Service Level Agreement for IT Services

1. Introduction

This Service Level Agreement (SLA) is an agreement between SFO Technologies IT and the End Users to cover all the technical services provided by the SFO Technologies IT Support teams to End Users. This SLA includes a description of the technical services provided by the SFO Technologies IT Division to the End Users. Also included are the End Users responsibilities.

1.2 Definitions of terms in SLA

Customer: End Users
IT: SFO Technologies IT Support Teams across Service, Infra, ERP, Applications, Mobile, SharePoint, Email, It Security and all other Services provided by SFO IT.
Department Helpdesk: SFO Technologies IT Support which receives service requests.
Ticket: A phone call or email to the ServiceDesk explaining the issue. The technician or Engineer or the Agent who resolves the issue and documents any action via email or phone call. Every Ticket logged has a unique Ticket / Case ID which can be used for tracking and escalations.

2. Services

2.1 Software Support

SFO Technologies IT provides the following technical support for all SFO Technologies IT supplied and/or approved software, which includes Microsoft Office Online, ERP, PMS, Testing applications, Windows 10,11, Google Chrome and other approved software', SharePoint, and all other authorised and released software solutions.

- technical assistance for individuals and/or groups;
- troubleshooting of software defects;
- current antivirus and security software;
- ongoing maintenance and application of updates.

An SFO Technologies IT technician or Engineer or Agent will install software that is required by the End Users for business-related purposes. SFO

Technologies IT Support reserves the right to test, analyse and refuse installation of software which proves to be detrimental to SFO Technologies network, systems, security or performance.

2.2 Hardware Support

SFO Technologies IT provides technical support for computer equipment (e.g., laptops, desktops, servers). Technical support includes the setup, configuration, upgrade and/or troubleshooting to ensure an efficient and secure computing environment.

2.3 Availability

The ServiceDesk technician or Engineer or Agent provides support during business hours (except for recognized holidays), Monday through Saturday, from 9:00 a.m. to 5:30 p.m. The most efficient way to request support is to visit the URL https://servicedesk.nestgroup.net or send an email along with a detailed description of the request and/or problem to

erpsupport@nestgroup.net for ERP Support
itsecurity@nestgroup.net for IT Security
itservicerequest@nestgroup.net for IT service requests
itsupport@nestgroup.net for General IT Support
spsupport@nestgroup.net for SharePoint Support

You may also contact the Helpdesk by phone at 0484-6614444.
2.5 Response times

All logged requests to the ServiceDesk will receive a response based on assigned priority. The following response times are for trouble tickets which require technical support: This model is derived from the Impact vs Urgency Matrix (see Fig Below)

		Impact		
		High-System Wide Business Unit, Department, Location	**Medium-Multiple Users** Number of Users	**Low-Single User** Single User
Urgency	**High** Can no longer perform primary work functions	1 - Critical	2 - High	3 - Moderate
	Medium Work functions impaired, work around in place	2 - High	3 - Moderate	4 - Low
	Low Inconvenient	3 - Moderate	4 - Low	4 - Low

High/Critical Priority: The IT Support technician or Engineer or Agent will make the first contact and start problem resolution within 60 minutes. The goal will be to resolve the problem within 240 minutes after the first contact.

Medium / Medium Priority: The IT Support technician or Engineer or Agent will make the first contact and start problem resolution within 60 minutes. The goal will be to resolve the problem within 1440 minutes / 3 days after the first contact.

Low Priority: The IT Support technician or Engineer or Agent will make the first contact and start problem resolution within 60 minutes. The goal will be to resolve the problem within 3360 minutes / 7 days after the first contact

3. Escalation

Support level		Email	Phone
Level 1 & 2	Engineer or Technician or Agent	Help Desk	0484-6614444
Level 3	IT Managers	aswin.mangalath@nestgroup.net bino.john@nestgroup.net shreereshmi.m@nestgroup.net tony.joseph@nestgroup.net	98469 33737 92495 04292 96055 92529 92495 04320
Level 4	CIO	prince.joseph@nestgroup.net	81118 12368
Level 5	BU Heads, Finance Heads, HR heads and MD office as required.		

4. End Users Responsibilities

End-Users agrees to

- Notify the IT Service desk immediately on an incident or issue occurs.
- Include SFO Technologies IT in any technology-related planning activities.