

Screwloose Managed IT Services Agreement SLA



Screwloose IT

Service Level Agreement for the provisioning of IT services required to support and sustain the onsite IT Infrastructure. Effective support of in-scope services is a result of maintaining consistent service levels.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This Agreement outlines the parameters of all IT services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

SERVICE DESCRIPTION

The provision of services consists of support for the hardware, software, and supporting infrastructure for end-user devices.

GOALS AND PURPOSE

The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the Customer(s) by the Service Provider(s).

The goal of this Agreement is to obtain mutual agreement for IT service provision between the Service Provider(s) and Customer(s).

The objectives of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

IT SERVICE SCOPE

The following IT Services are covered by this Agreement;

- Manned telephone support
- Monitored email support
- Remote assistance using Remote Access Software
- Planned or Emergency Onsite assistance
- Monthly system health check
- Active Monitoring of all registered Devices
- Managed Antivirus for all Registered PCs
- Onsite and Offsite Server Backups
- Server Intrusion Detection Active Monitoring
- Centralised Print Server where applicable
- Management of Group Policy and Corporate Network
- Management of Sharepoint & Microsoft Azure Deployments
- License Management & Procurement
- Proactive Backup Management

Excluded from Service

- If service is needed that falls outside what is covered with the flat, monthly Proactive Maintenance Plan fee, the charge is \$140/hr, billed in 15-minute increments. The following is excluded from this Plan:
 - Costs of purchasing any Hardware or Software
 - Any Development works, including Websites, Mobile Apps, Greentree and other software
 - Any design works for items related to branding and marketing
 - Cost of additional Telecommunications Services not listed in this MSA (e.g. 4G Redundancy Solutions, Data Services, Hosted PBX services, Fax to Email, Caller-ID Program – all of which can be quoted and supplied by Consultant as required).
 - Cost of any License Subscriptions other than Antivirus & Cyberarms Protection (such as: Adobe Pro, Office 365, Leap, Papercut etc)

SERVICE SUPPORT HOURS

Customers can expect support for the service to be available during all regular business hours. All times listed are for Australian Eastern Standard Time.

Regular remote support: Monday - Friday, 9:00 A.M. to 7:00 P.M.

Calls received out of office hours will be forwarded to a mobile phone where possible and best efforts will be made to answer / action the call, however there will be a backup external answer phone service during the afterhours period.

Email support: Monitored 9:00 A.M. to 7:00 P.M. Monday – Friday

Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day.

Additionally, the first Sunday of every month are reserved for system maintenance, and prior notification (one week or more) will occur if the service will be out during those times.

If these detailed service times are found to be unacceptable, the Customer may request an SLA review for re-evaluation.

The above-mentioned hours exclude Public Holidays. Support during public holidays is the same as during the after-hours period.

CUSTOMER SUPPORT

The point of contact for users will be through the Service Desk.

Phone: 1300 245 575

E-mail: support@screwlooseit.com.au

In support of services outlined in this Agreement, the Service Provider will respond to service-related incidents and/or requests submitted by the Customer within the following time frames:

- 0-4 hours (during business hours) for issues called as URGENT priority
- 0-8 hours (during business hours) for issues classified as High priority.
- Within 48 hours for issues classified as Medium priority.
- Within 5 working days for issues classified as Low priority.
- Remote assistance will be provided in the first instance.

Please note that Screwloose will make its best endeavours to adhere to the above timeframes, in some instances if we are unable to respond within the above timeframes, we will notify you as soon as is practically possible and let you know regarding response and resolution timeframes for that specific issue.

URGENT INCIDENT / EVENT DEFINITION

- System or service being interrupted affecting multiple users and/or business processes.
- There is no other alternative available.
- Examples
 - Phone system is down, or
 - Internet is not working for whole site, or
 - the server has crashed, and no one can log in to their PCs, or
 - the mail server is down, and emails are not working across the board.

HIGH PRIORITY INCIDENT / EVENT DEFINITION

- System or service for key devices / Personnel is affected and Performance of systems or services has been degraded.
- Business processes are affected, staff can complete their work but less effectively.
- Examples
 - One of the key users fails to open outlook and can't see their emails on their workstation. The user can still access their emails via webmail as a work around, however the outlook profile wont load.
 - It only affects one specific or a small group of users.
 - Most of the company is not affected.

