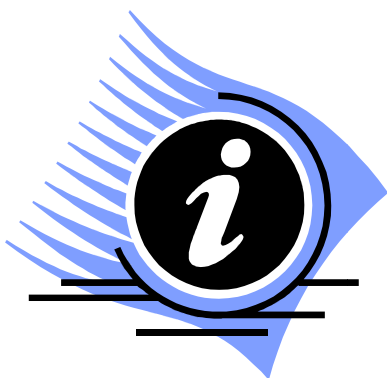


**Melton  
Borough  
Council**

**Service Level Agreement  
for the provision of ICT Services  
(Information, Telecommunications & Technology)**

**MELTON BOROUGH COUNCIL**



Document Adopted: July 2012  
Review Date: October 2012

## CONTENTS

<b>1</b>	<b>INTRODUCTION.....</b>	<b>3</b>
1.1	CONTENT OF THE SLA .....	3
1.2	OBJECTIVES .....	3
1.3	SERVICE LEVEL AGREEMENT AND ITIL.....	4
1.4	CUSTOMER SERVICE STATEMENT .....	4
<b>2</b>	<b>GOVERNANCE.....</b>	<b>5</b>
2.1	OWNERSHIP .....	5
2.2	REVIEWING THE SLA.....	5
2.3	THIRD PARTIES .....	5
2.4	SLA TARGETS .....	5
2.5	ESCALATION .....	6
2.6	MONTHLY REPORTING .....	7
<b>3</b>	<b>SERVICES PROVIDED .....</b>	<b>8</b>
3.1	SERVICE STATEMENT.....	8
3.2	USERS.....	8
3.3	SUPPORTED SERVICES.....	8
3.4	USER RESPONSIBILITIES.....	9
<b>4</b>	<b>DEFINITIONS .....</b>	<b>10</b>
4.1	PRIORITISATION OF CALLS.....	10
4.2	SUPPORTED HOURS.....	10
<b>5</b>	<b>SERVICE AVAILABILITY .....</b>	<b>11</b>
5.1	DEFINITION.....	11
5.2	TARGETS.....	11
<b>6</b>	<b>THE SERVICE DESK.....</b>	<b>12</b>
6.1	CONTACTING THE SERVICE DESK .....	12
6.2	CALL CLOSURE.....	12
<b>7</b>	<b>SERVICE LEVELS .....</b>	<b>13</b>
7.1	ICT ASSET REGISTER AND RISK REGISTER.....	13
7.2	BUSINESS ANALYSIS AND CONSULTANCY .....	15
7.3	BUSINESS APPLICATION SUPPORT INCLUDING DATABASE MANAGEMENT.....	15
7.4	CUSTOMER SELF-SERVICE .....	16
7.5	DESKTOP AND LAPTOP COMPUTING.....	17
7.6	DISASTER RECOVERY AND BUSINESS CONTINUITY .....	18
7.7	DISPOSAL OF EQUIPMENT .....	19
7.8	INFRASTRUCTURE SUPPORT .....	19
7.9	INTERNET AND E-MAIL .....	21
7.10	PRINTERS, SCANNERS AND PERIPHERALS .....	21
7.11	REMOTE ACCESS AND HOMEWORKING.....	22
7.12	SECURITY.....	22
7.13	TELEPHONY .....	23
7.14	TRAINING.....	25
7.15	USER ACCOUNT MAINTENANCE .....	25

## **1 INTRODUCTION**

### **1.1 Status of this SLA**

- 1.1.1 This Service Level agreement has been developed as an initial statement of the aspirations of the Council's users of ICT. It is not a description of the service levels currently provided.
- 1.1.2 Many of the service levels in this document are dependent upon the delivery of services from external suppliers, including Leicestershire County Council, which delivers the Service Desk and first and second line support.
- 1.1.3 Monitoring of the services is being put in place wherever possible, and all targets in this document will be reviewed over the coming six months in the light of these.
- 1.1.4 The first six-monthly review of the SLA will adjust the target service levels to reflect the levels possible with current contracts. Any contracts that differ significantly in their contracted service levels will be reviewed to identify the options for re-negotiation or replacement.

### **1.2 Content of the SLA**

- 1.2.1 The Service Level Agreement (SLA) defines the services that ICT Services provides to ensure that systems are reliable, secure, and available to meet the needs of the Council.
- 1.2.2 ICT Services are provided by Melton Borough Council's (MBC) ICT Team working with a number of subcontracted third parties.
- 1.2.3 This SLA is designed to set the service standards for the delivery of ICT Services in MBC to the end-user community including:
- Elected Council Members
  - Officers including permanent and temporary staff
  - Partners using MBC services, e.g. within the Parkside accommodation

### **1.3 Objectives**

- 1.3.1 The objectives of the SLA are to:
- Outline the scope and services on offer
  - Document the outcomes to be delivered by these services
  - Define how the ICT Service will interface with users detailing the roles and responsibilities for both the ICT Service and users
  - Define how the ICT Service will respond to requests for change to assist the Council with its Business as Usual ICT requirements and for ICT to act as an enabler for the Council's corporate strategy
  - Define ownership of the SLA
  - Outline the key measures of quality for the service
  - Strengthen communication between the ICT Service and its users
  - Provide a firm basis for service level agreements between MBC and its third-party ICT suppliers to ensure adherence to SLAs agreed between the ICT Team and the users and to provide an improved basis for communications between these parties
  - Provide a vehicle for resolving conflicts.

