



**Service Level Agreement (SLA) for
Matanuska-Susitna Borough School District**

Effective Date: 5-10-2017

Document Owner:	MSBSD Call Center
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Approval

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

Approvers	Role	Signed	Approval Date
MSBSD Call Center	Service Provider	Michelle Hoyt	5/17/17
Executive Director of Operations	Director	Michael Brown	5/17/17

1. Agreement Overview

This agreement represents the service level that the **Matanuska-Susitna Borough School District (MSBSD) Information Technology (IT)** is required to support and sustain the MSBSD basic IT services.

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.

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. 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 **Call Center Supervisor** (“Document Owner”) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions as required.

Review Period: Annual (12 months)

Previous Review Date: 5-10-2017

Next Review Date: 5-10-2018



4. Service Agreement

The following detailed service parameters are the responsibility of the MSBSD IT Department in the ongoing support of this agreement.

4.1. Service Scope

The following Services are covered by this Agreement;

- Manned telephone support.
- Monitored email support.
- Ticket support.
- Remote assistance using remote desktop and a Virtual Private Network where available.
- Minimal planned or emergency onsite assistance.
- Monthly system health checks.

4.2. Customer Requirements

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

- Provide reasonable information from customer representative(s) to help resolve any related incident, request, or troubleshooting issue.
- Reasonable availability of customer representative(s) when resolving a service related incident or request.

4.3. Service Provider Requirements

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

- Meeting response times associated with incidents or service requests.
- Appropriate notification to customer for all scheduled maintenance.
- Appropriate communication with the customer while on calls.
- Response to phone calls within at least 3 min hold time.
- Response to emails within 24 hours for incidents.
- Reduce the abandon calls time to less than a min.
- Ticket closed within 20 days.
 - Tickets not responded to by customer after 3 contacts over 14 days will be closed.

4.4. Service Assumptions

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

- Changes to services will be communicated and documented to all stakeholders.



5. 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.

5.1. Service Availability

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

- Telephone and email support: 7:00 A.M. to 4:30 P.M. Monday – Friday
 - Received out of office hours will be forwarded to an inbox, however, no action can be guaranteed until the next business day.
- The Call Center can provide minimal onsite assistance to support the customer support services technician.

5.2. Incidents/service requests/projects

In support of services outlined in this agreement, the Service Provider will respond to the following requests submitted by the Customer within the following time frames:

- **Incident:** an unplanned interruption to an IT Service or reduction in the quality of an IT service.
 - 6-8 hours (during business hours) resolution or plan of action created.
- **Service requests:** a user request for information or advice, or for a standard change for access to an IT service.
 - An acknowledgement of receipt and plan of action or more information within 24 hours.
 - 4-6 days resolution or plan of action created.
- **Projects:**
 - An acknowledgement of receipt and plan of action or more information within 24 hours
 - 2 weeks or plan of action created.

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