MEDIUM PRIORITY INCIDENT / EVENT DEFINITION

- The issue is an inconvenience or annoying but there are clear workarounds or alternates.
- This also includes scheduled onsite/remote works like updating phone system messages.
- Examples
 - Google chrome won't open, but all sites can be reached used Mozilla Firefox.

LOW PRIORITY INCIDENT / EVENT DEFINITION

- Affected system or service is not critical although it works at risk of error in the future.
- This could include IE Issues that are annoying and can be looked at when the system is free or on next onsite visit.
- Examples:
 - A user wants to back up the photos from their mobile to their PC, but the PC doesn't pick up the phone when it's plugged in to the PC. Backing up the photos is not an important task and has no deadline when it needs to be done by, it's just something the user would like to do to free up more space on their Mobile

Support may be provided either remotely or on-site.

HOW TO SUBMIT A SUPPORT TICKET

Tickets can be submitted via the telephone or via email to vipsupport@screwlooseit.com.au If submitting via email:

- In the Subject please put the Name of the PC affected (e.g SalesPC1)
- In the body of the email, please describe the issue and provide your best phone number for a call back. A screenshot can be attached where relevant

You will then receive an email back with your ticket number for this issue. If you need to speak to us about the ticket at a later stage, please reference back to the ticket number.

ESCALATION PROCEDURE

If the customer feels work has not been carried out to their business requirements or as detailed in this document, the designated escalation procedure will be (in this order):

1. Contact assigned technician and explain the issue 1300 245 575
2. Contact the Consultant's Technical Director Andrew Paternoster 0422 082 834
3. Contact the Consultant's General Manager Alex Niazov 0413 084 621

CUSTOMER REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement include:

- Payment for all support costs at the agreed interval.
- Reasonable availability of customer representative(s) when resolving a service-related incident or request.

PERFORMANCE

In order to provide optimal first level support service to all departments, all problem and repair calls must be received by the Help Desk.

ALTERATIONS

This agreement may be amended at any time with mutual consent of both parties.

Pricing is subject to change with 30 days written notice

SERVICE REVIEWS

Reviews of the service will be conducted by Service Level Management in conjunction with the Customer upon request (not exceeding annually), as well as after a major outage or change.

COSTS PAYABLE TO SERVICE PROVIDER BY CUSTOMER

Refer to Appendix A – Estimate of Charges

MSA USER

An MSA user is any user in your organisation that is office based or has their own dedicated PC that is required to be used for work purposes. The calculation of MSA users is generally linked to your Microsoft Licensing, with any user that has an active Microsoft Office 365 Email License (e.g Exchange Online, Business Basic, Business Standard, Business Premium, E3, E5 etc) is deemed to be a Managed Service User.

In the event that, the client does not use Microsoft Office 365 for their staff (e.g a GP Clinic that solely uses the Medical Director or Best Practice System and therefore does not require MS Licensing) then the MSA count will be based on the total number of devices (Laptops & Desktops) within the Organisation less any Rarely Used PCs.

In an Education Setting, Students and casual educators with an A1 license are excluded from the Standard MSA count. If the MSA requires support for students or casual educators, then the cost of this is calculated on a case by case basis.

“RARELY USED” PCs

This is a PC or Laptop which acts as a “Spare” or sits on a hot desk. Although this PC still requires Antivirus & Patching/Updates it is not dedicated to a staff member and is generally used a handle of times a month at most.

Examples:

- A “TV PC” used exclusively for Zoom or Teams meetings in a boardroom and nothing else
- A PC on a “Spare Desk” which is only used for visiting staff/contractors on an occasional basis
- A PC attached to a Camera System that is only used to view the CCTV

A “Rarely Used” PC still requires Antivirus, Cyber Security and Patching, however, requires only minimal IT Support.



AGREEMENT TERM

Services are offered with a minimum 6-month Agreement Term commencing on the date of signing. Upon completion of this -month Agreement Term, the services continue on a Month-by-Month Basis

CANCELLATION OF AGREEMENT

This agreement can be cancelled at any time post the initial 6-month timeframe, upon 30 days written notice



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1300 245 575

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