



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	201409.001
Date	2014/09/30
Review date	2016/09/30
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
Terrence Bynoe	I.T. Executive	592-225-0910 x.2112	tbynoe@banksdih.com
Samuel Britton	I.T. Manager	592-225-0910 x.2115	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



Policies

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. 9:00 AM to 5:00 PM , not incl. statutory holidays
After Hours	Monday through Thursday 5:00 PM to 9:00 AM the following day. Friday 5:00 PM to Saturday 5:00 PM EST
Urgent-Only Services	Saturday 5:00 PM to Monday 9:00 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 period 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.



Policies

Priority Definitions

Below are guidelines and examples for each priority level.

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

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 IT Manager and affected Business Manager immediately. The IT Manager will directly supervise critical issues until they are resolved.
- High issues (priority 2) are reported to the IT Manager and affected Business Manager within the response times listed below. The IT Manager will be copied on subsequent follow-ups as per the response times below.
- For remaining issues, managers will be informed through normal reporting.



Policies

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).



Policies

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.



Policies

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