



# SERVICE LEVEL AGREEMENT (SLA) **IT SUPPORT**

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# Table of Contents

## **1. OVERVIEW**

Introduction

Our Products

Incidents and First Response Times

Hours of Cover

Onsite Support Visits

Key Contacts at Concero

## **2. WHAT WE WILL DO FOR YOU**

General Support and Guidance to Users

Proactive Maintenance

AV Maintenance

Hardware Repairs/Troubleshooting

Software Installation and Configuration

Project / Change Management

(Procured Through Concero)

Network Infrastructure

Procurement & Finance

## **3. ADDITIONAL SERVICES**

## **4. THINGS OUTSIDE OF OUR CONTROL**

## **5. INCIDENT LOGGING PROCESS**

## **6. ESCALATION PROCESS**

## **7. FRAMEWORK FOR ICT SUPPORT (FITS)**

## **8. SERVICE TARGETS**

# 1. OVERVIEW

## Introduction



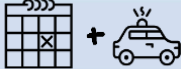
We are a growing company with a genuine love of what we do – delivering technology services to schools and businesses that care about providing a high quality working environment.

Without you, we couldn't continue to prosper and grow.

A Service Level Agreement, or 'SLA' is a working document, referred to frequently as part of measuring and monitoring the quality of service being provided. We see it as a vital part of every Review Meeting that we hold with our Customers, a reference point for both Customers and Concerero, to ensure that the service we provide is delivered exactly to the standard our Customers demand.

# Our Products

We provide different levels of service to suit a variety of Customer needs:

	Our recommended and pre-selected option for your school		
			
	Scheduled	On-Demand	Scheduled + On-Demand
<p>We have listened and redesigned our IT Support Services. In order to offer you the most appropriate and reliable service that meets your school's needs, you can now choose to receive technical support from us by selecting one of the three options:</p> <p>Summary of what's included:</p>	<p>Regular onsite scheduled visits selected by the school</p> <p>Ideal for those who do not require technical support in between each allocated scheduled visit</p> <p>Sold in batches of 23 sessions that include 3 hours per session.</p>	<p>Problems rarely occur at a convenient time so our team will fix issues in the most appropriate and efficient way. This could be remotely via phone, online, email or on-site with a technician at your school.</p> <p>Daily essential maintenance is also included to monitor and quickly detect, diagnose and fix issues before you become aware of them</p>	<p>In addition to fixing issues remotely, over the phone or onsite as and when you need, regular onsite scheduled visits are provided weekly or fortnightly.</p> <p>Daily essential maintenance is also included to monitor and quickly detect, diagnose and fix issues before you become aware of them</p>
GDPR compliant service desk	✓	✓	✓
Scheduled technician visits delivered weekly or fortnightly	✓*		✓**
Emergency call outs	✓	✓	✓
On-Demand Telephone & Remote IT Support		✓	✓
On-Demand Onsite IT Support		✓	✓
Daily essential maintenance to monitor and quickly detect, diagnose and resolve network issues		✓	✓
Termly meetings to ensure we are meeting your expectations		✓	✓
Classroom Audio Visual maintenance		✓	✓

\*Sold in batches of 23 sessions (1 session = 3 hours)

\*\*Sold in batches of 19 sessions (1 session = 2 hours)

We can also provide bespoke product offerings that contain a range of the above features in order to best accommodate individual Customer needs.

## Incidents and First Response Times

An incident is a Customer request for support or guidance relating to a specific device, software program, or person. We may, for simplicity of resolution, choose to group more than one incident together should there be a number of communications on a similar issue which can be reasonably attributed to the same root cause. Such incidents could then be classified as a problem and may be dealt with via problem management solutions.

Incidents are categorised by level of urgency and response time reflect this urgency:

Priority	Description	Target Response (Working Hours)*
Urgent	All users affected with all functions unavailable.	0-1 Hour
High	Large number of users or business critical functions affected.	0-2 Hours
Medium	Limited number of users or functions affected, business process can continue.	0-4 Hours
Low	Simple requests, no one immediately affected	0-8 Hours

Time spent on an incident is measured from the time we first become aware of the issue to the time of resolution. This includes travel time. Lapsed time, where we are waiting for the Customer or other third party to supply information, is specifically excluded.

It is imperative that all users adhere to the Incident Logging Process via the Service Desk, details of which can be accessed via the Concero website. In this way we are able to prioritise correctly, ensure all Incidents are captured and be aware of all current issues and related concerns.

**\*Scheduled Customers: for High, Medium and Low cases - our response time is only measured for hours taken whilst on site.**

## Hours of Cover



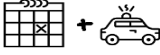
The Service Desk is operational between the hours of 08:00AM to 16:30PM on Monday to Friday (excluding public holidays and Christmas shutdown\*). Outside of these hours a voicemail can be left via our phone system, which will then be evaluated from 8:30am the following morning.

