

# Service Level Agreement

## 1 DEFINITIONS

“Service Desk”	The team of support staff from Apex Computing, who shall provide support services through the following means, with the recommended means being email: By email: <a href="mailto:servicedesk@apexcomputing.co.uk">servicedesk@apexcomputing.co.uk</a> By telephone: 0161 233 0099 (Option 1)
“Core Hours of Service”	Monday to Friday 09:00–17:00 UK local time (excluding UK Public Holidays). All Priority code incidents will be responded to with the Service Level Agreement.
“Non-Core Hours of Service”	All hours outside of Core Hours of Service. Any incidents logged will be treated as Priority 1. These must be logged by telephone only. All other Priority code incidents will be responded to during the next period of core hours of service.
“Scheduled Maintenance”	Tasks which need to be performed for the ongoing security, stability and reliability of the Services as defined in Paragraph 8;
“Emergency Maintenance”	Maintenance tasks which in the reasonable opinion of Apex Computing need to be performed immediately.
“Priority Code”	The classification system for all incidents raised with the Service Desk.
“First Response”	The time taken for an engineer to start looking at your service request.

## 2 SERVICE DESK

- 2.1 The Service Desk provides a single point of contact for Customers and is available for the reporting of incidents and the handling of enquiries.
- 2.2 During Core Hours, all Priority Code incidents will be responded to.
- 2.3 During Non-Core Hours, Priority 1 incidents only should be logged by telephoning 0161 233 0099.

## Service Level Agreement

### 3 NOTIFICATION OF INCIDENTS

3.1 On receipt of a notification of a fault with the Service or a request for assistance, an initial assessment shall be immediately undertaken by Apex Computing, an incident reference provided, and a priority level assigned to the Service Request. The Customer should retain a record of the incident reference.

3.2 Apex Computing shall provide the Customer with progress updates and resolution of the incident.

### 4 PRIORITY CODE AND RESPONSE TIMES

4.1 Apex Computing shall acknowledge via email receipt of all emails and calls to the Service Desk and include a Ticket Reference Number. It is the responsibility of the Customer to keep up to date the contact details of the nominated Customers Employees.

4.2 Apex Computing has three support packages, Platinum, Gold and Silver.

4.3 All package Priority levels are the same, shown below;

Priority	Business Impact	Examples
1	<ul style="list-style-type: none"> <li>Complete loss of service impacting on multiple or all users</li> </ul>	<ul style="list-style-type: none"> <li>Server offline.</li> <li>Internet down for all users.</li> <li>Ransomware style attack or virus.</li> </ul>
2	<ul style="list-style-type: none"> <li>Loss of service, resulting in individual user's inability to work.</li> <li>Reduced functionality causing severe disruption to User.</li> </ul>	<ul style="list-style-type: none"> <li>Can't login or access PC at all with no alternate machine or device available to use.</li> <li>Completely unable to work.</li> </ul>
3	<ul style="list-style-type: none"> <li>User experiencing a problem.</li> <li>Reduced functionality causing some disruption to User.</li> </ul>	<ul style="list-style-type: none"> <li>Able to partially work.</li> </ul>
4	<ul style="list-style-type: none"> <li>Non-urgent query or request.</li> <li>Reduced functionality causing minor disruption and minimal impact to User.</li> </ul>	<ul style="list-style-type: none"> <li>Printer offline, however user can print to alternate printer.</li> </ul>
5	<ul style="list-style-type: none"> <li>Information requests</li> </ul>	<ul style="list-style-type: none"> <li>Request of user license list.</li> </ul>
6	<ul style="list-style-type: none"> <li>Moves, Adds and Change</li> </ul>	<ul style="list-style-type: none"> <li>Setup of new users.</li> <li>Equipment Moves</li> </ul>

## Service Level Agreement

4.4 Depending on package our Target First Response Priority levels are shown below, for each respective package and are applicable during Core Hours of Service only;

### 4.4.1 Platinum Support Package;

Priority	Target
1	First Response within <b>30 minutes</b>
2	First Response within <b>90 minutes</b>
3	First Response within <b>3 hours</b>
4	First Response within <b>4 hours</b>
5	First Response <b>next working day</b>
6	First Response <b>2 business days</b>

### 4.4.2 Gold Support Package;

Priority	Target
1	First Response within <b>1 hour</b>
2	First Response within <b>2 hours</b>
3	First Response within <b>4 hours</b>
4	First Response within <b>6 hours</b>
5	First Response <b>next working day</b>
6	First Response <b>2 business days</b>

### 4.4.3 Silver Support Package;

Priority	Target
1	First Response within <b>4 hours</b>
2	First Response <b>next working day</b>
3	First Response <b>next working day</b>
4	First Response <b>next working day</b>
5	First Response <b>next working day</b>
6	First Response <b>2 business days</b>

# Service Level Agreement

## 5 SERVICE AVAILABILITY

5.1 Apex Computing shall use reasonable care when providing Services but does not guarantee that the Services shall be continually available to the Customer. There may be occasions when Services are disrupted through an error or act of the Customer or another third party or, circumstances outside the reasonable control of Apex Computing.

## 6 EXCLUSIONS TO THE SERVICE LEVEL AGREEMENT

6.1 Service Disruption may include, but is not exclusive the following:

- 6.1.1 A Force Majeure event;
- 6.1.2 Suspension of services;
- 6.1.3 If the Customer is experiencing a fault with a 3<sup>rd</sup> party service;
- 6.1.4 Apex Computing waiting for information from the Customer which is necessary in order to perform the Services in accordance with the service levels;
- 6.1.5 Scheduled Maintenance or Emergency Maintenance;
- 6.1.6 Faults proven to be caused by a virus introduced negligently or otherwise by the Customer onto its equipment

## 7 COMPLAINTS & ESCALATIONS

7.1 Any Service Request which has not been resolved fully to the Customers satisfaction can be raised to the Service Desk Manager for review.

By Email: [servicedesk.manager@apexcomputing.co.uk](mailto:servicedesk.manager@apexcomputing.co.uk)

By Telephone: 0161 233 0099 (Option 1)

7.2 All emails will be responded to within 1 working day during the “Core Hours of Service”.

## 8 SCHEDULED MAINTENANCE

8.1 Apex Computing shall use all reasonable endeavours to ensure that the Services are available 24 hours per day, 7 days a week, 365 days per year.

8.2 Scheduled Maintenance shall be required at regular intervals (and is excluded from Service Availability). Apex Computing shall use reasonable endeavours to:

- 8.2.1 Carry out Scheduled Maintenance outside of the Core Hours of Service;
- 8.2.2 Ensure that Scheduled Maintenance causes the minimum possible disruption to the Customers use of the Services; and shall be completed as quickly as is reasonably practical.

## Service Level Agreement

8.3 Scheduled Maintenance may include, but is not limited to, the following:

- 8.3.1 Server and network maintenance;
- 8.3.2 Software upgrades (Operating System and Application Software);
- 8.3.3 Hardware upgrades;
- 8.3.4 Bug fixes and Security fixes.