## **1.4 Service Level Agreement and ITIL**

- 1.4.1 This Service Level Agreement (SLA) is based on the principles defined by the Information Technology Infrastructure Library (ITIL) standards.
- 1.4.2 ITIL® is the only consistent and comprehensive documentation of best practice for ICT Service Management. ITIL provides a systematic and professional approach to the management of ICT service provision.
- 1.4.3 Service level management is an essential element of the ITIL Service Design process. ITIL recommends that the delivery of ICT Services is underpinned by an SLA, which is an agreed set of standards by which the ICT Service is delivered within an organisation.

## **1.5 Customer Service Statement**

- 1.5.1 The SLA underpins MBC's Customer Service approach, which defines the Council's ICT Services to be committed to delivering quality customer service by:
  - Striving to ensure customer satisfaction
  - Responding to requests for support within published timescales
  - Ensuring the availability of systems to agreed levels
  - Interacting with users in a respectful and courteous manner
  - Requesting feedback for opportunities for improvement
  - Continuously working to improve the quality of service
  - Regularly reviewing and monitoring established performance indicators

## **2 GOVERNANCE**

### **2.1 Ownership**

2.1.1 The Head of Central Services owns this SLA Document on behalf of MBC.

2.1.2 MBC's ICT Services are delivered through two principle workstreams:

- ICT "Business as Usual" ICT Service supporting the servers, storage, networks and desktops led by the ICT Client Manager
- Change Team led by the Change Manager

2.1.3 These workstreams, working in collaboration with various third parties to which parts of the ICT Service Delivery have been subcontracted, will perform the delivery functions of Services defined in this SLA.

### **2.2 Reviewing the SLA**

2.2.1 This SLA shall be reviewed at six-monthly intervals and will be modified in response to changes in technology services and needs of the users for ICT services.

### **2.3 Third Parties**

2.3.1 The duties which are performed by third parties shall call no variance to this SLA and shall therefore be transparent to users. MBC's ICT Team will ensure that contracts are in place with all third parties which ensure that these services are delivered in accordance with these SLAs.

2.3.2 The Service Desk shall monitor all third-party contract outcomes to ensure adherence to the contractual SLAs for each contract and overall adherence to this SLA.

2.3.3 The Service Desk shall also monitor customer satisfaction with services provided by third parties by monitoring the Customer Feedback (see 6.2.2) provided on calls resolved or partially resolved using third-party services.

2.3.4 The Service Desk Manager shall provide each third party with metrics pertaining to the level of Customer Satisfaction for the services for which it is contracted, on a monthly basis.

2.3.5 The ICT Client Manager or Change Team Manager shall take immediate steps to contact any third party which is causing any of the SLA specifications in this document to be breached. Where more than 2 breaches are attributable to a particular third party within a period of 28 Working Days, the ICT Client Manager or Change Team Manager shall meet with the third party's Customer Services Manager within 2 Working Days of the second breach.

### **2.4 SLA Targets**

2.4.1 The Service Desk shall make every effort to resolve issues at the time of the service call. The Service Desk aims to resolve 35% of calls at the first point of contact.

2.4.2 Where a call cannot be resolved at first point of contact, the service request will be assigned one of four priorities, see 4.1. The ICT Service is committed to resolution of all calls within the time constraints defined in this SLA according to its priority.

2.4.3 The Service Targets for each Priority classification are as follows:

- **Priority 1** – 95% of service requests resolved within the SLA specification
- **Priority 2** – 90% of service requests resolved within the SLA specification
- **Priority 3** – 85% of service requests resolved within the SLA specification
- **Priority 4** service requests are requests for projects and services which require to be scheduled as specific tasks. All such requests shall be made through the service desk. Depending on the request, there are service levels to:
  - Advise the user when the request will be scheduled
  - Undertake the work

2.4.4 These service levels are defined within each of the services provided which are documented in this SLA. There is target of 90% to meet the SLA targets for advising the user when the request will be scheduled.

## **2.5 Escalation**

2.5.1 The initial escalation point is always the Service Desk.

2.5.2 Should the user not receive a satisfactory response, the service request may be escalated secondly to the designated Principal Technical Officer. Only if this does not provide a satisfactory response would the user escalate the request to the ICT Client Manager or Change Team Manager as appropriate (see 2.1.2).

2.5.3 Should the user still not receive a satisfactory response the service request may be escalated to the Head of Central Services.

2.5.4 The Service Desk shall notify the ICT Client Manager or Change Team Manager of all calls which have breached the specified SLA as follows:

- By e-mail 30 minutes before the breach is to occur
- By phone at the time of breach
- By phone at intervals until resolved:
  - Priority 1 – Every 30 minutes
  - Priority 2 – Every hour
- By e-mail at hourly intervals for priority 3 and 4 calls

2.5.5 Prior to the breach of any SLA in respect of a service request raised by a VIP user (see 3.2.2), the Service Desk shall notify:

- The ICT Client Manager or the Change Team Manager by phone 45 minutes prior to the breach
- The Head of Central Services by e-mail 30 minutes prior to the breach

2.5.6 The ICT Client Manager or Change Team Manager shall then liaise with the user that raised the service request as appropriate but as a minimum by e-mail at the time of the breach. This communication shall include:

