

## Service Level Agreement

### 1. General

a. This document is a service level agreement (“SLA”) setting out the levels of services to be provided by Progress IT to [The Client] under this agreement at an agreed upon cost. This SLA will evolve, with the additional knowledge of the client requirements, as well as the introduction of other services into the support portfolio provided to [The Client].

b. It is important to note that this document is not intended to provide an unlimited service for a subscription fee but rather to provide a regular schedule and quality of maintenance/support in order to ensure IT operation continuity.

c. For the purpose of this agreement, the following expressions shall be defined as follows:

“Response Time” The time from which Progress IT shall respond to [The Client]’s support ticket. This does not reflect a resolution time.

“Maintenance Hours” Hours of general maintenance labour included with [The Client]’s support tier and does not extend to any labour required in response to support tickets. Maintenance may be carried out onsite or remotely at the discretion of Progress IT.

“Helpdesk Hours” The hours in which Progress IT shall be expected to respond to [The Client]’s support tickets depending on tier and support level.

“LOE” Means the Level of Effort required for a service or application.

“Support Level” A metric used to scale the level of any given support ticket taking into account skills and LOE required. This metric shall be categorised as deemed appropriate by Progress IT.

d. Clients shall be grouped into one of the four tiers as listed below:

<u>Tier</u>	<u>Helpdesk hours</u>	<u>Critical Issue Response Time</u>	<u>Eligible Support Level</u>	<u>Included Maintenance Hours</u>	<u>Quarterly Cost</u>
<b>Gold+</b>	0800-1800 Mon-Fri 0900-1700 Sat	4 hours	1, 2 & 3	3	\$550
<b>Gold</b>	0800-1800 Mon-Fri 0900-1700 Sat	4 hours	1, 2 & 3	1	\$299
<b>Silver</b>	0830-1730 Mon-Fri 0900-1200 Sat	24 hours	2 & 3	0	\$149
<b>Bronze</b>	0900-1700 Mon-Fri	No guaranteed response time	3 only	0	\$0

## 2. Levels of Support/Problems

Level 1 (Critical)	Level 2 (Medium)	Level 3 (Low)
<b>Business and financial exposure</b>		
The issue creates a serious business and financial exposure	The issue creates a low business and financial exposure.	The issue creates a minimal business and financial exposure.
<b>Work Outage</b>		
The issue causes the client to be unable to work or perform some significant portion of their job.	The issue causes the client to be unable to perform some small portion of their job, but they are still able to complete most other tasks.	The issue causes the client to be unable to perform a minor portion of their job, but they are still able to complete most other tasks.
<b>Number of Clients Affected</b>		
The issue affects a large number of clients	The issue affects a small number clients	The issue may only affect one or two clients.
<b>Reasonable Response Time</b>		
4 hours	24-48 hours	Unspecified, but limited, usually one week.

## 3. Tiers

- a. **Bronze** – For clients wishing no ongoing commitment. Support tickets shall be responded to within one week with no *guaranteed* response or resolution time. All problems will be attended to within a time frame permitting Progress IT consultant schedule. Should a Bronze client require escalated response time, this can be accommodated, however, the client either needs to purchase a desired cover for at least two quarters, or agree to pay 50% surcharge on all service fees for that associated ticket.

- b. **Silver** – For clients requiring ongoing support with quicker turnaround time and eligible for Level 2 & Level 3 support. All critical issues are treated as Level 2 problems. Should a client require Level 1 response, either a 50% surcharge will apply to all service fees associated with that ticket, or a higher level of cover needs to be purchased for at least two quarters
- c. **Gold** – For clients requiring priority support and immediate response time for important issues, eligible for support Levels 3 through to 1. This means that the gold clients can have issues responded in 4 hours at the latest.
- d. **Gold+** - The same metrics as Gold tier but required for clients running dedicated servers particularly with mail servers requiring an increased LOE for maintenance/problem resolution. Clients that run servers and require Level 1 response times (4 hours) must be on this level of cover.

#### **4. Remote Support/Management**

- a. Support shall be carried out onsite or remotely through phone or use of Progress IT's remote support client as Progress IT sees fit, to obtain the quickest possible resolution time.

#### **5. Preventative Maintenance**

- a. It is important to note that all of the included consultation hours shall be used for preventative maintenance rather than reactive maintenance.
- b. Should our consultants find that the conditions of the server or network for a client currently on Gold cover, a request can be made to the client to schedule additional work at a cost to the client. Progress IT can refuse to provide Level 1 support and response times if this additional work is refused.

#### **6. Termination**

In the event that [The client] wishes to terminate this agreement, a 90-day written notice of intent to terminate must be delivered by [The client] to Progress IT.

#### **7. Roles and Responsibilities**

[The client] has the following general responsibilities under this agreement:

- [The client] will conduct business in a courteous and professional manner with Progress IT.
- [The client] will use their own help desk contacts to initiate Level 1 support, including creating problem tickets and work orders and assigning responsibility to the appropriate [the client] resource.
- [The client] will provide all information required to open a support request. Once a support request has been submitted, [The client] will make themselves available to work with Progress IT's support resource assigned to the support request.
- [The client] end users do not contact Progress IT support resources directly to report a problem. All problem calls must be logged through the appropriate help desk.

Progress IT has the following general responsibilities under this agreement:

- Progress IT will conduct business in a courteous and professional manner with [The client].

- Progress IT will log all information from [The client] required to establish contact information and to document the nature of the problem and [The client]'s hardware/network environment (as applicable).
- Progress IT will attempt to resolve problems over the phone on first call.
- Progress IT will escalate support request to next level of internal support within Progress IT upon approach of established resolution targets.

### 8. Terms of agreement

This agreement is made between Progress IT and \_\_\_\_\_ [The Client]. It remains valid unless a written notice is received to terminate the agreement or until a newer version of a similar SLA is signed between Progress IT and [The Client]. This agreement will take effect on \_\_\_\_\_.

**PROGRESS IT** \_\_\_\_\_

**NAME:** \_\_\_\_\_

**SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_