

Number:	05.1.6	Page:	Page 1 of 2
Latest Version:	2.0	Revision Date:	04/20/2016
Effective Date:	04/20/2016	Replaces:	New
Revised By:	Joshua Graves	Review Cycle/Date:	Annual
Reviewed By:	Amy Max	Reviewing Unit:	Service Desk
Title:	Service Level Agreement (SLA) Standard		
Description:	This document defines the Service Level Agreement (SLA).		

Service Level Agreement (SLA) Standard

1. General Statement of Purpose
 - 1.1. This purpose of this standard is to define the Service Level Agreement (SLA).
2. Scope
 - 2.1. This standard is for all customer service employees.
3. Discipline
 - 3.1. Service Management
4. Terms and Definitions
 - 4.1. Service Level Agreement (SLA) – A contract providing a specific service to a customer, at a guaranteed level of availability or within a guaranteed amount of time, for a set price. Service Level Agreements generally have response time guarantees and restore guarantees. These customers may be internal or external customers.
 - 4.2. Respond – The time it takes to assign a case to a technician.
 - 4.3. Resolve – The time it takes to correct the problem and close a case.
 - 4.4. VIP – A state employee whose customer service needs have priority over other employees. Mostly consist of elected officials and agency heads.
5. Discussion
 - 5.1. Priority 1 Incident – The most critical of incidents. Expected to be resolved within 4 or 8 hours, based on location. A customer request including any outage preventing users from functioning on all levels. Incidents involving security breaches are always considered a Priority 1 Incident.
 - 5.2. Priority 2 Incident – Expected to be resolved by the end of the next business day. Any issue where a service is degraded but only one agency is affected.
 - 5.3. Priority 3 Incident – Expected to be resolved within 3 business days. Minor degradations affecting one user.
 - 5.4. Priority 4 Incident – Expected to be resolved within 5 business days. Minor degradations that do not impact business.
 - 5.5. Password Resets – Expected to be resolved within 20 minutes.
 - 5.6. Service Requests – Expected to be resolved within 5 business days. Any request for assistance other than a password reset is considered a service request.
6. Roles and Responsibilities
 - 6.1. Dispatcher – To respond to any customer request within the set SLA time period.
 - 6.2. Technician – To resolve any customer request within the set SLA time period.

Number:	05.1.6	Page:	Page 2 of 2
Latest Version:	2.0	Revision Date:	04/20/2016
Effective Date:	04/20/2016	Replaces:	New
Revised By:	Joshua Graves	Review Cycle/Date:	Annual
Reviewed By:	Amy Max	Reviewing Unit:	Service Desk
Title:	Service Level Agreement (SLA) Standard		
Description:	This document defines the Service Level Agreement (SLA).		

7. Attachments

7.1. Prioritization / Service Level Agreement Charts

SLA	Priority	Target Response	Target Restore
SLA 1 (location is local and on state fiber)	Priority 1	15 minutes	4 hours
SLA 2 (location is remote or not on state fiber)	Priority 1	15 minutes	8 hours
SLA3	Priority 2	2 hours	End of Next Business Day
SLA 4	Priority 3	8 hours	3 Business Days
SLA 5	Priority 4	8 hours	5 Business Days

		Impact			
		Multi Agency	Agency	Individual	
Severity	Outage	Issue prevents user from functioning on all levels.	Priority 1	Priority 1	Priority 2
	Degradation	Issue prevents user from performing some function(s).	Priority 1	Priority 2	Priority 3
	No Impact	Issues does not impact business in any way, but is broken or about to break.	Priority 2	Priority 3	Priority 4