

# IT Ninjas Ltd 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.

## The Basics

Service Level Agreements (SLAs) essentially represent our promise to deal with your IT issues and requests within a given time frame. They show that we have an efficient and mature process for providing IT support and that you can have confidence in us.

Our SLA time frames are split in to two sections. Normal working hours and Out of hours.

Out of hours cover (24x7x365, weekends, public holidays), different speeds of response, priority, or cover for different types of equipment.

## Standard Hours of cover

Our standard cover runs from 8:00 am to 6:30 pm (GMT/BST), from Monday to Friday, but excluding public holidays for England. Whichever country you are in.

Our monitoring service runs 24x7 and major issues are dealt with accordingly.

Our monitoring runs 24x7x365 regardless of your cover, so you can elect to increase cover for critical systems if you wish.

## Out of Hours of cover

While all clients have out-of-hours of support, our standard cover runs from 6:30pm to 8:00am (GMT/BST), from Monday to Sunday. Whichever country you are in.

Our monitoring service runs 24x7 and major issues are dealt with accordingly.

Our monitoring runs 24x7x365 regardless of your cover, so you can elect to increase cover for critical systems if you wish.

## How we work out priorities

Our SLA timers also depend on the priority of your issue or request. When you raise an incident 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

Roughly, this is how many people are affected by the incident, e.g.

**LOW** – one person or small group of people affected

**MEDIUM** – department or large group of people affected

**HIGH** – whole organisation is affected

## Impact

Again, roughly speaking, this relates to how disruptive the incident is, e.g.

**LOW** – there's an easy and effective workaround, so this is more an irritation than a stoppage

**MEDIUM** – operational efficiency is degraded, but there is either a reasonable workaround or other members of the team are unimpeded

**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 5

In our experience most issues fall into priority 4, so that tends to be a default. The priority assigned dictates the amount of time we give ourselves to deal with your incident or request.

## 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.

## Two clocks are ticking

We have two clocks (timers) running on every incident, though most of our clients are only interested in the resolved time frame.

## Respond and Plan within.

This is the maximum amount of time (within your hours of cover) that it should take us to get back to you, and confirm who is dealing with your incident – you get to speak to a trained technical expert straight away, rather than a recorded menu system or a call-logger.

## Resolve within

This is the one that everyone is really interested in: the maximum time it should take to get everything up and running. These timers represent maximums – we generally come well within these time limits.

In certain circumstances we will put a clock on hold – for example when we are awaiting a response from you with further information or an approval for work that may have a temporary impact on you or your business.

## The goal percentage

Sometimes, with the best will in the world, and in spite of our best efforts, there are extenuating circumstances that mean the time limit is breached. This is exceptionally rare, but just to cover this we set a target "goal %".

This is how many of your issues we promise to achieve within the time limits. To date we are well above these targets for all our clients, of course.

## Normal Working hours.

Priority Type	Respond & Plan Within...	Resolve Within...	Goal %
Priority 1	1 hour	8 hours	95%
Priority 2	1 hour	8 hours	95%
Priority 3	1 hour	16 hours	95%
Priority 4	2 hours	16 hours	95%
Priority 5	8 hours	40 hours	95%
Low Priority Admin	2 hours	40 hours	95%
Monitoring Priority 1	1 hour	11 hours	95%
Monitoring Priority 2	2 hours	22 hours	95%
Monitoring Priority 3	2 hours	55 hours	95%

## Out of hours

Priority Type	Respond & Plan Within...	Resolve Within...	Goal %
Priority 1	8 hour	16 hours	95%
Priority 2	8 hour	16 hours	95%
Priority 3	12 hour	20 hours	95%
Priority 4	16 hours	24 hours	95%
Priority 5	20 hours	28 hours	95%
Low Priority Admin	8 hours	40 hours	95%
Monitoring Priority 1	1 hour	11 hours	95%
Monitoring Priority 2	2 hours	22 hours	95%
Monitoring Priority 3	2 hours	55 hours	95%

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*)

**Priority 5** – Someone is missing the shortcut everyone has to a shared folder, though they can save files to it by manually navigating to the folder (*there's a straightforward workaround, and only one person is affected*)

Other exceptions to our priorities

The following are exceptions to our priorities and timers in the above matrix:

**Issues requiring third party vendors.** This with all the will in the world we can never change and we like ourselves have to work on their time scales.

**Quotes** – we have no timers on these requests, but we do our best to be prompt and keep you fully up to date.

**Low priority admin requests** – these have response times that match priority 4 but a resolve time of a priority 5.

Generally we get plenty of advance notice and these requests are not urgent.