technical Support

The service covers the repair and maintenance of all designated hardware elements of the IT infrastructure including PCs, servers and other peripherals and network components, optimising manufacturer warranty and will be delivered by appropriately trained engineers. Hardware failures will be reported to the Computeam Help Desk, which will log and route a problem record to the appropriate hardware support SDU for resolution. Personal devices, BYOD or non-client owned equipment is excluded.

Computeam will respond to all On Site Technical Support requirements in accordance with the Service Level Targets set out below.

Remote & Reactive Technical Support Scope

In relation to the delivery of Remote & Reactive Technical Support, Computeam shall:

- Assess the probable cause of a fault.
- Replace or arrange for the repair of faulty modules or units as appropriate.
- Power-up and carry out function testing.
- Restore the equipment to a documented standard configuration.
- Where appropriate, gain an acceptance from the user that resolution has been satisfactorily complete.

Please note that successful restoration of documents and data will depend on a recent backup having been completed and available to the engineer. Responsibility for data backups lies with the Client at all times.

Proactive Visiting Support

Where it is provided as part of the contract, Computeam will provide a regular named technician to site for a Proactive Visit. Technician visits are scheduled in slots in accordance with your contract documentation.

Proactive Visiting Support Scope

The time purchased under a contract for Proactive Visiting Technical support can include a range of ICT tasks, some of which are not covered under the terms of the Remote & Reactive technical support such as:

- Replacement of consumable items (e.g. Projector bulbs).
- Management and housekeeping of storage on servers and resulting back-up quotas.
- Management and housekeeping of anti-virus solutions.
- Updating software including new versions, patches and upgrades.
- Assisting staff with the use of ICT.

What isn't covered during Proactive Visits

Any task undertaken during a Proactive Visit must be completed during the contracted hours. Computeam technicians will not routinely be able to stay beyond these hours to complete tasks. Computeam staff will not be able to provide additional visits or support for any part completed proactive task that does not constitute an ICT issue. As a result, there are tasks which are not suitable for Proactive Visits including the following specific exclusions:

- Image builds and deployments across multiple workstations.
- Server upgrades or rebuilds.
- Full reconfiguration of network switches, firewalls or web-filters (minor changes such as unblocking websites are acceptable).
- The physical installation of audio-visual equipment, wireless network points or any peripheral that requires permanent fixture to a wall or floor surface, or working at height.

Service Levels

The Computeam Help Desk operates between 08:00 to 17:30 Monday to Friday, excluding Public and Bank Holidays, known as the Working Hours. Any time period outside of this shall be deemed Out-of-Hours.

During the Out-of-Hours period, the Help Desk will provide an answer-phone message to advise the contractual service cover hours. If the Client leaves a voice-mail message on the answer-phone, this will be actioned during the next Business day. For the avoidance of doubt, no time assurances can be given for the completion of activities relating to voice-mail messages.

During out-of-hours periods, issues raised via the web portal and e-mail will result in a ticket being generated and a reference number being supplied by return e-mail. These requests will be actioned during the next period of Working Hours.

Service Level Targets

The service process starts once the ticket has been acknowledged by our system (see point 1 in the "Service Process" below).

1 working day is defined as 8.5 working hours (excluding any "waiting" time).

Ticket volumes

The service level targets are subject to the total volume of tickets, excluding automatic RMM alerts, not exceeding 80 per organization per rolling 12 months. This includes all requests whether logged by telephone, ticket logging app, email, online portal, answer-phone messages or any combination of these methods.

Service Process

1. All tickets are automatically acknowledged by email as soon as they are received. This will provide you with the ticket number, date/time logged and the priority that the ticket has been logged with. This acknowledgement acts as the start point for our service levels.
2. As soon as a technician is assigned to begin investigation on your ticket, you will receive a further email from that technician, detailing any next steps, questions regarding your query and confirmation of the priority that the ticket is being worked on (see table on the following page).

This contact acts as the "Technician Response" within the SLA's detailed below.

3. Depending on the issue, you may then receive telephone contact or email contact from the technician to progress the issue with you. Where the query is simple, you may just receive an email notification that the request has been completed.
4. Where an on-site response is required, the assigned technician will pass the ticket to our scheduling team who will organise a visit with you at a mutually convenient time.
5. Resolutions may well be "sense checked", which means that we will request confirmation from you that the issue has been resolved to your satisfaction before the ticket is closed. In these instances, the ticket status will be set to "Waiting".
6. At any stage, where we are waiting on a response from you, you will receive a notification advising you of this. If, after 5 working days of this notification, we have not received a response, the ticket will be automatically closed and you will be notified of this. If required, you can re-log the issue simply by replying to this notification. However, please note that this will result in a new ticket being created, which will start the process from point 1 above.

Waiting Times

Any "Waiting" time incurred as a result of having to wait for a response or confirmation from you, a third party, or simply where we are not able to contact you, will not be included in the elapsed service response time.