Support Method	Availability
Chat (Remote)	08:00AM - 16:00PM Monday to Friday excluding public holidays
Telephone (Remote)	08:00AM - 16:30PM Monday to Friday excluding public holidays
Email / Service Desk Portal (Remote)	Access to our cloud based service desk 24 hours per day, 365 days per year
Onsite Support	08:00AM - 18:00PM Monday to Friday excluding public holidays

\*Due to annual variance, details of the Christmas shutdown period can be found via our website.

## Onsite Support Visits

Every school operates within its own unique circumstances. Therefore, we have tailored visit options that seek to cater to the diverse requirements of every Customer.

Product	 Scheduled	 On-Demand	 Scheduled + On-Demand			
Weeks of Coverage	46	52	52			
Session Length	3 Hours	Ad hoc	2 Hours			
Sold in Batches of	23 Sessions	N/A	19 Sessions			
Session Times*	Morning 8:30-11:30	Afternoon 12:30-3:30	Ad hoc	Morning 8:30-10:30	Lunch 11:00-13:00	Afternoon 14:00-16:00
AV Maintenance Visits	Annually**	Annually	Termly			
Audit Visits	Annually	Annually	Annually			

\*Typically

\*\*With AV visits constituting a scheduled session.

Please refer to your individual proposal and on-boarding documentation for specific information regarding your service coverage with us.

Scheduled visits are set out over a 46-week period and may fall in and/or out of the academic term time. However, our On-Demand services are available to Customers 52 weeks a year. Scheduled visit frequency can be negotiated with your service manager, however our target is to deliver them either weekly or fortnightly.

Scheduled visits are subject to change and we will notify you at the earliest possible moment, however we will always fulfil the quantity of sessions purchased.

'Scheduled + On-Demand' Customers will continue to receive onsite support outside of scheduled support appointments dependent on requests submitted to our Service Desk.

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# Key Contacts at Concerero

## **Service Desk Support**

- First point of contact
- On-the-spot resolution of non-complex incidents
- Assess more complex issues and escalate appropriately
- Schedule on-site visits and periodic Customer Review Meetings

## **Customer Support Engineers**

- On-site attendance
- Resolution of basic on-site issues and escalation of complex issues
- First line support to Customer

## **Change Management, Problem Management, Implementation and Quality Assurance (CPIQ) Team Engineers**

- Resolution of complex issues
- Management of Customer projects
- Management of 'IT change' on behalf of Customers
- Quality assurance

## **Account Manager**

- Organise and chair periodic Customer Review Meetings
- Monitor KPI service levels, explain unders/overs and project manage plans to resolve ongoing issues
- First point of reference for on-going Customer concerns

## **Other roles**

- Finance - for invoicing and pricing
- Procurement – for hardware/software quotations
- HR – for Health and Safety and Enhanced DBS questions
- Curriculum Support and Safeguarding Officer
- Compliance Officer (GDPR & ISO)



## 2. WHAT WE WILL DO FOR YOU

The purpose of our IT Support packages are to maintain your current systems and to give technical advice and guidance towards future strategic change.

### Essential Maintenance and Cyber Security Essentials\*

Component & Description	How Often?
Checks to ensure that backups are completed successfully (both onsite and offsite)	Daily
Ensure antivirus and firewall protections remain active and effective on all servers	Daily
drive space checks on all servers	Daily
check to ensure windows updates are completed	Daily
check of drive health in servers	Daily
audit and inventory check	Yearly
Driver and firmware updates	Ad Hoc

### General Support and Guidance to Users

- Service Desk issue assessment and initial 'first line' advice
- Direct users to correct point for resolution. Obtain third party assistance where appropriate
- Monitor and maintain computer systems and network
- Password resets
- 'Best endeavours' advice on third party software (e.g. Phones, Printers, Broadband, Sign In systems etc...)

\*Available only to our 'On-Demand' and 'Scheduled + On-Demand' Customers.

