



Service Level Agreement



HOUSING PARTNERS SERVICE LEVEL AGREEMENT

AGREEMENT OVERVIEW

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between Housing Partners and the Customer for the provisioning of 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 This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.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.

GOALS AND OBJECTIVES

The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent support service and delivery to the Customer(s) by Housing Partners.

The goal of this Agreement is to obtain mutual agreement for support 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.

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:

Support Provider(s): Housing Partners. ("Provider")

You the customer: ("Customer")



SERVICE AGREEMENT

Service Scope

The services covered by this Agreement is the support via monitored email and telephone support.

Customer Requirements

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

- Payment for all support costs at the agreed interval.
- Housing Partners | Service Level Agreement
- Reasonable availability of customer representative(s) when resolving a service related incident or request.
- The Customer will carry out preliminary diagnosis of problems to eliminate those due to Customer systems including operating system, hardware faults and/or user error.

Provider Requirements

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

- Meeting response times associated with support related incidents
- Appropriate notification to the Customer for all scheduled/planned maintenance

SERVICE MANAGEMENT

Service Availability

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

- Telephone support will be available Monday to Friday between 09:00 to 17:00 hours, excluding English statutory holidays.
 - Calls received out of office hours will be forwarded to a voicemail service and the call will be acknowledged and responded to the next working day.
- Email support will be available Monday to Friday between 09:00 to 17:00 hours, excluding English statutory holidays.
 - Emails received outside office hours will be collated and the call will be acknowledged and responded to the next working day.

Service Requests

In support of services outlined in this Agreement, the Provider will respond to service related incidents and/or requests submitted by the Customer.

Our Support Helpdesk, which consists of our first and second support teams, will endeavour to acknowledge and respond to your incident within one working day. Should our first line



support team not be able to resolve your issue, it will be categorised, prioritised and passed to our second and third line support teams.

Prioritisation

For prioritisation of our incidents, we use the following:

Priority	Definition
P1 (High)	Incidents where the product or system is unavailable for all users. Users are unable to work and root cause is being investigated with high priority for an immediate resolution.
P2 (Medium)	Incidents where the product or system is unavailable in part or full for a small subset of users. Workaround for the incident has been identified and root cause is being investigated with medium priority for a resolution as soon as possible.
P3 (Low)	Incidents where the product or system is not functioning as designed on a minor scale. This may impact one or many individuals but would not stop the day to day tasks. Incident is added to the product backlog for prioritisation and fixing in the foreseeable future.