- The reason that the service request has not been completed
- The actions currently being taken
- Any mitigation which the user may take to allow a “business as usual” service to be restored or partially restored
- Anticipated time to resolve
- Time for next update if not resolved
  - At least every hour for Priority 1
  - At least every 2 hours for Priority 2

- At least every 4 hours for Priority 3 and 4

## **2.6 Monthly reporting**

2.6.1 The Service Desk Manager shall provide monthly statistics for distribution to the Senior Management Team and Service Heads. These shall itemise the following:

- The number of calls logged, broken down by Service (as defined in 3.3) and Priority (as defined in 4.1)
- The average resolution time for each of the calls, broken down by category as above
- The number of calls which have breached the SLA (actual and percentage) by category as above
- Detail of outstanding calls which have breached the SLA
- Number of tasks initiated as a result of Priority 4 calls and the number (actual and percentage) of projects which are delivered to the agreed schedule
- Breaches which have been as a result of non-adherence by any third party

2.6.2 The Service Desk Manager shall report on customer satisfaction monthly (see 0) and statistics shall be published on the Intranet.

### **3 SERVICES PROVIDED**

#### **3.1 Service Statement**

3.1.1 ICT Services maintains the availability of, and provides support to users who require assistance with any of the supported services as defined below.

#### **3.2 Users**

3.2.1 Users shall include:

- Elected Council Members
- Officers and Employees
- Partners that access MBC applications, who use MBC infrastructure or applications, including those that access shared infrastructure at Parkside
- Customers that access MBC on-line services

3.2.2 Elected Council Members, Chief Executive, Directors, Heads of Service and PA's will be treated as VIP's and considered as critical users. Service requests from these users shall take precedence over other service requests within any service/priority category. VIP requests shall be categorised as Priority 1-4 as defined in 0. VIP requests shall take precedence within the allocated priority category, so a VIP request classified as "Priority 3" shall automatically take precedence over other outstanding "Priority 3" requests. VIP requests will not take precedence over requests of a higher priority, e.g. a VIP Priority 3 request shall not take precedence over any outstanding Priority 1 or Priority 2 requests.

3.2.3 The Customer-Facing Internet site is an essential part of MBC's Channel Shift Strategy. Consequently, where MBC's Customer Services department refer issues that Customers are experiencing with the Internet site, these should be treated with a similar "VIP" status.

#### **3.3 Supported Services**

3.3.1 The Supported Services are:

- ICT Asset Register
- Business analysis and consultancy
- Business application support including database management
- Desktop and laptop computing
- Disaster recovery of ICT services
- Disposal of equipment
- Infrastructure support – servers, storage, backup and networks
- Internet and email
- Printers and peripherals
- Remote access and homeworking
- Security
- Telephone – fixed line and mobile
- Training
- User account maintenance
- The following services are out of scope of this SLA:
- Support of cameras and other peripherals not listed above
- Home broadband, printers and other non-Council assets used by homeworkers
- Photocopiers



- Printer Consumables
- Website content

- 3.3.2 The Service Desk shall provide support for MBC-provided hardware and software.
- 3.3.3 The Service Desk can advise users concerning the range of devices which can be supported.
- 3.3.4 To ensure software license compliance, the ICT Service Desk will not install any software without proof of purchase or a copy of a license agreement.
- 3.3.5 All purchase of information technology related equipment must be approved by ICT Services.
- 3.3.6 All non-standard hardware and software purchase requests must be accompanied by a Business Case and must be approved by Management Team.
- 3.3.7 The Service Desk offers consultation and assistance with hardware/software purchases.

#### **3.4 User Responsibilities**

- 3.4.1 Users should ensure that they are properly trained to use the systems required to undertake the tasks involved in carrying out their duties, and request training as necessary (see 7.14).
- 3.4.2 Users must make all requests for ICT Service through the Service Desk.
- 3.4.3 Users must leave the computer on for the time period specified when a Council network remote update is announced and follow the instructions provided.
- 3.4.4 Users must notify the Service Desk in advance of any pre-determined required assistance.
- 3.4.5 Users must check the Intranet frequently for information and use the many links to self-help assistance.
- 3.4.6 Users should always use e-mail to contact the Service Desk (see 6.1.1) unless:
- The user does not have access to e-mail at the time of the making the request
  - The user is calling to report the loss of a device or loss or misuse of any device or data
  - The user is requesting information about the progress of a call which is within 15 minutes of breaching its specified SLA
- 3.4.7 Users shall notify the Service Desk immediately on discovering the loss of any Council owned ICT asset. The Service Desk shall then take all reasonable steps to remotely disable that device, and the users must expect that any data, including applications, loaded on the device may be irrecoverable.

## **4 DEFINITIONS**

### **4.1 Prioritisation of Calls**

4.1.1 Calls shall be prioritised as follows:

- **Priority 1:** Failure of system(s) with a critical business impact
- **Priority 2:** Failure of system(s), or a major component thereof, with degradation of performance across the Council or Service Department
- **Priority 3:** Failure of a user system, request for backups or critical data transfer
- **Priority 4:** Work request

4.1.2 Service requests relating to system incidents, e.g. failures, will be prioritised by default at Priority 3. Upgrading the priority to 2 or 1 will be by agreement with the Service Desk Agent. In the event that agreement cannot be reached between the user and the Service Desk Agent, the incident shall be referred to the Service Desk Manager for prioritisation.