Service Level Prioritisation

Call Category	Service Level Target	Description	SLA Target
1 - Critical	<p>Technician response within 2 working hours of Acknowledgement.</p> <p>Onsite presence within 4 working hours of Response (if applicable).</p> <p>Resolution, or work around, within 1 working day of Acknowledgement.</p>	<p>For incidents where the system or network is completely unavailable for 30% or more users, seriously impacting the client's activities.</p> <p>(e.g. operation is stopped, and users can make no progress with their work, due to there being no system available.).</p>	No more than 1 breach over a rolling 12 month service period.
2 - Significant	<p>Technician response within 2 working hours of Acknowledgement.</p> <p>Onsite presence within 8 working hours of Response (if applicable).</p> <p>Resolution, or work around, within 2 working days of Acknowledgement.</p>	<p>For incidents where the client's activity is significantly restricted, and which affect between 5% and 30% of users.</p> <p>(e.g. users can carry out work but with significant difficulty or delay – access is slow, loss of a single server). Failure of a single printer is excluded, when alternative printing arrangements are available on-site.</p>	95% adherence over a rolling 12 month service period.
3 - Standard	<p>Technician response within 8 working hours of acknowledgement.</p> <p>Onsite presence within 3 working days of Response (if applicable).</p> <p>Resolution, or work around, within 5 working days of acknowledgement</p>	<p>For incidents where the client's activity is not significantly affected, or which affect less than 5% of users</p> <p>(i.e. users can carry out work but with minor difficulty or delay, loss of a single service).</p>	95% adherence over a rolling 12 month service period.
4 - Advice / Changes	<p>Technician response within 8 working hours of Acknowledgement, confirming timescales for Resolution.</p>	<p>Covers calls for advice and guidance, additions, moves and changes. This would include, for example, the creation of new user accounts.</p>	98% adherence over a rolling 12 month service period.

Early Termination of Contract due to SLA Breach

Any event that breaches our SLA target would allow you to trigger a management review meeting at which you will have the option of giving 3 months' notice of early termination of contract.

Complaints Procedure

For complaints and escalations regarding the overall quality of the service or staff, please contact your nominated account manager in the first instance. We aim to rectify issues as soon as possible, but will also provide an initial written response within 2 working days, when appropriate.

Service Exclusions

The Services shall not include the cost of spare parts nor the repair of any unit of equipment which:

- Is outside of manufacturer warranty.
- Is required due to any act or omission on the part of the client or a third party (not being a subcontractor or affiliate of Computeam).
- Is required due to any alteration, repair or attempted repair of the equipment other than by Computeam or by the original manufacturer's authorised agents.
- Is required due to the neglect of or damage by the client or any third party.
- Where the requirement is the repair or replacement of consumable items.
- Is required due to inherent defects in design or workmanship.
- Loan equipment is not included as part of the service.

Non-Computeam supplied products or services

Non Computeam supplied hardware and peripherals will be repaired under the terms and conditions of the respective manufacturer's warranty service. Computeam will accept and manage issues relating to non Computeam hardware and peripherals and will pass them to respective manufacturer's warranty provider for resolution.

For equipment that is no longer under a manufacturer's warranty, Computeam will attempt repairs on a reasonable endeavour basis subject to this being commercially viable. Repair costs will be passed onto the client and no chargeable repairs will be undertaken without the written permission of the client.

Installation and/or configuration work undertaken by third parties (not being a subcontractor or affiliate of Computeam) that requires subsequent remedial or rectification work is also excluded. Computeam recommend that such issues are referred back to the supplier of these works in the first instance.

Chargeable Work

Computeam endeavours to avoid circumstances where costs are incurred by our clients. Unfortunately, this is unavoidable in some situations and we will do our utmost to ensure quality, value for money solutions are sought and implemented.

Computeam reserves the right to charge for any work requested by the client which falls outside the scope of this contract. If an issue is escalated to Computeam and is as a result of negligence and/or unauthorised actions performed by the client or a third party, Computeam may claim costs from the client for the parts and labour Computeam has spent resolving the issue.

All chargeable work will be charged at our prevailing Ad Hoc labour and parts rates at the time of the incident. Your Account Manager will advise costs prior to commencement of any work.

Client Responsibilities

For so long as Computeam is providing the service, the client shall:

- Ensure the IT systems are utilised in line with their intended purpose and within the manufacturers recommended guidelines.
- Follow the agreed processes for logging tickets, providing sufficient detail for Computeam to determine the most likely cause of the problem.
- Provide ready and appropriate access for Computeam staff to the client's premises and to the equipment as required to deliver the service.
- Provide Computeam with reasonable network access to the client's equipment for the purposes of allowing diagnostics to be conducted remotely.
- Provide suitable storage for service equipment and spare parts.
- Consent to and/or arrange for the temporary disconnection and/or isolation of any non-Computeam serviced equipment, if in our reasonable opinion they are or maybe causing issues with your infrastructure.
- Accept full responsibility for the performance of the equipment, if performance is adversely affected by the client's use of media and consumable items which either are not suitable for use with the equipment or have been treated with any substance (other than as requested by Computeam).
- Be responsible for any loss or damage or reduction in performance that in Computeam's reasonable opinion is attributable to any equipment, programs or services not supplied by Computeam or to alterations or modifications made (other than by Computeam) to the equipment.
- At the time that a ticket is initially logged with Computeam, provide information relating to the item of equipment concerned to enable Computeam to reclaim any applicable warranty from the equipment manufacturer.
- Ensure appropriate systems administration, security, housekeeping and management policies and procedures are followed, including but not limited to:
 - Being solely responsible for making back-up copies of all data stored on your server, workstations and laptop equipment. Computeam shall bear no liability (which liability is hereby expressly excluded) should the delivery of the Services result in a loss of data.
 - The back-up, restoration and reconfiguration of any software not supplied by Computeam under this contract.
 - The supply and fitting of all consumable items to assets – these must comply with the specifications recommended by the manufacturer.
 - The installation and operation of an Anti-Virus product on the network.
 - The management of internet filtering to ensure safeguarding policies are adhered to.
 - Any administrative access is limited to authorised users only.

SLA Workflow – January 2020

