

## SERVICE LEVEL AGREEMENT | HOW TO CONTACT ITECH SOLUTIONS

Use the below methods to contact ITECH Solutions for support:

1. **Emergency – Same Day Request:** Call 805-592-2500
2. **All Other Priority Requests:** Use IT Support Portal App or Website: <https://portal.itech-solutions.com>

The ITECH Solutions client portal provides all your service and support needs including end user training and access to past tickets.

### IT Support Portal Quick Training:

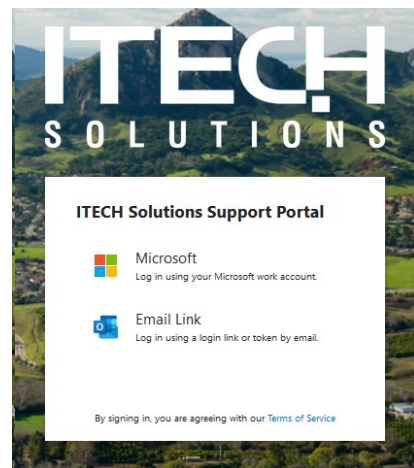
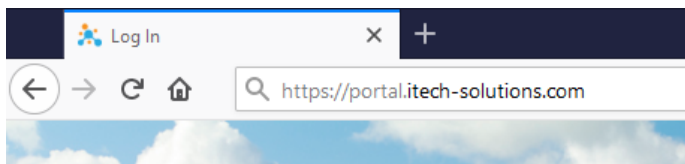
**Step 1.** Find the and double click the 'IT button' on your desktop or task tray (near your clock)

**Step 2.** Login with existing credentials from Microsoft Office 365 or request a login token

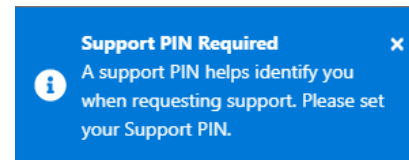


OR

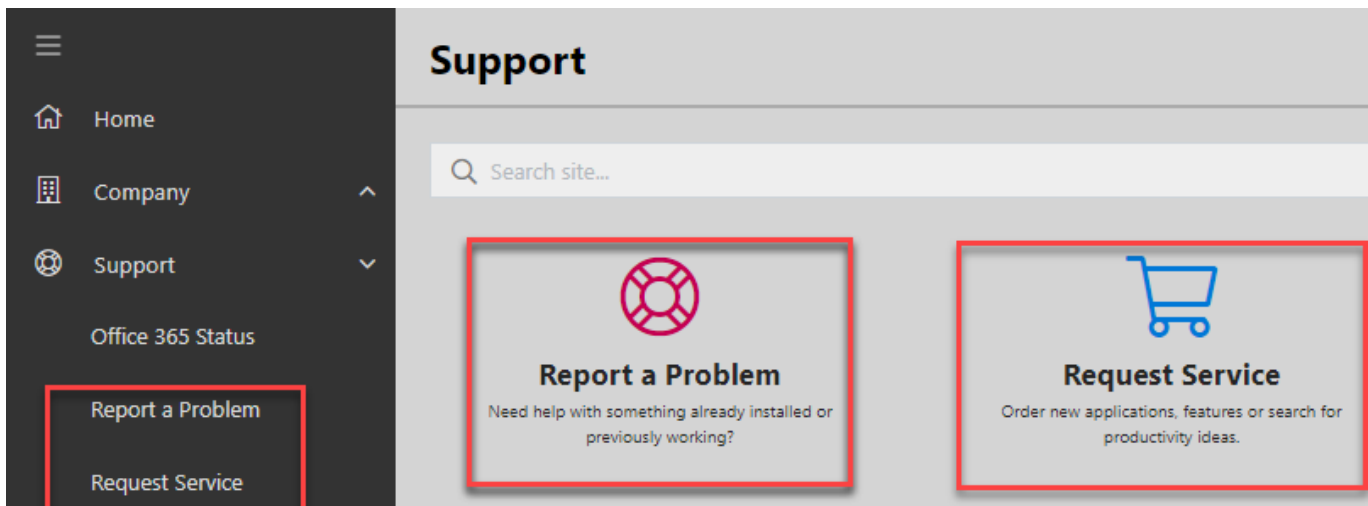
Go to <https://portal.itech-solutions.com>



**Step 3.** If not set, create a support PIN by clicking on the pop up and clicking the support PIN tab. Your support PIN will be used for identity when requesting service over the phone

