

# Service Level Agreement (SLA)

Provided by

**CommSoft Software Solutions Ltd**

<b>Version</b>	<b>Date</b>	<b>Revision / Description</b>	<b>Title</b>
1.07	24/05/06	SLA Rev A2 Issue 1.07	CS – SLA Generic
1.08	20/03/06	SLA Rev A2 Issue 1.08	CS – SLA Generic
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## 1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between the Information Technology Organization (ITO) and one or more business customers for the provision of IT services required to support and sustain one or more systems and/or services.

<b>Service Provider(s):</b>	CommSoft Software Solutions Ltd.
<b>System Name(s):</b>	Voicemaster (Voice Logger) Callmaster (Call Logger / VCC) CommsOffice (Call Logger / Real-Time ACD / Data Monitoring / CTI / Operator Console/ Voice Recording)

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders. Changes are recorded in the Amendments section of this Agreement and are effective upon mutual endorsement by the primary 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 our business customers by one or more IT service providers.

The goal of this Agreement is to obtain mutual agreement for IT service provision.

### 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):** CommSoft Software Solutions Ltd. / agents acting on behalf of CommSoft Software Solutions Ltd..

**Business Customer(s):** Customers of CommSoft Software Solutions Ltd. & CommSoft Software Solutions Ltd. Approved Resellers

The following stakeholders are responsible for the deployment and ongoing support of this agreement:

Stakeholder	Title / Role	Contact Information
CommSoft Software Solutions Ltd.	Reseller maintainer	+44 (0) 8445 42 42 44 <a href="mailto:uksupport@commsoft-rms.com">uksupport@commsoft-rms.com</a>
CommSoft Software Solutions Ltd. Approved Resellers	Customer	

### 4. Service Environment

The following information provides detail on the users, tools, applications and/or other components supported by this Service Level Agreement:

<b>Number of End Users:</b>	1 Site (multiple sites by specific agreement)
<b>Number of Concurrent Users:</b>	1 Site (multiple sites by specific agreement)
<b>Number of Registered Users:</b>	1 Site (multiple sites by specific agreement)
<b>In-Scope Applications:</b>	Voicemaster (Voice Logger) Callmaster (Call Logger / VCC) CommsOffice (Call Logger / Real-Time ACD / Data Monitoring / CTI / Operator Console/ Voice Recording)
<b>Infrastructure Services:</b>	Suitable IT infrastructure as detailed in the specific in-scope applications documentation
<b>SLA Dependencies:</b>	Clean mains power supply, telephone system SMDR Call Logging & or CTI or OAI interfaces, remote internet connectivity to PC's running in-Scope applications and other specific agreed site / customer specific services

## 5. Periodic Review

This Agreement is valid from the receipt of a Purchase Order (PO) or written request from CommSoft Software Solutions Ltd. customers or CommSoft Software Solutions Ltd. approved resellers and is valid until the **Date of Termination. (One calendar year from receipt of PO or order unless agreed under specific contract)**. CommSoft Software Solutions Limited reserves the right to change the conditions of this agreement to maintain adequate and consistent support as a result of product and IT infrastructure changes, however, in lieu of any changes; 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.

<b>Business Relationship Manager:</b>	Managing Director CommSoft Software Solutions Ltd.
<b>Review Period:</b>	Annual

This Agreement will be supplied to the following:

<b>Document Location:</b>	Customers of CommSoft Software Solutions Ltd. & CommSoft Software Solutions Ltd. Approved Resellers
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## 6. Service Agreement

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

### 6.1. Service Scope

The following Services are covered by this Agreement; full descriptions, specifications and costs are outlined in the IT Service Catalogue or under separate covering email and or documents.

Ref No.	Service
1	Remote telephone support (4 hour response)
2	Remote internet support (4 hour response)
3	Site visit/s on failure to clear fault with ref 1 & 2 are chargeable. Current daily charge is £450.00 per day.

## 6.2. Customer Requirements

Customer responsibilities and/or requirements in support of this Agreement include:

<b>Customer Responsibilities &amp; Requirements</b>
Clean mains power supply
Telephone system SMDR Call Logging & or CTI or OAI interfaces, remote internet connectivity to PC's running in-Scope applications and other specific agreed site, customer & application dependant services
Any required hardware in support of the supplied software application such as buffer boxes, PC's or other equipment. If any item/s are supplied by CommSoft Software Solutions Ltd., then the balance of original manufacturers warranty exists to the limit of the warranty. Any additional support, repair or replacement is chargeable at rates deemed appropriate by CommSoft Software Solutions Ltd.

