

Service Level Agreement (SLA) for IT Services

1. Scope of Services

This SLA applies to the following IT services:

- **Help Desk Support:** User support for hardware, software, and network-related issues.
- **Network Infrastructure:** Management and maintenance of all wired and wireless networks.
- **Server & Systems Administration:** Maintenance of all company servers and critical applications.
- **Data Backup & Recovery:** Regular backups of critical company data.
- **Security Management:** Firewall, antivirus, and threat management.

2. Standard Hours of Service

- **Standard Support Hours:** Monday - Friday, 8:00 AM to 5:00 PM.
- **After-Hours Support:** Available for Priority 1 issues and Emergency Services only.
- **Holidays:** Support is limited to Priority 1 issues and Emergency Services.

3. Issue Prioritization and Escalation Levels

All service requests will be prioritized based on their impact of operations.

Priority 1: Critical

- **Description:** A system-wide outage, critical application failure, or a security breach affecting a large number of users or core business functions. No workaround is available.
- **Examples:** Entire office network is down, primary server failure, Emergency Services outage.
- **Target Response Time: 15 Minutes**
- **Target Resolution Time: 1 hour**
- **Escalation Path:**
 - **Initial:** On-Call Technician
 - **After 1 Hour:** System Engineer or Director of Technology

Priority 2: High

- **Description:** A significant service is degraded, or a group of users is experiencing a major disruption. A temporary workaround may be available, but it is not efficient.
- **Examples:** A key software application is slow or crashing for multiple users.
- **Target Response Time: 30 Minutes**
- **Target Resolution Time: 1 Business Hour**
- **Escalation Path:**
 - **Initial:** Level 1 Help Desk
 - **After 1 Business Hour:** Level 2 System/Network Engineer
 - **After 4 Business Hours:** IT Manager

Priority 3: Normal

- **Description:** A minor issue affecting a single user or a non-critical system function. The impact on business operations is minimal.
- **Examples:** New user setup, software installation request, password reset, minor computer issue with a known workaround.
- **Target Response Time: 1 Business Hour**
- **Target Resolution Time: 2 Business Hours**
- **Escalation Path:**
 - **Initial:** Level 1 Help Desk
 - **After 2 Business Hours:** Level 2 System/Network Engineer
 - **After 8 Business Hours:** IT Manager

4. Emergency Services (24/7/365 On-Call Support)

This section outlines the specific support procedures for critical infrastructure that must remain operational 24/7/365, such as systems supporting **Police, Fire, and Emergency Medical Services (EMS)**.

4.1. Definition of Emergency Service

An emergency is defined as any **Priority 1: Critical** issue affecting the operational capacity of emergency service personnel. This includes, but is not limited to:

- Computer-Aided Dispatch (CAD) system failure.
- Radio communication system outage.
- 911 phone line system failure.
- Network outage at an emergency service facility.

4.2. Contact Protocol

For all emergency service issues outside of standard support hours, contact the on-call technician directly.

4.3. On-Call Rotation Schedule

Support outside of standard hours is provided via a weekly rotating on-call schedule. The on-call technician is the primary point of contact for all emergencies. If the primary technician is unreachable after 15 minutes, the backup technician must be contacted.

5. Client Responsibilities

To ensure prompt service, Clients are responsible for:

- Providing accurate and detailed information when reporting an issue.
- Reporting issues through the proper channels (Help Desk Portal, Phone).
- Being available for communication with the IT technician during the resolution process.

6. IT Department Responsibilities

The IT Department is responsible for:

- Meeting the response and resolution times defined in this SLA.
- Maintaining clear communication with the client throughout the resolution process.
- Proactively managing and maintaining IT systems to minimize disruptions.
- Maintaining and distributing the on-call schedule.