

Service Level Agreements (SLAs)

Introduction & Purpose of Document

This document details the standard level of service TMB support services strive to deliver. This document should be read in conjunction with the latest copy of TMB's Terms and Conditions.

Approved Contacts

Tickets can only be raised with TMB by customer contacts (users) who are listed within the TMB ticketing system. Calls cannot be accepted by any other members of staff unless previously agreed. Tickets can be raised by email, telephone and the client portal. However, we may contact individual users in some cases to troubleshoot issues.

Logging A Ticket

Once a ticket is logged you will be given a ticket number over the phone or by email. Your ticket will be assigned to an engineer who will gather details of your issue in order to progress your ticket. The ticket will be subject to the service level guidelines detailed in this document. You will then be sent an email notification containing the following: ticket number, priority assigned and brief subject information.

TMB's Service Desk has 3 skill sets readily available to action your support calls: First Line Engineers, Second Line Engineers and Third Line Engineers, all who remain reserved for service desk activity between 09:00 and 17:00 each business day.

At times outside of the normal working day, the Service Desk can be made available 24/7 for emergency incidents. However, unless specifically covered within your contract, any calls to the 24/7 Service Desk will result in additional charges. The following table outlines the TMB Service Desk availability.

Days	Hours	Response type
Mon – Fri	9am – 5pm	Full Service Desk with Service Level Agreement.
Mon – Fri	5pm – 9am	Out of hours support for MI & P1s on Critical systems.
Sat/Sun	24 hr	Out of hours support for MI & P1s on Critical systems.

Response Times

By default a ticket logged via email will be given a P3 priority and set a first response target of 4 hours. When the ticket is reviewed and assigned to an appropriate engineer, the priority level will be changed if required according to the prioritisation chart detailed in this document. During the ticket review process, if a ticket is given an MI or P1 priority, then it will be responded to within 30 minutes. There is no maximum time limit to resolution, but a plan to resolution will be issued within 8 hours.

First response times apply during working hours of 9am to 5pm Monday to Friday.

Prioritisation

Every incident logged to the Service Desk is reviewed and a priority is set on the ticket. The chart below describes each priority level, the first response times, and examples of typical issues.

TMB Priority Levels	Definition & Examples	First Response Times
MI (Major Incident)	<p>An occasion where a business critical service is interrupted or unavailable. Characteristics of a Major Incident include (but are not limited to):</p> <ul style="list-style-type: none"> • 60-100% of internal users of the service are impacted. • A business critical service is unavailable for more than 15 minutes. • A business critical service is affected by degradation of performance or functionality for a period of more than 3 hours. • A major security issue such as a hacking attempt, data breach, data loss. <p>Examples of a MI could be:</p> <ul style="list-style-type: none"> • Total server or storage failure (this may involve third-party SLAs). • Network switch failure (this may include third-party SLAs). • Connectivity/Infrastructure failure (this may involve third-party SLAs). • Loss of internet services (this may involve third-party SLAs). • Network wide issues affecting the whole business. • Virus outbreak affecting the whole business. 	30 mins
P1	<p>Similar to a Major Incident but affects fewer internal users. An occasion where a business critical service is interrupted or unavailable. Characteristics of a P1 include (but are not limited to):</p> <ul style="list-style-type: none"> • 30-60% of internal users of the business critical service are impacted • A business critical service is unavailable for more than 15 minutes • A business critical service is affected by degradation of performance or functionality for a period of more than 1 hour but less than 3 hours • Potential security issue such as an attempted hacking issue. <p>Examples of a P1 could be:</p> <ul style="list-style-type: none"> • Single or multiple servers unavailable to a group of users (this may involve third-party SLAs). • Server single disk failure. • Connectivity/infrastructure failure affecting a group of users (this may involve third-party SLAs). • Loss of internet services for a group of users (this may involve third-party SLAs). • Multiple users cannot work remotely, and it is an urgent issue. • Multiple users cannot access emails on their smartphones and it is an urgent issue. • Multiple teams or departments cannot access printers, and is an urgent issue. • Potential virus outbreak on one or more devices. • Backup failure for more than 1 day. • A user has left the company and all accounts need to be disabled urgently. 	30 mins
P2	<p>An occasion where a business critical service is interrupted or unavailable for a small number of users, or a non-business critical service is interrupted or unavailable for all users. Characteristics of a P2 include (but are not limited to):</p> <ul style="list-style-type: none"> • 10-30% of internal users of the business critical service are impacted. • A business critical service impacted by a degradation of performance or functionality for less than 1 hour for a small number of users. • 60-100% of internal users of a non-business critical service are impacted. • A non-business critical service is unavailable for less than 1 hour. • End user hardware or software (performance, functionality or failure) where no initial workaround can be provided. <p>Examples of a P2 could be:</p> <ul style="list-style-type: none"> • Single application server failure (non-business critical application) (this may include third-party SLAs) • Workstation failure for a single user where no other hardware is available (this may include third-party SLAs). • An application is not available to a small number of internal users (this may include third-party SLAs). • A single user cannot work remotely, there is no workaround and it is an urgent issue. • A number of users cannot access emails on their smartphones but it's not urgent as they have a workaround. • A user or small team cannot print to any printer. • A possible virus infection on a single device. • Backup failure for 1 day. • New user account required and to be active within 1 business day. • A user is leaving the company and all accounts need to be disabled within 1 working day. 	2 hours