### **4.2 Supported Hours**

4.2.1 Within this SLA, a "Working Day" shall refer to Monday to Friday from 08:30 to 17:00 excluding statutory and bank holidays. "Working Hours" and "Supported Hours" shall both refer to any time during a Working Day.

4.2.2 Outside of the above Supported Hours, the SLA will not apply. If a production server or application becomes inoperable, it will be addressed at the start of the next Working Day.

## 5 SERVICE AVAILABILITY

### 5.1 Definition

- 5.1.1 The service availability shall be measured on the basis of a rolling 30 calendar day period.
- 5.1.2 Service availability shall be calculated on the basis of Working Days and Hours as defined in 4.2.1.
- 5.1.3 Service availability shall be expressed as a percentage using the following formula:

(Actual Available Minutes during Working Hours within the 30 calendar day period) /  
(Total Minutes during Working Hours within the 30 calendar day period)

### 5.2 Targets

Data Network (WAN and Remote Access for Flexible Working)	98%
Fixed Line Telephony	99%
Email	98%
Login and Office Applications including Office, File and Print access	98%
Application Servers and Storage	98%

## **6 THE SERVICE DESK**

### **6.1 Contacting the Service Desk**

- 6.1.1 The preferred method of contacting the Service Desk is by sending an e-mail to [icthelpdesk@melton.gov.uk](mailto:icthelpdesk@melton.gov.uk) providing details of the issue and the user's contact details.
- 6.1.2 The Service Desk may be contacted by phone during Supported Hours (see 4.2.1). The contact number is (0116) 305 4357 or extension 3456. A voice mail message may be left when there is nobody available to take the call.
- 6.1.3 Service requests will be processed in the order in which they are received and calls logged by phone will not take precedence over calls logged by e-mail.
- 6.1.4 Service requests logged outside Supported Hours will be actioned in strict rotation at the start of the next Working Day.
- 6.1.5 The Service Desk will log all service requests into the Service Desk system and assign a call reference number to each request. An initial e-mail will be sent to the user confirming the reference number for the call and the actions which will be taken and expected time to resolve in accordance with the appropriate section of this SLA. For services requests logged by phone, the reference number will also be advised as part of the telephone conversation. This reference number should be quoted by users whenever reference is made to the Service Desk regarding an outstanding service request.
- 6.1.6 The Service Desk will attempt to resolve service requests at the first point of call. For e-mail and voice mail requests, this shall mean by the Agent initially actioning the request. For requests by phone this shall mean during the initial telephone call.
- 6.1.7 Where a service request cannot be resolved, this will be assigned a priority (see 4.1) and referred to second-line support for further investigation or a desk-side visit.

### **6.2 Call Closure**

- 6.2.1 The Service Desk shall e-mail users when a service request is complete. This shall include:
- Actions taken to resolve the issue raised
  - Any actions that the user is required to take as a result of the resolution
  - Guidance for future use to avoid repetition of the issue
  - Name of the person closing the call
  - Date and time of closure
  - Process to reopen call if necessary
- 6.2.2 The closure report shall also enclose a customer feedback form which the user should e-mail back to the Service Desk when convenient. This will include feedback on:
- Was the call resolved to the user's satisfaction, and details if it was not
  - Was the call resolved in a timely manner, and details if it was not
  - Was the user kept properly informed during the time that was taken to resolve the service request
- 6.2.3 Closure reports will be provided and customer feedback will be requested for all Service Desk calls, including those resolved during the initial call to the Service Desk.

## **7 SERVICE LEVELS**

### **7.1 ICT Asset Register and Risk Register**

7.1.1 The ICT Team shall be responsible for the ICT Asset Register which shall include details of all ICT Assets including:

- Hardware associated with the core infrastructure
- Desktop devices including desktop PCs, laptops and mobile devices, whether physically located in the Council's premises or used elsewhere, including assets allocated to users for flexible and home working
- Printers located in MBC's premises
- Other devices such as cameras, data projectors, USB memory sticks, etc which the ICT Team has approved for connection to the MBC network
- Telephony equipment including handsets
- Mobile phones
- All operating software, utility applications and business applications

7.1.2 The Asset Register shall include the following information as relevant to each asset:

- An asset number which shall also be physically marked on all physical infrastructure
- Full description of the Asset including make, model number and version
- Manufacturer of the Asset
- Company from which the Asset was purchased including purchase order and invoice numbers
- Support arrangements for asset, e.g. support contract reference number and expiry
- License code and expiry
- Details of any master agreement relevant to the license
- Date of purchase
- Date new for inspection
- Date for renewal
- Location
- User or Department to which the Asset was assigned
- Purchase cost of the Asset

7.1.3 For each master licensing contract the Asset Register shall detail:

- The context of the master agreement
- The products supported by the master agreement
- The total number of units of each product supported
- Links to asset information (see 7.1.2) detailing where each instance has been deployed

7.1.4 For each Desktop and Laptop device, a record of the version and service pack of each of the following shall be recorded:

- Desktop operating system
- Productivity suite (e.g. Microsoft Office)
- Browser
- Other client based software including Microsoft Project, Visio, Adobe Acrobat, Adobe Flash, etc.