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## AV maintenance

- Clean projector filters
- Note down lamp hours
- Check alignment
- Check sound
- Ensure that cables are functional and tidy in the surrounding desk space
- Produce a report which details the condition of each projector checked

## Hardware Troubleshooting, Repairs & Upgrades

- Initial technical assessment of issue and first line repairs if possible on a 'best endeavours' basis
- Manage the processing and negotiation of warranty claims
- Arrange the ordering of replacement parts and manage third party repair
- Upgrading of hardware (limited to RAM & HDD expansion)

## Software Installation and Configuration

- Ensure that licences are appropriate and up to date for relevant software\*
- Remotely deploy changes of software across multiple devices
- Install, configure and maintain wireless firmware

## Project / Change Management\*\*

- Utilise the unique skill set of a PRINCE2™ qualified Programme & Compliance Manager
- We will take responsibility for planning, procuring and executing your project, big or small
- Migrating Virtual Servers onto physical servers
- Work with external suppliers to change over telephone systems, broadband or printers/copiers
- Run and maintain a Disaster Recovery facility
- Oversee the installation of audio-visual equipment

\*Prices for 3<sup>rd</sup> party software (such as Microsoft suites) are not set by Concero.

\*\*For goods and services procured through Concero.

## Network Infrastructure

- Facilitate room moves\*
- Minor amendments to switches
- Maintain cabling

## Procurement & Finance

- Provide quotes for any hardware or software that your organisation requires
- Utilise our buying power to ensure we provide the best value for money for your organisation
- Liaise with third parties to overcome problems (such as delivery issues)
- Utilise the knowledge of the Pre-Sales Technical support team so as to ensure products are fit for purpose pre-purchase

## SIMs Support

- For customers who are 'Scheduled + On-Demand' and Capita Direct customers we offer inclusive SIMs support
- We can act on behalf of schools to work directly with third parties to resolve any SIMs issues that may arise
- We can facilitate SIMs upgrades and patches where necessary

\*IT Equipment only – e.g. Desktop equipment such as a desktop PC & phone (excludes projectors and photocopiers).

### 3. ADDITIONAL SERVICES

Experience tells us that there will be a number of requests which will fall outside of our main service offering. We are able to manage these requests but this work would be regarded as an ‘Additional Service’, examples of which are shown below (some may incur additional costs):

Service Type	Example
Offsite Backups	A customer requires an offsite backup provision
Fundamental changes to the Customer’s Network	Windows OS upgrade across all the Network
Website Hosting	Updating newsletters on Customer website
MIS support*	Remote software upgrades for MIS software
Cover the cost of postage and packing, replacement parts, or third party labour charges for off-site specialist or warranty repairs	Laptop keyboard fails. Complex to replace and high risk of damage demands that it goes back to the third party specialist repair centre
Infrastructure installations or modifications	Installing data cabling/electrics/telephones/WiFi
Provide specialist software to perform complex tasks/activities	Backup storage/encrypted backup software is required for on-site/off-site backup. These can be researched and recommended
Complex cleaning of Customer equipment	If basic cleaning of projectors does not improve quality, then a specialist deep clean will need to be carried out
Installation & configuration of hardware not purchased through Concero (if deemed a project)	Multiple devices require a project-level plan for implementation
Curriculum Support	Phone access to our Curriculum Support Officer and specialist training events.
Specialist Audio-Visual (AV) Maintenance	Conduct maintenance of specialist AV equipment, such as that requiring scaffolding in order to be reached

Once a request has been received it will be highlighted to the Customer’s authorised personnel for sign off on the work and pay rates will then be agreed.

\*SIMs support is included for Customers who are Scheduled + On-Demand and Capita Direct Customers.

## 4. THINGS OUTSIDE OF OUR CONTROL

We seek to provide the most comprehensive service that we can, but there will occasionally be things that occur for which we are unable to be held responsible. Examples are as follows:

Occurrence	Example
System failure results in downtime	Major service component fails and parts are on back order
Computer virus breaks out on the Customer systems	Completely new strain of virus attacks the Customer systems and compromises the network
Backups failure after Concero advice given	Concero advice and guidance not followed
'Acts of God'	Lightning strike knocks out the network
Third party dependencies	Late delivery of printers from an external supplier
Third party software updates	Downstream impact of automated software update
Third party remote access	SIMS remote session damages server functionality

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## 5. Incident Logging Process

### Chat

Instantly chat with our team:

Visit [www.concerouk.com](http://www.concerouk.com) or <https://squareone.education>

and click 'chat' to be connected to a technician. Great for times when you are in a class with no phone access and need immediate help.

### Call

Speak to us:

Dial 0333 111 0004 and speak with a member of our Service Desk. If we can't resolve your query within a matter of minutes, we will arrange a call back at a more convenient time for you.