<p>P3</p>	<p>An occasion where a non-business critical service is interrupted or unavailable to a small number of users. Characteristics of a P3 include (but are not limited to):</p> <ul style="list-style-type: none"> • 0-10% of internal users of the non-business critical service are affected. • Services to internal users can be maintained by the provision of workarounds. <p>Examples of a P3 could be:</p> <ul style="list-style-type: none"> • An application that is not often used is unavailable. • An application or service that is frequently used is not available through the normal methods, but a workaround is available. • A user or small team cannot print to their default printer, but another printer is accessible as a workaround. • Keyboard, mouse or other peripheral are not working, but spare peripheral or hardware is available as a workaround. • A user cannot work remotely in the normal method, but a workaround is available. • A single user cannot access emails on their smartphone but can access emails using other methods as a workaround. • New user account required and to be active within 3-5 business days. • A user is leaving the company and all accounts need to be disabled within 3-5 working days. 	<p>4 hours</p>
<p>P4</p>	<p>An occasion where a service is interrupted but does not affect users. Non-urgent change requests such as a new starters or leavers. Characteristics of a P4 include (but are not limited to)</p> <ul style="list-style-type: none"> • No user impact. • Non-urgent service requests. • Non-urgent small change requests. • Minor annoyances of a user's workstation that are not urgent. <p>Examples of a P4 could be:</p> <ul style="list-style-type: none"> • New user account required but does not need to be active within 5 business days. • A user is leaving but all accounts do not need to be disabled within 5 working days. • third-party provider requires small change request in order to gain access to system(s) but not within 5 working days. • Requests for information that are not urgent. • Error message appears on a user's workstation once a day but does not impact services. 	<p>8 hours</p>

Service Level Timeline

	0 - 30 minutes	30 – 60 minutes	1 – 2 Hours	2 – 4 Hours	4 – 8 Hours	8 – 16 Hours
MI	<p>Ticket reviewed and priority assigned</p> <p>1st/2nd Line Engineer begins troubleshooting</p> <p>Incident Manager assigned</p> <p>Account Manager & Head of Support Services Informed</p> <p>Incident Manager offers client the Conference Bridge facility or provides updates every 30 minutes.</p>	<p>Ticket escalated to:</p> <p>Vendor (Vendor SLA starts) OR 3rd Line Engineer</p> <p>Client, Account Manager and Head of Support Services kept up to date.</p>	<p>3rd Line Engineer continues troubleshooting OR Follow up with vendor</p> <p>Client, Account Manager and Head of Support Services kept up to date</p>	<p>3rd Line Engineer or vendor to have fixed root cause OR Implement a workaround OR Engineer sent to site OR Agree action plan</p>		
P1	<p>Ticket reviewed and priority assigned</p> <p>1st/2nd Line Engineer begins troubleshooting</p> <p>Account Manager & Head of Support Services Informed</p>	<p>Review if an Incident Manager is required.</p> <p>Incident Manager or Engineer offers client the Conference Bridge facility or provides updates updated every 1 hour</p>	<p>Ticket escalated to:</p> <p>Vendor (Vendor SLA starts) OR 3rd Line Engineer</p> <p>Client, Account Manager and Head of Support Services kept up to date.</p>	<p>3rd Line Engineer or vendor to have fixed root cause OR Implement a workaround OR Escalation to vendor OR Engineer sent to site OR Agree action plan</p>		
P2	<p>Ticket reviewed and priority assigned</p>		<p>1st/2nd Line Engineer begins troubleshooting</p>	<p>Ticket escalated to:</p> <p>Vendor (Vendor SLA starts) OR 3rd Line Engineer</p> <p>Client updated every two hours</p>	<p>3rd Line Engineer or vendor to have fixed root cause OR Implement a workaround OR Escalation to vendor OR Engineer to site OR Agree action plan</p>	

	0 - 30 minutes	30 – 60 minutes	1 – 2 Hours	2 – 4 Hours	4 – 8 Hours	8 – 16 Hours
P3	Ticket reviewed and priority assigned	Assigned to 1 st /2 nd Line Engineer		1 st or 2 nd Line Engineer to have started troubleshooting Client Updated	Ticket escalated to: 2 nd Line Engineer OR 3 rd Line Engineer OR Vendor (Vendor SLA starts) Client Updated	2 nd or 3 rd Line Engineer to have fixed root cause OR Implement a workaround OR Escalation to vendor OR Engineer to site OR Agree action plan
P4	Ticket reviewed and priority assigned	Assigned to 1 st Line Engineer			1 st Line Engineer to start troubleshooting or gathering information Client updated	Ticket escalated to: 2 nd Line Engineer OR 3 rd Line Engineer OR Vendor Service Call booked in OR Fixed root cause OR Information provided OR Agree action plan

Service Level Guidelines

- This chart demonstrates our commitment. However, we always endeavour to exceed expectations.
- All hours are working hours not elapsed time.
- Updates for MI and P1 will be provided by telephone unless agreed otherwise.
- Updates for P2, P3 and P4 will be provided by email to the ticket contact or your nominated contact(s), including resolution of the issue.
- If we require details from an end user whom we are unable to contact, an email will be sent to the ticket contact or your nominated contact(s) after two attempts, who will then be responsible for providing the details.
- When a ticket has been escalated to a vendor, then the vendor's SLA takes over.
- There are three exit points from this matrix: Resolution, Action Plan and Quotation.
- Time frames for quotations are as follows:
 - MI and P1 – ASAP but normally within 4 hours
 - P2 – 1 working day
 - P3 & P4 – 1 working week