7.1.5 For each Support Contract the Asset Register shall list:

- The items supported
- The supporting company and contact details
- The start and end date of the contract
- The contract price
- Renewal information (e.g. rolling)
- Hours supported
- SLA – Call out time
- SLA – Fix time
- SLA – Escalation details

7.1.6 The Asset Register shall include a list of all voice and data lines including:

- Company providing the circuit
- Details of circuit type
- A and B ends of the circuit
- Start and End date of the contract
- Price
- Support SLA – Contact Details
- Support SLA – Supported Hours
- Support SLA – Call Out Time
- Support SLA – Fix Time
- Support SLA – Escalation Details

7.1.7 The following diagrams shall be included within the Asset Register documentation:

- Network Diagram (data)
- Network Diagram (voice)
- Server/Communications Rack allocations

7.1.8 Records of all virtual server machines shall include:

- Configuration details
- Operating system deployed (product, version and service pack)
- Application(s) deployed
- User and/or Department responsible for Application
- Date virtual instance created
- Live, Test or Development system
- Date for review (e.g. when the server can be deleted because testing will be completed)

7.1.9 Records of all Storage Area Network (SAN) allocations shall include:

- Maximum size of partition
- Configuration and physical allocation
- Application(s) using allocation
- User and/or Department responsible for Application
- Date allocation created
- Live, Test or Development environment
- Date for review

7.1.10 Records of all cabling shall be maintained. All cable outlets shall be clearly labelled and a register shall detail the relationship between each patch-panel port and each end-point.

7.1.11 The ICT Team shall maintain a Risk Register of all ICT Infrastructure and Services for all components of the ICT Service, as defined in 3.3.

7.1.12 The above information shall underpin any audit to which MBC may be

subjected, e.g. from any authority or supplier conducting a licensing audit.

7.1.13 All information detailed in this section (7.1) shall be updated within 5 Working Days of an addition, change or deletion.

## **7.2 Business Analysis and Consultancy**

7.2.1 The following resources may be provided by the Change Team to support projects across the customer base.

7.2.2 Services provided include:

- Provision of project management resources
- Analysis methods to understand business needs
- Support for the corporate Project Management Framework
- Tender support
- Business Case support
- Communication of latest advancements in industry-wide and government technology, industry standards and future trends
- Account/Supplier management
- Business process design and reengineering

7.2.3 All Services will be provided on an ad-hoc basis to users on request.

7.2.4 In line with the Council's project management Framework projects of 100 hours of work or £10,000 cost or greater will be referred to the Programme Board (the Management Team) for prioritisation. Other projects will be scheduled by the ICT Client Manager or Change Manager and scheduling will be advised to the user within five working days of making the request.

## **7.3 Business Application Support including Database Management**

7.3.1 The following support of core operational software together with additional, non-specific software necessary for MBC to deliver services fit for purpose shall be provided and will include:

- Incident Management - Management of support calls to suppliers providing third and fourth line support
- Management of support contracts with third party suppliers
- Database management for MBC's databases, including Oracle, SQL and Paradox
- Analysis of current business needs, new requirements and changes in existing requirements (see also Business Analysis at 7.2)
- Legal/legislative requirements
- Analysis and Consultancy for new system commissioning
- Infrastructure support in relation to the deployment of business applications
- Backup management
- Patch, hot fix and system update release control either directly or assisting third-parties in the implementation of these
- Management of system environments (test, train, live)
- Project management (MBC and statutory driven change)
- Training including ad-hoc training requests & needs analysis
- User Acceptance Testing Management

7.3.2 The following Service Levels will apply:

Incident Management	<p>Calls will be monitored during Working Hours by the Service Desk at the following intervals:</p> <p>Priority 1: Every 30 minutes</p> <p>Priority 2: Every hour</p> <p>Priority 3: Every four hours</p>
Database Management	<p>The ICT Team will undertake scheduled Database Management tasks as per the schedule to be agreed with the User Department for each database.</p> <p>In line with the Council's Project Management Framework projects of 100 hours of work or £10,000 cost or greater will be referred to the Programme Board (the Management Team) for prioritisation. Other projects will be scheduled by the ICT Client Manager or Change Manager and scheduling will be advised to the user within five working days of making the request.</p>
Analysis Legal/Legislative Project Management Training UAT Management	See 7.2.4
Backup Management	See 7.8.3
Patching	<p>It is expected that many patches will be loaded by the application suppliers remotely connecting to MBC's networks. Requests for such connections shall be provisioned upon 5 Working Days notices.</p> <p>Where the ICT Team is expected to load patches, each case needs to be reviewed as it may be necessary to create a test system and perform user acceptance testing prior to loading the patched system to the live system. Scheduling for this work shall be agreed with the Service Desk Manager.</p>

## **7.4 Customer Self-Service**

- 7.4.1 Customer Self-Service is an essential element of MBC's Channel Shift Strategy. It is therefore essential that the Customer-facing Internet site is available and functioning at all times.
- 7.4.2 Any call relating to an outage of the Internet site shall immediately be treated as a "Priority 2" incident within the context of the Infrastructure SLA (see 7.8.2).
- 7.4.3 In the event that the Internet site is unavailable, the ICT Team shall take reasonable steps to immediately publish a holding page advising customers when the service will be restored and updated as further information regarding resolution becomes available.
- 7.4.4 Where customers report issues with the Internet Site to MBC's Customer Service Department, these shall be treated as "VIP call" status and the Service Desk shall communicate with Customer Services at the earliest opportunity to provide details of how the Customer may achieve the desired outcomes.



