

# Service Level Agreement



Description **Service Level Agreement**

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## Support Service Level Agreement

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We have a service level agreement with all our clients for responding to and fixing any issues. Our SLA targets are based on working hours.

Priority	Description	Notes
1	System Down	<p>The system has failed, or an error is preventing a live process from working, and there is no workaround available.</p> <p><b>Time to initial response: 1 hour</b></p> <p><b>Time to fix: 1 day</b></p>
2	High	<p>A serious error has been identified in the live system, where a workaround is available</p> <p><b>Time to initial response: 4 hours</b></p> <p><b>Time to fix: Next available slot in development/release cycle</b></p>
3	Normal	<p>An issue has been identified that is not preventing processes from running but is causing an annoyance.</p> <p><b>Time to initial response: 8 hours</b></p> <p><b>Time to fix: Assigned into development/release cycle</b></p>
4	Cosmetic / Requests	<p>A non-essential request that would improve the system in some way.</p> <p><b>Time to initial response: 24 hours</b></p> <p><b>Time to fix: No time specified</b></p>

Standard support availability is 9am to 5.30pm Mon-Fri, excluding public holidays.

Methods are logging a support ticket are:

- Telephone (during standard support hours)
- Email (24hrs)
- Web support portal (24hrs)



## Targets and Monitoring

Our SLA targets are based on working hours (9 am – 5.30 pm) and can be found on our website. We have an SLA target of 95% which has been achieved consistently over the last 12 months.

Live uptime information is available <https://status.pointprogress.com/>

As well as monitoring response times, our helpdesk system also asks for feedback from anyone who submits a ticket so that we can monitor the service you feel you are receiving.

We also conduct a short survey with a cross section of clients each year to monitor both customer service and user experience.

Where there are extreme performance issues, we will notify the administrative staff for each site via email and will put a notification message on the login screen of each site.

Version	Date	Description	Approved By
1.0	13/01/2019	Initial Policy Drafted	
	31/01/2020	Policy reviewed – no changes	
2.0	27/04/2021	Policy reviewed and updated	