Purpose

This section defines the Service Level Agreement (SLA) for this Agreement. The primary role of the helpdesk is to support end users in completing business tasks. To ensure this role is carried out in a timely and quality manner, this SLA helps assign priority levels to problems or issues reported by end users to ITECH Solutions. The goal of this policy is to establish a clear set of service expectations and inform the Client of the method by which the helpdesk requests will be prioritized and what response times can be expected.

Priority Categories

The following table shows different priority levels for requests, a brief description of what constitutes each priority category and timelines for problem response time by ITECH Solutions. The "SLA Response Time" is defined as the timeframe in which ITECH Solutions will start working on the service request and is not an indication of when the issue will be resolved. The technician working on the service request will be able to provide an estimate of completion after performing a diagnosis of the service request.

SLA Response Time	SLA Description
Emergency – Same Day (2 hours onsite, 1 hour remote)	Critical system is down, little to no functionality, no workaround, data corrupted, many users affected, regulatory or legal implications. Use this priority for any afterhours same day
Emergency - Next Business Day (2 hours onsite, 1 hour remote)	Critical system is down, little to no functionality, no workaround, data corrupted, many users affected, regulatory or legal implications, can wait until next business day to address.
Next Business Day	Functionality restrictions that need to be addressed within one business day, one or more users affected, workaround available.
3 Business Days	Basic functionality with some restrictions, one or more users affected, workaround available.
5 Business Days	Minor problem or need, functionality unaffected, cosmetic or an annoyance.
No Deadline	For a service request without any deadline.

Client Responsibilities

Client is responsible for contacting the ITECH Solutions via the following established engagement methods:
1. **Emergency – Same Day requests**: by phone at 805-592-2500
2. **All other priority requests:** by ITECH Solutions ITSupportPanel App (Instructions on following page)

Client should confirm their direct reports understand the scope and implications of this policy and that a copy is made readily available in their business area. ITECH Solutions staff will aid the end users within the established SLA parameters. If these engagement parameters are not followed, SLA response times **cannot** be guaranteed.

Guidelines for ITECH Solutions Clients
1. Before contacting the helpdesk, review the priority categories to set the appropriate expectation for response time.
2. Problems and requests designated as Emergency – Same Day will take priority. No Deadline issues hold the lowest priority.
3. Problems and requests within a specific priority category will be handled on a first come first served basis.
4. In some cases, special consideration will be given to mobile and remote employees whose access to company resources is more constrained.
5. In the event of a natural disaster, failure of a third-party utility (such as electrical power), or other situation resulting in multiple Emergency issues, stated response times may be longer.

Service Level Agreement (SLA) Support Options | How to contact ITECH Solutions

To contact ITECH Solutions is we recommend you do the following:

1. <u>Emergency – Same Day Request</u>: Call 805-592-2500
2. <u>All Other Priority Requests:</u> Use ITSupportPanel

ITSupportPanel App by ITECH Solutions | Find the 'IT' Button
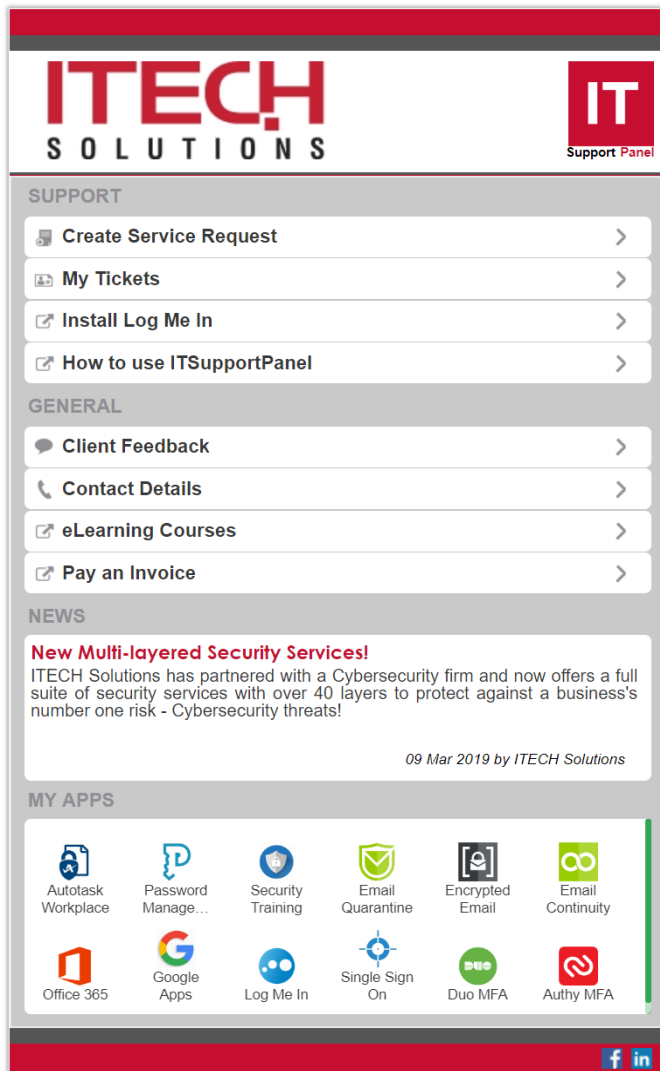
What is ITSupportPanel?
An ITECH Solutions App that will give you much easier access to log a support ticket, access other support systems, read news & access Apps!

Quick Training:
1. Find the and double click the 'green IT button' on your desktop or task tray (near your clock).

2. Click 'Create Service Request' button on ITSupportPanel.
3. Fill in and submit the form

Why should you use ITSupportPanel?
<u>Easier to Use:</u> We recommend using ITSupportPanel because it's easy to use and find. Save time on the phone for non-urgent issues!

<u>Faster & More Reliable than Email:</u> ITSupportPanel is a better alternative to email because your IT ticket will be progressed faster in our backend systems!

ITECH Solutions cannot guarantee we will receive your service request unless one of the above two methods are used. Creating a **new** service request by sending an email to helpdesk@itech-solutions.com may not make it into our ticketing system due to spam filtering or email routing issues. Emailing ITECH Solutions staff directly for service requests is not supported either as your email may go un-noticed or not delivered. Once an initial ticket is created, notes can be added to the ticket by replying to ticket email notifications or logging into the client ticket portal. All service request communication needs to happen in the ticket system or over the phone/in person to ensure ITECH Solutions can provide services in a timely manner.

IMPORTANT! - EMERGENCY SERVICE REQUEST REQUIREMENTS
*   Emergency response time can only be met if the emergency service request is submitted through the ITSupportPanel App or using the helpdesk phone number at 805-592-2500. Emergency requests using any other method will not be seen by the emergency response team.
*   If an emergency request is submitted after 4:00PM U.S. Pacific Standard Time it is required that you identify whether you need same day service by selecting the proper emergency priority. For emergency services that can wait until next business day morning or that require onsite access that is unavailable until next business day, choose "Emergency – Next Business Day.