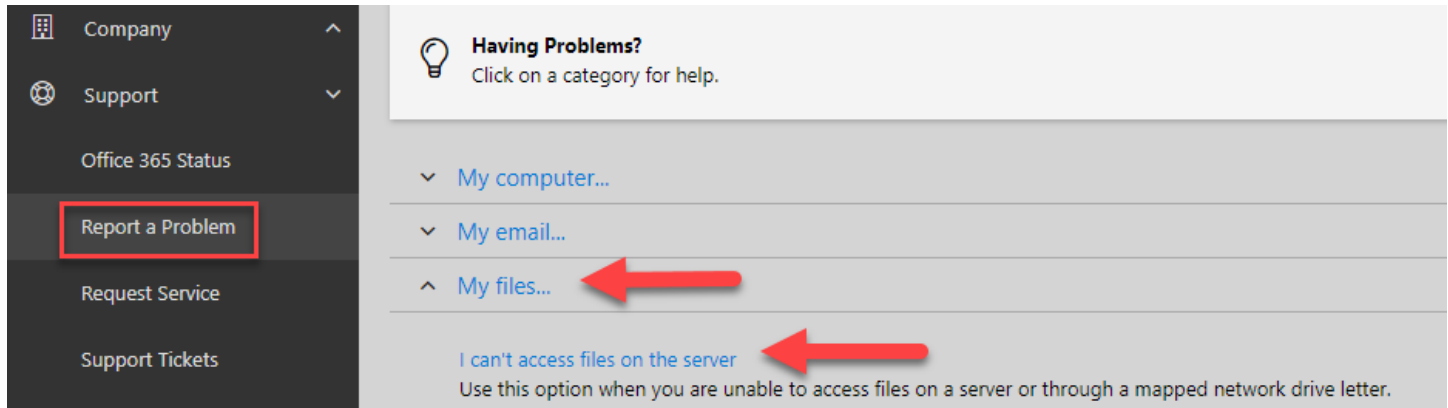


**Step 4.** Click the "Report a Problem" or "Request Service" icons on the home page or under "Support" menu

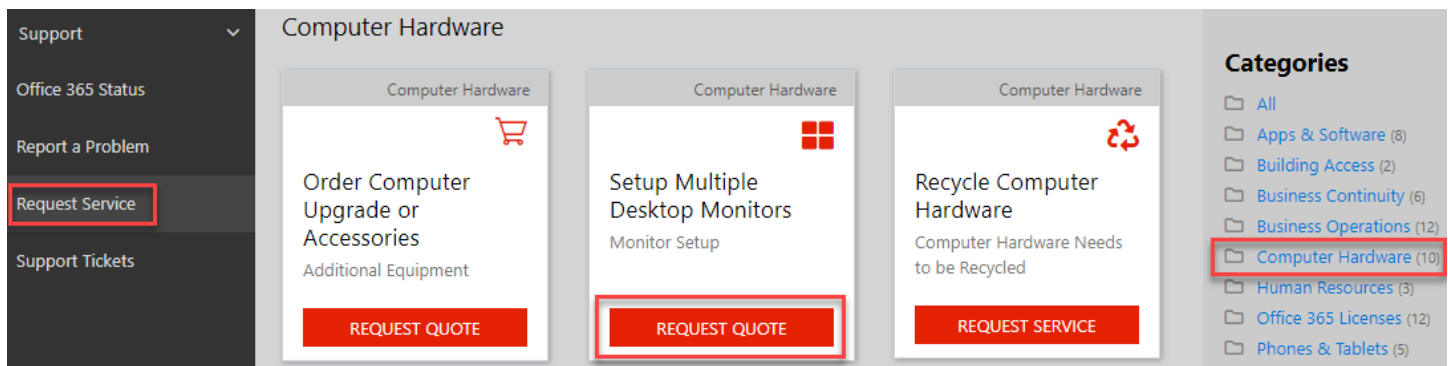


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**Step 5.** Select the problem category and sub-category that best matches the problem you are having



Or select the service category and service card that best matches the service you need



**Step 6.** Fill in and submit the form that pops out on the right-hand side

### IMPORTANT! – ADDITIONAL SERVICE REQUEST REQUIREMENTS

- Emergency requests will not be received by our emergency response team unless the request is submitted through the IT Support Portal App/Website or by calling the helpdesk phone number at 805-592-2500
- “Emergency – Same Day” priority must be used for after hours emergencies that cannot wait until the next business day.
- 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. ITECH Solutions cannot guarantee we will receive your service request if you use email to create your ticket.
- Tickets that are created by email will be set to a low priority of 5 business days. If a ticket you created by email needs to be addressed with a higher priority, please call our helpdesk (805-592-2500) to have the priority changed.
- Requesting services by contacting ITECH Solutions staff directly is not supported and will cause delays or go unnoticed.
- To ensure ticket notes reach us we recommend using IT Support Portal to add notes to existing tickets.
- All service request communication must be tracked in our ticket system or over the phone/in person to ensure ITECH Solutions can provide services in a timely manner.

## SERVICE LEVEL AGREEMENT | PRIORITIES & CLIENT RESPONSIBILITIES

### 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
No Deadline	For a service request without any deadline.
5 Business Days	Minor problem or need, functionality unaffected, cosmetic or an annoyance.
3 Business Days	Basic functionality with some restrictions, one or more users affected, workaround available.
Next Business Day	Functionality restrictions that need to be addressed within 1 business day, workaround available.
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.
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. <b>Use this priority for any afterhours same day emergencies as well.</b>

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. 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. Requests within a specific priority category will be handled on a first come first served basis.
3. In some cases, special consideration will be given to mobile and remote employees whose access to company resources is more constrained.
4. 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.