	<b>SoftTech Engineers Ltd.</b>	Document No: 1.22
		Date of Issue: 17/01/2025
	<b>IT HELPDESK – SOP</b> 1.22_ SoftTech IT Service Level Agreement (SLA) document	Revision No: 00
		Date of Revision: 00/00/0000
		Page No: Page 1 of 1

Approvals	Title	Signature/Date
Prepared By: -	IT HELPDESK	17/01/2025
Reviewed By: -	IT Manager	17/01/2025
Approved By: -	VP	17/01/2025

## Introduction

This Service Level Agreement (SLA) outlines the SoftTech IT Infrastructure performance standards, expectations, and responsibilities of the SoftTech IT Infrastructure technical team in providing IT system support and maintenance for the organization. The objective is to ensure that system operations are stable, secure, and continuously available, while providing clear guidelines for response times, resolution, and escalation procedures.

## 1 Scope of Services

The SoftTech IT Infrastructure technical team is responsible for the management, support, and performance of IT systems and infrastructure, which include but are not limited to.

### Server Maintenance and Support->

Installation, configuration, monitoring, and troubleshooting of servers (physical and virtual).

**Network Infrastructure:** Management and support of network components such as routers, switches, and firewalls.

**Security Management:** Ensuring that systems are secure, implementing regular security patches, and managing user access.


**Backup and Recovery:** Management of backup solutions and ensuring data recovery procedures are in place and functional.

**System Monitoring:** Proactive monitoring of system performance and availability, addressing issues before they impact users.

**User Support and Requests:** Handling service requests from users related to system access, permissions, and troubleshooting

## 2 Performance Objectives

The following key performance indicators (KPIs) are used to measure the effectiveness of the System Administrator team:

	<b>SoftTech Engineers Ltd.</b>	Document No: 1.22
		Date of Issue: 17/01/2025
	<b>IT HELPDESK – SOP</b> 1.22_ SoftTech IT Service Level Agreement (SLA) document	Revision No: 00
		Date of Revision: 00/00/0000
		Page No: Page 2 of 1

Service	KPI	Target
<b>System Availability</b>	Uptime of critical systems	99.9% uptime for all critical systems
<b>Incident Response Time</b>	Time to acknowledge and begin working on an incident	Critical: 30 minutes, High: 1 hour, Medium: 2 hours, Low: 4 hours
<b>Incident Resolution Time</b>	Time to resolve an incident	Critical: 4 hours, High: 6 hours, Medium: 1 business day, Low: 3 business days
<b>Change Implementation</b>	Time to implement a change request	Normal: 3 business days, Urgent: 1 business day
<b>Security Patches</b>	Time to apply critical security patches	Within 24 hours of release
<b>Backup Validation</b>	Frequency of backup checks and tests	Weekly verification of backups and quarterly recovery testing
<b>User Support</b>	Average response time to user requests	90% of requests responded to within 3 business day

### 3 Incident and Service Request Management

SoftTech IT Infrastructure team is responsible for handling incidents and service requests as follows.

#### Incident Management->

**Critical:** Total system outages or severe degradation that impacts business continuity.

**High:** Issues affecting key systems or services but with workarounds available.


**Medium:** Non critical issues that affect performance or non essential systems.

**Low:** Minor issues with no significant impact on operations.

#### Service Requests->

User requests for system access, configuration changes, or new software installation.

Incidents and requests will be tracked and documented using the organization's Service Management platform (e.g., Office 365 new user, Redmine, TFS access, etc.).

	<b>SoftTech Engineers Ltd.</b>	Document No: 1.22
		Date of Issue: 17/01/2025
	<b>IT HELPDESK – SOP</b> 1.22_ SoftTech IT Service Level Agreement (SLA) document	Revision No: 00
		Date of Revision: 00/00/0000
		Page No: Page 3 of 1

#### 4 Escalation Procedures

In the event that an issue is not resolved within the defined service levels, the following escalation procedures will be followed.

**First Escalation:** If the issue cannot be resolved within the initial SLA targets, it will be escalated to a senior System Administrator.

**Second Escalation:** If unresolved by the senior administrator, the issue will be escalated to the IT Operations Manager or a designated leader within the team.

**Third Escalation:** If the issue remains unresolved after the second escalation, it will be escalated to the IT Director or relevant senior leadership for further action.

Escalation timelines will vary depending on the severity of the issue

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#### 5 Reporting and Reviews

Performance against SLA targets will be reviewed monthly and reported to senior management.

The reports will include:->

A summary of all incidents, requests, and their resolution statuses.

SLA compliance statistics.

Areas for improvement or process optimizations.

A review of any escalated incidents and their resolution.

Performance reviews will be conducted quarterly to discuss possible improvements in SLA targets, team capacity, and process adjustments

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#### 6 Responsibilities

##### **SoftTech IT Infrastructure Administrator Team Responsibilities.**


Meet or exceed SLA targets for incident response, resolution, and system availability.

Ensure the timely application of patches and security updates.

Proactively monitor and manage systems to avoid downtime and prevent incidents.

Maintain up to date and accurate documentation of all system configurations, changes, and incidents.

##### **User/Client/Business Unit Responsibilities.**

	<b>SoftTech Engineers Ltd.</b>	Document No: 1.22
		Date of Issue: 17/01/2025
	<b>IT HELPDESK – SOP</b> 1.22_ SoftTech IT Service Level Agreement (SLA) document	Revision No: 00
		Date of Revision: 00/00/0000
		Page No: Page 4 of 1

Provide clear and accurate information regarding system issues and service requests.

Adhere to policies for change management and system access.

Cooperate in incident and request resolution, including providing access or assistance where necessary.

Inform the SoftTech IT Infrastructure Administrator Team of critical business events that may require special handling

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## 9. Exclusions

This SLA does not cover:

**Third party systems:** Systems that are outside the organization's direct control or maintenance (e.g., external cloud services or vendor managed systems).

**User errors:** Issues caused by users mistakes or misuse of systems.


**Force majeure events:** Circumstances beyond the team's control, such as natural disasters, major network outages, or other unforeseen events.

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## 10. Amendments

This SLA may be reviewed and amended as needed, subject to approval by both the IT department and the organization's senior leadership. Any changes will be communicated to all relevant persons/parties in advance.

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	<b>SoftTech Engineers Ltd.</b>	Document No: 1.22
		Date of Issue: 17/01/2025
	<b>IT HELPDESK – SOP</b> 1.22_ SoftTech IT Service Level Agreement (SLA) document	Revision No: 00
		Date of Revision: 00/00/0000
		Page No: Page 5 of 1

## 11 Agreement Signatures

By signing below, both parties agree to the terms and conditions outlined in this SLA.

**Signed By**

**Title Date**

IT Operations Manager

Sr. System Administrator Lead

Jr. System Administrator

Azure Support Engineer

Database Support Engineer

Desktop Support Engineer

**&**

Department Representative