MINTclass Support Service Level Agreement

Service Level Agreement (SLA)
for: *Customer name*
by: *Minted Box Education – TA MINTclass*
Effective Date: December 5, 2015

Document Owner:	*MINTclass*

Version

Version	Date	Description	Author
1.0	07/12/2015	Service Level Agreement	Allie Palmer
2.0	25/02/2016	Update	Allie Palmer

Approval
(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)

Approvers	Role	Signed	Approval Date
MINTclass	Service Provider	Iain Bell	07-12-2015
Customer	Customer		07-12-2015

Contents

1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between *MINTclass* and *Customer* for the provisioning of IT services required to support and sustain the *MINTclass suite of products*.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This Agreement outlines the parameters of all IT services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

2. Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the Customer(s) by the Service Provider(s).

The **goal** of this Agreement is to obtain mutual agreement for IT service provision between the Service Provider(s) and Customer(s).

The **objectives** of this Agreement are to:
- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

3. Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the **primary stakeholders** associated with this SLA:

IT Service Provider(s): *MINTclass*. ("Provider")
IT Customer(s): *Customer* ("Customer")

4. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The **Business Relationship Manager** ("Document Owner") is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

Business Relationship Manager: *MINTclass*
Review Period: Bi-Yearly (6 months)
Previous Review Date: March 2016
Next Review Date: March 2017

5. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

5.1. Service Scope

The following Services are covered by this Agreement;
- Manned telephone support
- Monitored email support
- Monitored system health check

5.2. Customer Requirements

Customer responsibilities and/or requirements in support of this Agreement include:
- All basic training must be completed before technical support can be given
- Reasonable availability of customer representative(s) when resolving a service related incident or request.
- All software must be kept up to date including third party connection tools and school's MIS
- Keep all nominated contact details up to date and inform us of changes immediately by using [this online form](#)

5.3. Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:
- Meeting response times associated with service related incidents.
- Appropriate notification to Customer for all scheduled maintenance.

5.4. Service Assumptions

Assumptions related to in-scope services and/or components include:
- Changes to services will be communicated and documented to all stakeholders.

6. Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

6.1. Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:
- **Email support**: Monitored 8:30 A.M. to 4:30 P.M. Monday – Friday (excluding holidays and bank holidays) preferred method of contact
- **Urgent telephone support**: 8:30 A.M. to 4:30 P.M. Monday – Friday (excluding holidays and bank holiday) to be used for urgent issues – email is preferred method of contact
- Emails received outside of office hours will be monitored, however no action can be guaranteed until the next working day

6.2. Service Requests

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:
- Emails replied to within 4 hours (during business hours)
- Resolution offered within 72 hours for issues that do not require escalation to developers or a 3rd party.
- Remote assistance will be provided in-line with the above timescales dependent on the priority of the support request.

Please note: In extremely busy periods, such as the start of a new academic year, we reserve the right to change the above response to 24hrs for replies and 5 working days for resolution.

Please note: All tickets awaiting a reply from your school will be assumed solved and therefore closed after 14 days of non-activity.