## 7.5 **Desktop and Laptop Computing**

7.5.1 The following services shall be provided for Desktop and Laptop Computing:

- Provision of and support for desktop and laptop hardware including docking stations, monitors, keyboards and mice
- Provision of and support for Desktop Operating System, productivity suite (e.g. Microsoft Office), Internet Browser and other utilities e.g. Adobe Acrobat, Adobe Flash, WinZip, Microsoft Visio, Microsoft Project, etc
- Provision of and support for the Local Area Network (LAN) including all cabling and patching requirements and wireless networks
- Provision of ICT equipment to comply with the requirements of the Disability Discrimination Act
- Equipment moves and changes

7.5.2 To expedite the resolution of a service request, a Service Desk Analyst or member of MBC's ICT Team may access a user's desktop remotely. The user can view the activity on the local monitor as it occurs. The user's consent will be requested before accessing the machine remotely and noted on the Service Desk's log of the request. If consent is not given, the outcome of this SLA cannot be guaranteed.

7.5.3 Periodically, software patches and security updates will be installed remotely through an automated system to all Council supported desktop and laptop computers to ensure the integrity of computers. The update/patch may be applied in the background during the local computer's boot process or at any time the computer is running and connected to the Council's network.

7.5.4 The following Service Levels will apply:

	Initial Response by Phone	Initial Response on Site	Fix Time
Break/Fix – Priority 1	15 minutes during the Working Day	30 minutes during the Working Day	2 Working Hours A replacement desktop will be provided within 4 Working Hours if no fix is available.
Break/Fix – Priority 2	30 minutes during the Working Day	1 Working Hour	3 Working Hours A replacement desktop will be provided within 4 Working Hours if no fix is available.
Break/Fix – Priority 3	1 working hour	2 Working Hours	4 Working Hours A replacement desktop will be provided within 8 Working Hours if no fix is available.
Information/Advice	1 Working Day	2 Working Days	5 Working Days

	Initial Response by Phone	Initial Response on Site	Fix Time
Moves and changes for up to 5 users	Within 1 Working Day to arrange appointment		Within 5 Working Days Requests for out-of-hours work may be subject to additional charge and will be provided within 10 Working Days
Moves and changes for more than 5 users	Within 2 Working Days to arrange appointment		By agreement but a minimum of 10 Working Days will be required
Provision of new equipment	Will be scheduled within 2 Working Days		10 Working Days
Patching	Most patching will be scheduled by the ICT Team. If the user has a specific request this should be made to the Service Desk and this will be actioned as "Information/Advice" above.		Manufacturer's patches will be reviewed and will be automatically loaded to users' desktops. Patches will be reviewed within 10 Working Days of release by the manufacturer and will be applied within 15 Working Days of the review date.
Other			By agreement with the Service Desk Manager.

7.5.5 Wireless technology shall be tested with a wireless analyser to identify all wireless devices at three monthly intervals. Any unidentified devices will be disabled until anomalies are resolved.

7.5.6 The supported infrastructure shall include any shared infrastructure deployed at Parkside which is owned or operated by MBC.

## **7.6 Disaster Recovery and Business Continuity**

7.6.1 The ICT Team shall be responsible for the Disaster Recovery (DR) and Business Continuity (BC) of the ICT DR/BC facilities in line with MBC's Business Continuity plans. This shall include design, management and control of the ICT DR/BC Plans.

7.6.2 The ICT Team shall perform an annual test of the ICT DR Plan involving users as required to test that systems have been correctly restored on the DR platforms.

7.6.3 The ICT Team shall be responsible for maintaining a register which collates and control the prioritisation of business critical system. This register shall be reviewed with Heads of Service at six-monthly intervals. The ICT Team shall ensure that systems can be restored in a manner compatible with the priorities

of this Register and this shall form part of the annual test (see 7.6.2).

7.6.4 In the event of a disaster, the ICT Team shall be responsible for:

- Invocation of the ICT DR Plan
- Replacement of non-repairable ICT equipment and associated systems to provide the Supported Services as defined in 3.3
- Insurance claims for the above
- Communication to users

7.6.5 In the event of the failure of a major component of the Infrastructure or other system which causes the breach of this SLA for a Priority 1 incident, the ICT Team shall consider the invocation of the DR Plan to allow restoration of the failed component.

## **7.7 Disposal of Equipment**

7.7.1 All ICT equipment shall be returned to the Service Desk for disposal.

7.7.2 Where the data is not fully encrypted, the ICT Team shall be responsible for securely wiping all equipment prior to disposal either by:

- Rendering any memory, media or other device capable of storing information unusable
- Overwriting media with random patterns and performing the overwrite operation a minimum seven times

7.7.3 The ICT Team shall dispose of all equipment in line with the MBC's Financial Procedure Rules legislative requirements (e.g. WEEE).

7.7.4 The ICT Team shall update Asset Registers to reflect disposal and retain all certification relating to the disposal for a minimum period of five years from the date of disposal.

