



Policies

Internal Service Level Agreement for Applications

This Service Level Agreement (SLA) establishes support levels for critical applications. The services, performance targets, and scope of this document have been negotiated and agreed to by both IT and the business. Provisions for amending this document are noted in the final section of the SLA.

1. Document Control

| Document Control | |
|------------------|---|
| Version | 202209.001 |
| Date | 2022/09/30 |
| Review date | 2022/12/30 |
| Internal clients | Production Plants, Marketing/Sales, HR, Credit, Finance, Retail/Wholesale Branches, Restaurants |
| Business contact | Departmental Managers |
| IT contact | IT manager/director |

2. Primary Contacts

| Contact | Title | Phone | E-mail |
|----------------------|--------------------|---------------------|--|
| Samuel Britton | I.T. Executive | 592-225-0910 x.2112 | sbritton@banksdih.com |
| Samuel Birkett | Operations Manager | 592-225-0910 x.2113 | sbirkett@banksdih.com |
| Christopher Williams | App Dev Manager | 592-225-0910 x.2114 | cwilliams@banksdih.com |
| Nasoya Chapman | Help Desk Manager | 592-225-0910 x.2129 | nchapman@banksdih.com |
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3. Support Hours

IT support staff will be available for service regarding application maintenance during the following hours:

| Classification | Hours of Service |
|----------------------|---|
| Normal Hours | Monday through Friday. 8:00 AM to 5:00 PM, not incl. statutory holidays |
| After Hours | Monday through Thursday 5:00 PM to 8:00 AM the following day. Friday 5:00 PM to Saturday 5:00 PM EST |
| Urgent-Only Services | Saturday 5:00 PM to Monday 8:00 AM EST No IT staffing, but limited IT staff remains on-call, to be notified during production failure or other disasters that might interfere with critical production services or Monday morning business operations. |
| Standard Maintenance | Sunday 12:00 PM to Monday 4:00 AM. This time will be used for standard maintenance that requires system downtime, such as software upgrades. |

4. Corrective Maintenance Requests

Services Included

- **Problem Correction:** The application is not functioning as expected. This can include anything from the system has crashed to a particular feature not functioning correctly.

Services Not Included

- **User Support:** User requires assistance with an application; not yet determined if this is user error or application error.
- **Application Enhancements:** Modify the functionality of an existing application.



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Priority Definitions

Below are guidelines and examples for each priority level.

| Priority 1 (Critical) | Priority 2 (High) | Priority 3 (Medium) | Priority 4 (Low) |
|--|--|--|--|
| <p>Critical financial impact.</p> <p>E.g., Atrium Web Application is down.</p> | <p>High financial impact.</p> <p>E.g., Atrium Web Application is running slowly; unacceptable user response time.</p> | <p>Medium financial impact.</p> <p>E.g., Atrium Web Application product information is incorrect.</p> | <p>Low financial impact.</p> <p>E.g., Atrium Web Application has spelling errors.</p> |
| <p>Mission-critical system is down.</p> <p>E.g., CRM application in a sales organization.</p> | <p>Mission-critical secondary system is down.</p> <p>E.g., Integration between e-mail and CRM; Data can still be accessed.</p> | <p>Non-mission-critical system is down.</p> | <p>Little used application is down.</p> |
| <p>Productivity Stopped.</p> <p>Staff can't perform any work. E.g., PC failure.</p> | <p>High Impact to Productivity.</p> <p>Staff can perform only a small portion of their work. E.g., A core application has failed (e.g., DB2 Web Query).</p> | <p>Medium Impact to Productivity.</p> <p>Staff can perform most of their work, but some daily tasks are impacted.</p> | <p>Low Impact to Productivity.</p> <p>Staff can perform all their normal daily tasks.</p> |

Response Times and Escalation Path

Response Definition: IT service representative contacts the affected employee within the defined response time to explore the issue or provide a resolution if one is already available.

Escalation Path:

- Critical issues (priority 1) are reported to the Help Desk Manager and affected Business Manager immediately. The Help Desk Manager will assign an administrator who will directly supervise critical issues until they are resolved.
- High issues (priority 2) are reported to the Help Desk Manager and affected Business Manager within the response times listed below. The Operations Manager or the Application Development Manager will be copied on subsequent follow-ups as per the response times below.
- For remaining issues, managers will be informed through normal reporting.



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Response Times by Priority:

| Priority | | Initial Response | | Subsequent Follow-Up | |
|--------------|---------------------|------------------|-----------------|-----------------------------------|-----------------------------|
| | | Contact Person | Response Time | Contact Person | Response Time |
| 1 – Critical | <i>Normal Hours</i> | Help Desk | 1 business hr | Assigned Developer/ Specialist | Hourly until resolved |
| | <i>After Hours</i> | On-Call Staff | 4 hrs | Assigned Developer/ Specialist | Daily until resolved |
| 2 – High | <i>Normal Hours</i> | Help Desk | 4 business hrs | Assigned Developer/ Specialist | Daily until resolved |
| | <i>After Hours</i> | On-Call Staff | 8 hrs | Assigned Developer/ Specialist | Daily until resolved |
| 3 – Medium | <i>Normal Hours</i> | Help Desk | 8 business hrs | Help Desk | End of each subsequent week |
| | <i>After Hours</i> | Help Desk | 8 business hrs | Help Desk | End of each subsequent week |
| 4 – Low | <i>Normal Hours</i> | Help Desk | 2 business days | Help Desk | End of each subsequent week |
| | <i>After Hours</i> | Help Desk | 2 business days | Help Desk | End of each subsequent week |

5. Application Enhancement Requests

Services Included

- **Application Upgrades:** Acquiring and implementing the upgrade.
- **Application Reconfiguration:** Reconfiguring applications to resolve compatibility issues, improve performance, or meet business needs.
- **Technical Evaluation:** Ensure proposed application enhancements are in line with IT infrastructure requirements (e.g., will not create compatibility issues with mission critical applications).



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Services Not Included

- **Functional Evaluation:** Evaluating the functionality of a prospective upgrade. The employees requesting the upgrade are expected to research the suitability of prospective upgrades from a business need perspective.

Priority Definitions and Response Times

Response Definition: IT service representative contacts the affected employee within the defined response time to explore the issue or provide a resolution if one is already available.

Response Times by Application Priority:

| Application Priority Level | Request Acknowledged | Subsequent Follow-Up |
|---|----------------------|---|
| High – Mission-critical applications. | 1 business day | End of each subsequent week |
| Medium – Secondary applications that are commonly used but not mission critical. | 3 business days | Every 2 weeks |
| Low – Infrequently used applications. | 5 business days | No scheduled follow-ups. Request will be queued and responded to when time permits. |

6. Reporting

Monthly reports will be completed by Application Development manager and submitted to the I.T. manager for any subsequent distribution.

Reports will include the number of requests and the percentage of requests addressed within the specified response time. Requests not met within the required response time will be individually identified.

7. Changes & Review

Changes to this document may be proposed by business or IT representatives; however, no amendments will be made without approval from both parties. This document will be regularly reviewed for currency and effectiveness. The next review date is noted in the document control section of the SLA.



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8. Approval & Signature Page

By signing below, representatives from IT (service provider) and the business (internal clients) acknowledge their approval of the terms of this document.

IT Service Provider:

Name:

Title:

Signature: _____ **Date:** _____

Internal Client:

Name:

Title:

Signature: _____ **Date:** _____

Banks DIH Limited