

# Total Technology Support v1.X SLA Criteria

## SERVICE LEVEL DESCRIPTIONS AND MEASUREMENTS – BASE SERVICES

### Incident Response at Help Desk– 1.1

Service Level Specification	
<b>Objective</b>	i-Tech Support shall measure adherence to incident response and tracking of incidents by defined Priority Levels and acknowledgment of receipt of an incident within a specified time frame for each Priority Level.
<b>Definition</b>	<p>Provider incident response processes must be consistent across all Client environments managed by the Provider. The provider assigns Priority Levels using Impact and Urgency. The client reserves the right to modify the Priority Level during escalation. The Priority Levels and timeframe requirements are specified in the table below. Events that constitute an Incident under this service level are defined as any interruption in service reported by the client or identified by Provider Monitoring.</p> <p>Calculation Method:</p> <p>The percentage of total Incidents received in accordance with the Priority Levels assigned by Client and acknowledged within the timeframes established by those Priority Levels per Reporting Period / Total number of Incidents reported per Reporting Period.</p> <p><b>Final Score – Weighted at 20%</b></p>
Method	
<b>Data Capture</b>	The Provider's PSA System will provide the appropriate reporting for measuring goal achievement.
Responsibility	
<b>Reporting Cadence</b>	Monthly
<b>Measurement Period</b>	8:00 AM – 5:00 PM Eastern Time
<b>Scope of Reporting</b>	All incident tickets are restricted to a specified Help desk, RMM, and Backup service boards.
Service Metric	
<b>Service Level</b>	Incidents responded to 90.0% or more of the time based on priority.

### Incident Response Table

Priority Level	Response Time
All	90% acknowledged and triaged within 12 minutes of receipt

## Incident Resolution at Help Desk – 1.2

Service Level Specification	
<b>Objective</b>	Provider shall measure adherence to the Incident Resolution Table In addition, to measure Incident Resolution in Client's environment to determine whether Incidents are resolved in a timely and orderly manner so that End Users may resume their duties as quickly as possible.
<b>Definition</b>	<p>Providers Incident Management &amp; resolution processes are to be consistent across all Client environments managed by the Provider. Priority Levels are assigned by the Provider using Impact and Urgency. . Priority Levels and resolution timeframe requirements are in the tables below. Events that constitute an Incident under this service level are defined as any interruption in agreement-covered IT service.</p> <p>Calculation Method:</p> <p>Total number of incidents resolved within specified timeframes per Reporting Period / Total number of Problems reported per Reporting Period.</p> <p style="text-align: right;"><b>Final Score – Weighted at 15%</b></p>
Method	
<b>Data Capture</b>	The Provider's PSA System will provide the appropriate reporting for measuring goal achievement.
Responsibility	
<b>Reporting Cadence</b>	Monthly
<b>Measurement Period</b>	8:00 AM – 5:00 PM Eastern Time
<b>Scope of Reporting</b>	All incident tickets and restricted to specified Help desk, RMM, and Backup service boards. Measured during business hours.
Service Metric	
<b>Service Level</b>	Incidents resolved according to procedures and severity codes noted below

### First Contact Incident Resolution – 1.3

Service Level Specification	
<b>Objective</b>	To improve on the efficiency of the Help desk and to improve on overall incident resolution time in resolving incidents in the first contact with the client.
<b>Definition</b>	<p>The percentage of service desk incidents that are resolved without escalation to a separate engineer or multiple working sessions with the user to resolve the incident. This will be restricted to end-user incidents that don't require onsite support.</p> <p>Phone calls only – single time entry OR ticket resolved within 1 hour of ticket entry. Exclude any tickets bundled to a project.</p> <p>Calculation Method:</p> <p>The percentage of the incidents which are resolved by a single engineer on the first contact. The result is the number of incidents that are resolved without hand-off as a percent of all incidents.</p> <p style="text-align: right;"><b>Final Score Weighted at 15%</b></p>
Method	
<b>Data Capture</b>	Provider shall track and report first-contact resolution statistics via its problem ticket system and will provide detailed report results and resolution improvement programs to Client monthly.
Responsibility	
<b>Reporting Cadence</b>	Monthly
<b>Measurement Period</b>	8:00 AM – 5:00 PM Eastern Time
<b>Scope of Reporting</b>	All incident tickets and restricted to specified Help desk service boards. Tickets that come from or require purchasing, tickets associated with ongoing/closed projects, and tickets that require onsite support are excluded from this metric.
Service Metric	
<b>Service Level</b>	70% are resolved at first contact