## **7.8 Infrastructure Support**

7.8.1 Infrastructure support shall include:

- Management and maintenance of the servers
- Management and maintenance of the storage devices
- Management and maintenance of the wide area network (WAN)
- Backup of all data stored on the MBC's corporate storage devices and restore as required
- Server hardware installation, maintenance and support
- Maintenance of systems to ensure security and stability of IT services
- Monitoring and proactive management of systems to ensure minimal downtime.
- Setup of new, redeployment of existing infrastructure including physical and virtual server and storage environments and other related equipment
- Maintenance of infrastructure asset register
- Supplier management

7.8.2 The following Service Levels will apply:

	Initial Response by Phone	Initial Response on Site	Fix Time
Break/Fix – Priority 1	15 minutes during the Working Day	30 minutes during the Working Day	2 Working Hours. For incidents which breach this threshold, the partial invocation of DR shall be considered, see 0
Break/Fix – Priority 2	30 minutes during the Working Day	1 Working Hour	3 Working Hours
Break/Fix – Priority 3	1 working hour	2 Working Hours	4 Working Hours
New Physical Server	Will be scheduled within 2 Working Days		15 Working Days
New Virtual Server	Will be scheduled within 1 Working Days		2 Working Days
New SAN allocation	Will be scheduled within 1 Working Days		2 Working Days
Restore of up to 5 files or directories	Will be scheduled within 1 Working Day		2 Working Days
Restore of more than 5 files or directories	Will be scheduled within 2 Working Days		3 Working Days
Complex restores – e.g. requiring configuration in addition to the copying of files	See “Other work” below		
Other work – this will be treated as a project and will be scheduled by the Service Desk Manager	Will be scheduled within 2 Working Days		As agreed

7.8.3 Backups will be taken regularly, in accordance with the Council’s backup policy.

7.8.4 Where possible, maintenance for production servers is scheduled in advance, outside of Supported Hours. When maintenance is required and can be scheduled in advance, in order to provide as much notice as possible to users, at least five working days’ notice shall be provided. Details will be available for the Intranet and will be notified by e-mail and SMS text message.

7.8.5 Where possible, major changes that require several hours of downtime will be scheduled to occur at weekends. Such downtime shall be published on the Intranet and will be coordinated with Services to ensure that no major business activities are impacted.

7.8.6 Non-scheduled downtime, e.g. as a result of an unforeseen system or

application problem or the need to install an emergency patch, may incur some disruption to the service. Users who will be affected will be notified by e-mail and/or phone at the earliest possible opportunity and will be informed of the expected time for a normal service to be resumed.

7.8.7 The ICT Team will regularly benchmark the performance of all applications running on MBC's servers and networks and shall proactively monitor the performance of these and available disk space. Benchmarking figures and high-level monitoring statistics will be available via the Intranet.

7.8.8 The supported infrastructure shall include any shared infrastructure deployed at Parkside which is owned or operated by MBC.

## 7.9 **Internet and E-mail**

7.9.1 Internet and e-mail services shall include:

- Provision of e-mail services
- Provision of web browsing facilities to meet operational requirements
- Provision of the technology to maintain MBC's Internet and Intranet sites
- Provision of and support for the technologies that provide functionality for e-forms and other online services
- Provision of and support for a Demilitarised Zone (DMZ) server to support MBC's on-line customer facing applications
- Internet security tools
- Internet Service Provider (ISP) including website supplier
- Logging of all user web activity
- Content filtering of all user web activity
- Scanning of all emails for viruses and malware
- Archive of all emails which shall be securely stored for 7 years
- Access to the Government Secure Extranet using the Government Communications Framework (GCF) including secure (GSi) e mail

7.9.2 The following Service Levels will apply:

New Mailbox	See 7.15.2
Change to content filtering to unblock an Internet site	One Working Day following approval of request. (Note that it may not be appropriate for the Service Desk Manager to approve some requests and these may need to be referred, e.g. to the Head of Service or HR before they can be actioned by the Service Desk. Users requesting changes shall be informed by the Service Desk if any request is so referred.)
Request for log of internet activity	One Working Day
Break/fix issues	As Infrastructure Support, see 7.8.2
Other work	To be agreed as Projects with the Service Desk Manager

## 7.10 **Printers, Scanners and Peripherals**

7.10.1 The Service for Printers, Scanners and Peripherals shall include:

- Provision of and support for all printers and scanners connected to the MBC network or to individual PCs, including Multifunctional Devices which provide functionality for both printing and scanning
- Provision of and support for drivers for printers

- Support for the network print servers
- Authorisation for all other devices connecting the network including but not limited to cameras, smartphones, memory cards and sticks, scanners, etc
- Provision of and support for drivers for authorised devices
- Provision of printers for use by Elected Council Members
- Excludes printers for use by homeworkers
- Maintenance of the inventory

7.10.2 The Service Level for Printers and Peripherals shall be as Desktop and Laptop Computing, see 7.5.4.

7.10.3 The supported infrastructure shall include any shared infrastructure deployed at Parkside which is owned or operated by MBC.

## **7.11 Remote Access and Homeworking**

7.11.1 The Service Desk shall be responsible for issuing any equipment required by users to enable remote access and homeworking, e.g. security fobs, access codes and devices.

7.11.2 The Service Desk is not responsible for any of the user's own technology equipment including:

- Home broadband circuit and router
- Internal home networking equipment
- Any user provided equipment, e.g. home PC or printer
- Any device provided to the user which the ICT Team has stated is not suitable for home/remote working

7.11.3 The Service Desk will assist the user with the above in an attempt to resolve issues related to the use of these to perform MBC duties, but this will be on a "best endeavours" basis only.

7.11.4 Where a user is using their own assets to perform Council duties the Council expects the user to provide effective virus checking software. This must be regularly updated; failure to maintain this software may result in the user having remote access rights denied until such time as the update is completed.

