



## Service Level Agreement (SLA) For *Beneficiaries* by Alumni Center and Career Development

Effective Date: 01-01-2023

Document Owner:	Alumni Center and Career Development
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### Version

Version	Date	Description	Author
1.0	01-01-2023	Service Level Agreement	Dr. Amani Albahr
1.1	01-01-2024	Service Level Agreement Revised	Dr. Amani Albahr

### Approval

(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)

Approvers	Role	Signed	Approval Date
Alumni center and Career Development	Service Provider	Dr. Amani Albahr	01-01-2023
Beneficiaries	Beneficiaries		01-01-2024



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## 1. Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between [Alumni center and Career Development](#) and [Beneficiaries](#) for the provisioning of IT services required to support and sustain [the services](#).

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This Agreement outlines the parameters of all IT services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

## 2. Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the beneficiaries by Alumni center and Career Development

The **goal** of this Agreement is to obtain mutual agreement for IT service provision between the Alumni center and Career Development and beneficiaries.

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise, and measurable description of service provision to the beneficiaries.
- Match perceptions of expected service provision with actual service support & delivery.

## 3. Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the **primary stakeholders** associated with this SLA:

**IT Service Provider(s):** [Alumni center and Career Development](#). (“Provider”)

**IT Customer(s):** Beneficiaries (Alumni, Employers, and internal departments).



## 4. Service Metrics and Targets

Service Category	Metric	Target
<b>Inquiry Response</b>	Time to first response (email/phone)	Within [48] business hours.
<b>Event Planning</b>	Lead time for event requests	Minimum of [3] weeks' notice.
<b>Event Planning</b>	Turnaround time from request to execution	Timeframe based on event scale
<b>Resource Booking</b>	Meeting room/space confirmation	Within (72) business hours.
<b>Mentorship Programs</b>	Mentor/mentee matching timeframe	Within [3] weeks
<b>Data Management</b>	Alumni record updates	Changes reflected within [2] business days
<b>Alumni ID Card</b>	Issue Alumni Id card	Minimum of [3] weeks' notice.
<b>Training Graduates</b>	Turnaround time from request to execution	Timeframe based on event scale, minimum 3 months

## 5. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The **Business Relationship Manager** (“Document Owner”) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

**Business Relationship Manager:** [Alumni center and Career Development](#)

**Review Period:** Bi-Yearly (12 months)

**Previous Review Date:** 01-01-2024

**Next Review Date:** 01-12-2025



## 6. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

### 6.1. Service Scope

The following Services are covered by this Agreement.

- Manned telephone support.
- Monitored email support.
- Planned or Emergency Onsite assistance.
- Monthly system health check.

### 6.2. Customer Requirements

**Beneficiaries'** responsibilities and/or requirements in support of this Agreement include:

- Provide the center with clear data.
- Reasonable availability of beneficiary's representative(s) when resolving a service-related incident or request.

### 6.3. Service Provider Requirements

**Service Provider** responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service-related incidents.
- Appropriate notification to Customer for all scheduled maintenance.

### 6.4. Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.



## 7. Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

### 7.1. Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Telephone support: 8:30 A.M. to 2:00 P.M. Sunday – Thursday.
- Email support: Monitored 8:30 A.M. to 2:00 P.M. Sunday – Thursday.
  - Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day.
- Onsite assistance guaranteed within 72 hours during the business week.

### 7.2. Service Requests

In support of services outlined in this Agreement, the Service Provider will respond to service-related incidents and/or requests submitted by the **Beneficiaries** within the following time frames:

- 0-8 hours (during business hours) for issues classified as **High** priority.
- Within 48 hours for issues classified as **Medium** priority.
- Within 5 working days for issues classified as **Low** priority.

Remote assistance will be provided in-line with the above timescales dependent on the priority of the support request.