### Fix/Repair End User Satisfaction Adherence – 1.4

Service Level Specification	
<b>Objective</b>	Client requires Provider to assist in the evaluation of the over-all performance of the Provider during its provision of the Fix/Repair Services. The Provider will conduct a monthly Fix/Repair End User Satisfaction Survey. This Survey will measure the combined efforts of the Provider and Client to deliver a consistently high level of end user support for Fix/Repair services
<b>Definition</b>	<p>The Help desk and Fix/Repair End User Satisfaction Survey shall rate Client's End User satisfaction. Provider will provide a survey with each help desk ticket closed. Scale definition as follows:</p> <ul style="list-style-type: none"> <li>• Good (Green Face) is Outstanding (100 Points)</li> <li>• OK (Yellow Face) is Neutral (0 Points)</li> <li>• Bad (Red Face) is Poor (-100 Points)</li> </ul> <p>Calculation Method:</p> <p>The Help desk and Fix and Repair End User Satisfaction Survey shall measure the Client's End User satisfaction. The Survey is based on three available responses, with each question providing a red face for poor, yellow face for neutral, and green face for good, with each score represented by -100, 0, and 100 points respectively. The CSAT score will be calculated as:  <math display="block">[\text{Sum of all outstanding surveys (100)}] - [\text{Sum of all poor surveys (-100)}] / [\text{Total Number of Surveys}]</math> This will give a possible CSAT score of -100 to 100.</p> <p style="text-align: right;"><b>Final Score Weighted at 50%</b></p>

Method	
Data Capture	The Help desk and Fix/Repair End User Satisfaction Survey will be distributed to Client staff during the Fix/Repair activity via e-mail or leave behind and may be of a data consolidation method.
Responsibility	
Reporting Cadence	Monthly
Measurement Period	8:00 AM – 5:00 PM Eastern Time
Resource Rage	All reactive and/or help desk service tickets issues in the reporting period.
Service Metric	
Service Level	The total average score is 90 or greater.

### Incident Priority Codes

The problem severity codes are defined as follows:

Urgency and Impact Defined	
Urgency – Low	One user or a small group of users - ( $\leq 20\%$ company headcount) is affected
Urgency – Medium	Departments or large groups of users are affected – People related
Urgency – High	Whole company is affected – People related
Impact – Low	More of an irritation than a stoppage – Business related
Impact – Medium	Business is degraded, but there is a reasonable workaround – Business related
Impact – High	Critical – Major business processes are stopped – Business related

	High Urgency	Medium Urgency	Low Urgency
High Impact	Priority 1	Priority 2	Priority 2
Medium Impact	Priority 2	Priority 3	Priority 3
Low Impact	Priority 3	Priority 3	Priority 4

### Incident Resolution Table

Priority Level	Respond Within	Resolved Within	Goal %
Priority 1 – Emergency	0.2 Hours	0.5 Hours	90%
Priority 2 – Quick	0.2 Hours	1 Hour	90%
Priority 3 – Normal	0.2 Hours	2 Hours	90%
Priority 4 – Extended	0.2 Hours	4 Hours	90%

### Service Level Weighting

Service levels are weighted as follows and shall be managed accordingly.

SLA ID	Description	Weight
1.1	Incident Response	20%
1.2	Incident Resolution	15%
1.3	First Contact Resolution	15%
1.4	Help desk and Fix/Repair End User Satisfaction	50%

## Service Level Status Reporting & Financial Penalty

The Service Level status reports and applicable service credits will be provided as follows:

Report	Frequency	Delivered Via	Contents
<b>Summary Report</b>	Monthly	Email	Incident Management: List of all problems received for the month, status, days open, and SLA metrics 1.1, 1.2, 1.3., and 1.4 EU Satisfaction scores in Provider-chosen format.
<b>Financial Penalty</b>	Monthly	Upon Request	For those Agreements (exclusively) that are equal to or greater than \$2,500.00 monthly; If Provider fails to meet a total weighted score equal to or greater than 85% in any given month, Client may request a credit for that month in the amount of up to fifteen percent (15%) of Providers total Agreement charges for the applicable month. Credit shall be reflected on the following month's invoice. Credits must be requested within thirty (30) days from the period in question. Credits for services provided shall not be given beyond this point.