Service Level Agreement

Service Level Agreements (SLAs) define how we respond to your issues and requests. They reflect our reliability, efficiency and confidence in the support that we provide. They show that we have an efficient and mature process for providing IT support and that you can have confidence in us.

How we work out priorities
Our SLAs depend on the agreed hours of cover and the priority of your issue or request. Our standard help desk hours are Monday to Friday from 08:30am to 17:30pm (excluding public and bank holidays). Our SLAs also depend on the priority of your issue or request. When you raise a ticket with us, we make an assessment based on the information you have given us.

We let you know the priority we have assigned, but are happy to take extenuating circumstances into account, if you think we've got it wrong.

Priority is based on two factors: severity and impact.

Severity		Impact	
Roughly, this is how many people are affected by the incident, e.g.		Again, roughly speaking, this relates to how disruptive the incident is, e.g.	
LOW	one person or small group of people affected	**LOW**	there's an easy and effective workaround, so this is more an irritation than a stoppage
MEDIUM	department or large group of people affected	**MEDIUM**	operational efficiency is degraded, there is a reasonable workaround or other members of the team are unimpeded
HIGH	whole organisation is affected	**HIGH**	the issue is critical and one or more major business processes are stopped

We then apply our priority matrix as follows:

	HIGH Severity	MEDIUM Severity	LOW Severity
HIGH Impact	Priority 1	Priority 2	Priority 3
MEDIUM Impact	Priority 2	Priority 3	Priority 4
LOW Impact	Priority 3	Priority 4	Priority 4

Overriding our priorities
We aim to be flexible and recognise that sometimes there are extenuating circumstances. Perhaps the issue affects your customers, or key staff are having issues with a critical project with an impending deadline.

Our technicians are able to override our standard priority assessment where there is good reason, if you have made us aware of it.

We have three clocks (timers) running on every ticket you raise, though most of our clients are only interested in two of them ("respond within" and "resolve within").

Respond within. The maximum amount of time (without your hours of cover) that it should take us to get back to you.

Plan within. This is more for our own use, to ensure that we're on target.

Resolve within. This is the one that everyone is really interested in: the maximum time it should take to get everything up and running.

Priority Type	Respond	Plan	Resolve	Goal %
Priority 1	1 hour	2 hours	4 hours	95%
Priority 2	2 hours	4 hours	8 hours	90%
Priority 3	4 hours	8 hours	16 hours	85%
Priority 4	8 hours	16 hours	24 hours	85%
Low Priority Admin	16 hours	24 hours	40 hours	80%
Paid Workshop Repairs	16 hours	24 hours	40 hours	80%

Some examples of priorities:

- **Priority 1** – nobody can send or receive emails (everyone is affected, and a major business process is stopped)

- **Priority 2** – internet access for the whole company seems slower than usual (everyone is affected, and efficiency is degraded)

- **Priority 3** – after the web browser has been upgraded for the company some of the shortcuts have disappeared (everyone is affected but there is an easy workaround)

- **Priority 4** – your computer is slow starting up in the morning, but everybody else is fine (your efficiency is lower but you're the only person affected)

Standard Price List

Our standard help desk hours are Monday to Friday, 8:30am to 5:30pm (excluding public and bank holidays)

	Remote Support (hr)	Remote Provisioning (hr)	On-Site Visits
Monday to Friday (08:30 to 17:30)	£100	£100	£495 (half-day) £895 (full day)
Monday to Saturday (out of hours)	£150	£150	£750 (half-day) £1,350 (full day)
Sunday / Public & Bank Holidays	£200	£200	£1,000 (half-day) £1,800 (full day)