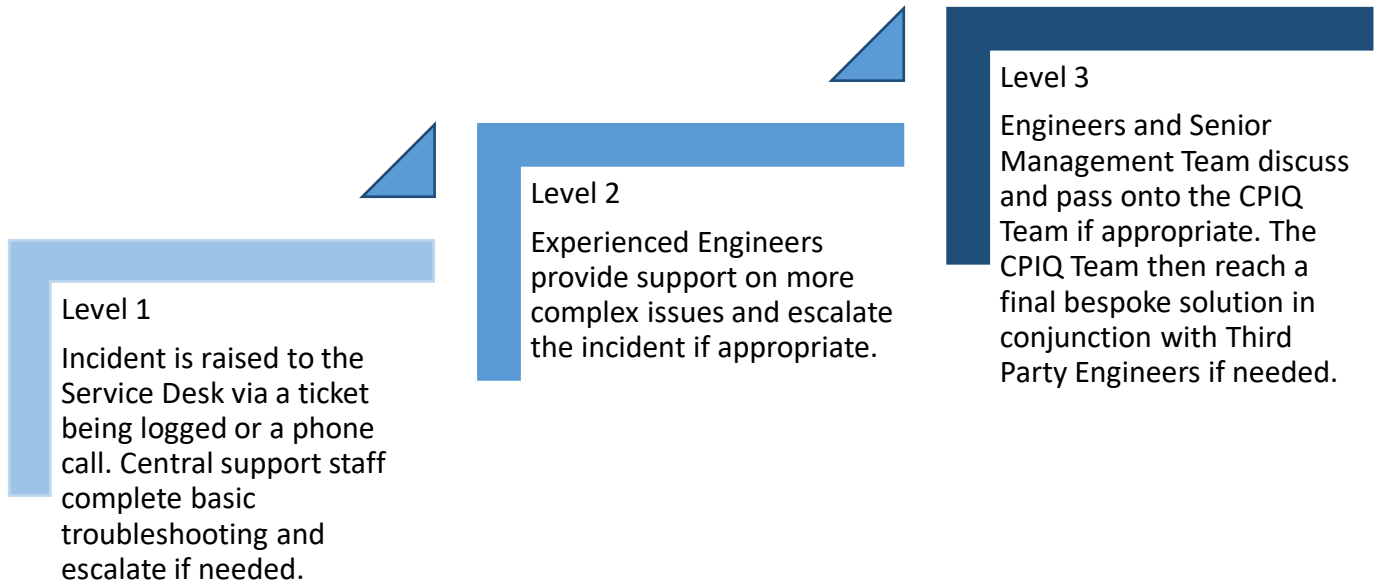
### Email

Email us at: [support@concerouk.com](mailto:support@concerouk.com) explaining the issue you are experiencing. Due to the new data protection laws and in order to keep your school data safe, we can only accept emails from your school email address.

### Customer Portal

Visit: <https://support.concerouk.com> and sign in using your school email account to view, update and manage all of your current and previous support requests in one place.

## 6. ESCALATION PROCESS



## 7. FRAMEWORK FOR ICT SUPPORT (FITS)

Concerto UK has adopted the Framework for ICT Support (FITS) which was developed by Becta to underpin its service support and service delivery. FITS is based on the IT Infrastructure Library (ITIL) and combines the experiences of ICT technical support providers all over the UK. ITIL is the most widely accepted approach to IT service management in the world. Find more information here:

<http://www.itiil-officialsite.com/>  
<http://www.thefitsfoundation.org/>

The emphasis of FITS is on proactive tasks as well as reactive ones. It views technical support not just as a function responsible for resolving incidents, but as a service provider with the main objective of incident prevention.

There are many benefits of FITS, such as:

- It gives you the benefit of hindsight over the last 20-plus years of the development of ICT technical support techniques
- It contains tried and tested processes that have been adapted with the school environment in mind
- It provides simplified and ready to use processes that can be used immediately
- It has a quick-start approach to help you make the best use of time and resources available and see quick results
- It helps you keep costs to a minimum
- It helps you protect teachers from having to get too involved in technical support issues

## 8. SERVICE TARGETS

Set out below are the service levels we will provide. These will be monitored closely, reported monthly and will be discussed formally in a Quarterly Review Meeting.

Measure	Service Level	Target
INCIDENT FIRST RESPONSE TIME – <b>NONAUTOMATED*</b>	Urgent – 1 working hr**	95%
	High – 2 working hrs**	95%
	Normal – 4 working hrs**	95%
	Low – 8 working hrs**	95%
TIME TO FIX – INCLUDES BOTH REMOTE (SERVICE DESK) AND ONSITE WORKING HOURS	Urgent – 8 working hrs	95%
	High – 16 working hrs	95%
	Medium – 40 working hrs	95%
	Low - 80 working hrs	95%
CUSTOMER SATISFACTION	Percentage of Customers that are satisfied with Concero	95%

\*Nonautomated refers to a Concero staff member acknowledging an incident (via any medium) as opposed to an automated email.

\*\*Hours here are in the context of the remote work hours outlined in the 'Hours of Cover' detailed on page 5.