7.11.5 To expedite the resolution of a service request, a Service Desk Analyst or member of MBC's ICT Team may access a user's desktop remotely. The user can view the activity on the local monitor as it occurs. The user's consent will be requested before accessing the machine remotely and noted on the Service Desk's log of the request. If consent is not given, the outcome of this SLA cannot be guaranteed.

7.11.6 The Service Levels for these shall be as Desktop and Laptop Computing, (see 7.5.4) and Telephony (see 7.13.3), with the exception of where the replacement of failed equipment or desk-side support is required.

7.11.7 The user is expected to return faulty MBC assets to Parkside for replacement or repair. Where a home visit is required, this will be scheduled within 1 Working Day of the request and will be carried out within 2 Working Days of the request subject to an appointment being acceptable to the user.

## **7.12 Security**

7.12.1 The ICT Team is responsible for all aspects of ICT Security including:

- Ensuring that ICT Systems and Services are provided and maintained so that they are compliant with MBC's Information Security Policy
- Security design of the ICT Infrastructure including networks
- Provision, support and maintenance of firewalls including rule-sets
- Provision of virus and malware checking software on all server and desktop equipment and regular updating the software and virus pattern
- Encryption of all laptops and mobile devices
- Personal firewalls installed on all desktop and mobile devices
- Passwords so that users are forced to comply with MBC's password policy, e.g. complexity, length and expiry of passwords

7.12.2 The ICT Team shall maintain a Risk Register of all ICT Infrastructure and Services for all components of the ICT Service as defined in 3.3.

7.12.3 All desktop and mobile devices used for MBC business purposes shall include a personal firewall, virus checking software and full data encryption provided by the ICT Team. These shall be configured so that they cannot be disabled and so that regular updates will be pushed to the devices. Should a user attempt to disable a feature of these, or fail to accept an update, the device may be disabled until such time as the anomaly is resolved.

### **7.13 Telephony**

7.13.1 The Service provided for Telephony includes:

- Provision of and support for Telephone switches
- Provision of and support for exchange lines whether connected to the Telephone switch or otherwise
- Provision of and support for mobile phones
- Third party contract management pertaining to all aspects of telephony
- Telephone numbering plan
- Voice Mail
- Voice Recording
- Call Logging
- Telephone Handsets
- Telephone equipment to comply with the requirements of the Disability Discrimination Act
- Configuration of mobile devices, e.g. for e-mail and other mobile services
- Remote wiping of lost mobile phones and other mobile devices
- Telephone billing and recharge reports (note that the ICT Department is not responsible for identifying personal calls or collecting payments with respects to these)

7.13.2 The supported infrastructure shall include any shared infrastructure deployed at Parkside which is owned or operated by MBC.

7.13.3 The following Service Levels will apply:

	Initial Response by Phone	Initial Response on Site	Fix Time
Break/Fix – Priority 1	15 minutes during the Working Day	30 minutes during the Working Day	2 Working Hours Where the outage is caused by the main telephone switch, invocation of DR will be considered if the outage extends beyond 4 Working Hours (see 0)
Break/Fix – Priority 2	30 minutes during the Working Day	1 Working Hour	3 Working Hours
Break/Fix – Priority 3	1 working hour	2 Working Hours	4 Working Hours
Information/Advice	1 Working Day	2 Working Days	5 Working Days
Moves and changes for up to 5 users	Within 1 Working Day to arrange appointment		Within 5 Working Days Requests for out-of-hours work may be subject to additional charge and will be provided within 10 Working Days
Moves and changes for more than 5 users	Within 2 Working Days to arrange appointment		By agreement but a minimum of 10 Working Days will be required
Provision of new exchange line	Will be scheduled within 2 Working Days		20 Working Days
Provision of new extension	Will be scheduled within 2 Working Days		10 Working Days
Provision of replacement or upgraded desktop phone	Will be scheduled within 2 Working Days		5 Working Days
Updates to telephone directory			1 Working Day
Provision of new mobile phone including data stick	Will be scheduled within 2 Working Days		5 Working Days



	Initial Response by Phone	Initial Response on Site	Fix Time
Change of ownership of a mobile phone including reconfiguring e-mail and other information	Will be scheduled within 2 Working Days		5 Working Days
Provision of new voice mail box	Will be scheduled within 1 Working Days		2 Working Days
Wiping of lost mobile device			1 Working Hour
Request for telephone logging information for a user or extensions			2 Working Days
Request for a voice recording			1 Working Day
Other			By agreement with the Service Desk Manager

#### **7.14 Training**

7.14.1 The ICT Team will arrange training as required on an ad-hoc basis. Requirements shall be agreed with the Service Desk Manager who will then arrange for this to be scheduled.

7.14.2 Training shall be provided to all MBC users in line with the responsibilities set out in this SLA.

#### **7.15 User Account Maintenance**

7.15.1 The User Account Maintenance Service shall include:

- Maintain user database including setting up accounts, closing down accounts and password resets
- Process new user request form for ICT Services
- Set up new e-mail accounts
- Process leavers' data when notification is received from the HR Department
- Process request for move, including relocation of ICT equipment and changes to user's permission
- Process change requests

7.15.2 The following Service Levels will apply:

New User	New users shall be added within 2 Working Days of the request. Any new equipment required shall be subject to the SLAs see Desktop and Laptop Computing, (see 7.5.4) and Telephony (see 7.13.3m)
Changes to User Setup	1 Working Day

Removal of User	1 Working Day. If the request requires complex reallocation of the user's data this request may be subject to a lengthier delivery time.
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