## 6.3. Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

<b>Service Provider Responsibilities &amp; Requirements</b>
Remote telephone support (4 hour response)
Remote internet support (4 hour response)

## 6.4. Service Assumptions & Expectations

Assumptions related to in-scope services and/or components include:

<b>Service Assumptions &amp; Expectations</b>
Suitable computer IT environment with clean main power supply
Correct operation and configuration of client and server supported software applications including any user maintenance and backup of user data
Adequate onsite IT support for any associated user equipment such as LAN server, client PC's, operating systems and internet access.

## 7. 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, measurement and reporting of in-scope services and related components.

### 7.1. Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

#### Production Computing Environment

<b>Customer Availability:</b>	Telephone, email or site meeting
<b>Maintenance Window:</b>	Office hours support
<b>Remote Server Monitoring:</b>	Internet

### 7.2. Availability Restrictions

**Availability Restrictions:**

UK national holidays

### 7.3. Service & Support 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:

**Service Request Timeframes:**

Remote telephone support (4 hour response)

Remote internet support (4 hour response)

Refer to the service support policies, processes and related procedures for additional information in Appendix A: Related Policies, Processes and Procedures.

### 7.4. Service Maintenance

All services and/or related components that require regular scheduled maintenance ("Maintenance Window") in order to meet established service levels. These activities may render systems and/or applications unavailable for normal user interaction for the following locations and timeframes:

<b>Location(s):</b>	End user / Customer in-scope application sites
<b>Timeframe(s):</b>	Software updates, specific configuration and diagnostic procedures will be performed under mutual agreement on an "as required" basis. During some of this time the services may be unavailable to users, wherever possible and by mutual consent of the stakeholders this will be performed at mutually agreed times.
<b>Time zone:</b>	UK GMT

<b>Time:</b>	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>Begin:</b>	BMA	09:00	09:00	09:00	09:00	09:00	BMA
<b>End:</b>	BMA	17:30	17:30	17:30	17:30	17:30	BMA



## 7.5. Service Exceptions

The following are not provided under the support agreement:

**Service Exception(s):**

Any of the following including associated services but not limited to:

1. Telephone system maintenance and configuration
2. Provision of clean mains power supply
3. Provision of adequate on site IT support, network monitoring, fault finding, problem rectification and maintenance
4. Provision of customer data backup and disaster recovery procedures
5. Moving of In-Scope applications & databases
6. End user training beyond basic application use and administration
7. Project management

## 7.6. Supporting Documentation

The following documents are associated with this Service Level Agreement and should be reviewed for appropriateness and validity prior to finalising the overall agreement and terms herein.

**Document Description:**

In-scope user documentation PDF and printed format

## Appendix A: Associated Policies, Processes and Procedures

### A.1 Change Management

Definition: Change management refers to any event that alters the existing state of a Customer's production IT services, including software, hardware, networks and facilities.

**Associated Toolsets:**

In-Scope applications including software updates

### A.2 Release Management

Definition: Release management ensures that all the technical and non-technical aspects of a change or related groups of changes are coordinated and facilitated in a standard manner.

**Tool Requirements:**

In-Scope applications

**Tool Link(s):**

N/A

### **A.3 Incident Management**

Definition: The process of managing unexpected operational events with the objective of returning service to customers as rapidly as possible.

**Associated Toolsets:**

In-Scope applications

Remote telephone support (4 hour response)

Remote internet support (4 hour response)

#### **A.4 Problem Management**

Definition: Problem Management identifies the root cause of a single significant, multiple or reoccurring incident(s) to prevent further incident activity.

**Associated Toolsets:**

Remote telephone support (4 hour response)

Remote internet support (4 hour response)

Site meeting of stakeholders (by prior mutual agreement)

Change of feature, procedure, configuration software and or hardware

#### **A.5 Configuration Management**

Definition: Identifies, records and validates critical computing components and their relationships with other configured items, maintaining a virtual representation of the IT infrastructure.

**Associated Toolsets:**

Customers site LAN and IT infrastructure to carry and support the in-scope applications

## Appendix B: Amendments

The following amendments, subsequent to the original agreement, apply to this Service Level Agreement:

<b>Amendment Title:</b>	None
<b>Amendment Date:</b>	None
<b>Amendment Detail:</b>	None