

Service Level Agreement (SLA)
for <company name>
by
SPARKMINDS J.S.C

Effective Date: 05-09-2023

Document Owner:	SPARKMINDS J.S.C
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Version

Version	Date	Description	Author
1.0	05-09-2023	Service Level Agreement	Adam

Approval

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

Approvers	Role	Signed	Approval Date
SPARKMINDS J.S.C	Service Provider		
<customer name>	Customer		

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1. Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between **SPARKMINDS J.S.C** and **<client name>** for the provisioning of IT services required to support and sustain the product or service.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.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): SPARKMINDS J.S.C (“Provider”)

IT Customer(s): <client name> (“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: SPARKMINDS J.S.C

Review Period: Yearly

Previous Review Date: 05-09-2023

Next Review Date: 05-09-2024

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.

- Ad-hoc chat support
- Monitored email support
- Remote assistance using Remote Desktop
- Planned or Emergency Onsite assistance (extra costs apply)
- Monthly system health check

5.2. Customer Requirements

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

- Payment for all support costs at the agreed interval.
- Reasonable availability of customer representative(s) when resolving a service-related incident or request.

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:

- Chat support: 8:30 A.M. to 6:00 P.M. Monday – Friday
 - Request received out of office hours or weekend will be collected, and best efforts will be made to answer / action the request.
- Email support: Monitored 8:30 A.M. to 6:00 P.M. Monday – Friday
 - Emails received outside of office hours or weekend will be collected, and best efforts will be made to answer / action the request.
- Onsite assistance guaranteed within 1 week from request approved.

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:

- 0-8 hours (during business hours) for issues classified as **High** priority.
- Within 24 hours for issues classified as **Medium/Low** priority.

Remote assistance will be provided in-line with the above timescales dependent on the priority of the support request.

Severity Level Guidelines	
Severity Level	Definition
High	A critical problem in which the product/service are down, inoperable, inaccessible, or unavailable, (ii) otherwise materially cease operation, or (iii) perform or fail to perform to prevent useful work from being done.
Medium	A problem in which the product/service and the hosting environment (i) are severely limited or major functions are performing improperly, and the situation is significantly impacting certain portions of Users' operations or productivity, or (ii) have been interrupted but recovered, and there is high risk of recurrence.
Low	A minor or cosmetic problem with the product/service that (i) is an irritant, affects non-essential functions, or has minimal operations impact, (ii) is localized or has isolated impact, (iii) is a nuisance, (iv) results in visual errors, or (v) is otherwise not Severity 1 or Severity 2, but represents a failure of product/service to conform to specifications.