



جامعة الإمام عبد الرحمن بن فيصل
IMAM ABDULRAHMAN BIN FAISAL UNIVERSITY



SERVICE LEVEL AGREEMENT

Version 2.0

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I. Document Control

1.1 Information

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SERVICE LEVEL AGREEMENT	NORMAL	VALIDATED

1.2 Revision History

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1.3 Document Review

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Name	Title
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1.5 Approval

Name	Position	Signature	Date
DR. KHALID ALISSA	DEAN OF DICT		23/05/2023

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3. Purpose of the SLA

The purpose of this service level agreement (SLA) is to establish a partnership between the Deanship of Information & Communications Technology (DICT) and its users. It aims to ensure that services support the core business of University of Imam Abdulrahman bin Faisal. This SLA aims to:

- Identify clear and consistent expectations
- Outline agreed roles and responsibilities
- Deliver services that are measured, monitored, reported, and reviewed for continuous improvement
- Provide mechanisms for resolving problems
- Provide a platform to enable changes in response to new technologies, user requirements and other opportunities.

4. Parties to the SLA

This SLA has been outlined between the Deanship of ICT as service provider and the University community referred hereafter as 'users'

5. Duration

This SLA has been enforced with immediate effect and remains effective for a period of one year after which it may be reviewed. Services are provided on an ongoing basis. As required, this SLA may be modified and any changes will be published for user interest and information.

6. Services Covered by This SLA

The following SLA Covered all DICT service provide through Saned system, as the category below:

No.	Category
1	Computer Software/Devices services and its peripherals Services.
2	Email and Accounts Services.
3	Network and Security Services.
4	Telephones and Telecommunications Services.

5	Remote access Services.
6	E-Services Management Systems Issues Services.
7	IT Maintenance Services.
8	Professional IT Services.
9	Hospital Services.

All services are documented in ITSM082001 Service Catalogue.

7. Service Hours

5.1. Hours of Service Request

All services covered by this SLA will be available for requesting through SANED system 24/7 throughout the year. While the user can request any service by telephone during the following hours:

- 8:00am to 2:15pm, five days a week (Sun, Mon, Tue, Wed, Thu).

When the employee receives the request by telephone, the request will be entered directly into the SANED system and treated as any other request on the system.

5.2. IT Service Desk Hours

The prescribed hours of service for the IT Service Desk are as follows:

- 8:00am to 2:15pm, Sunday to Thursday

SANED system will accept all Requests\Incidents outside of these hours and will save these Requests\Incidents and classifies them as priority and time of request, but they will not be looked at until the resumption of support hours, at which time the Service Level clock will start.

The IT Service Desk is not available during the following hours:

- 2:15 pm to 8:00am Sunday to Thursday
- Weekends (Friday, Saturday)
- Holidays

8. Fundamental External Constraints

The deanship of ICT may be prevented to provide any service mentioned in this SLA due to constraints over which it may have little or no control.

These include:

- Power and air conditioning outages
- Physical damage, including but not limited to fires, floods, and contractors
- Products or services received from vendors to DICT
- Unpredictable and significant changes in activity levels (e.g. ICT Helpdesk calls, number of email messages sent, number of users for a system etc....)

9. Fundamental User Responsibilities

The end users are expected to observe the following:

- Report incidents or log service requests by logging calls with the ICT Helpdesk.
- Abide by the applicable policies listed for each service.
- Have the prerequisite hardware or software.
- make reasonable attempts to co-operate with ICT to resolve incidents, including providing information, performing
- troubleshooting steps and ensuring ICT access to physical space.
- Acquire training in the use of their system (as necessary to do their jobs) by attending training classes, keeping available and reading instructions, manuals, etc.
- Perform routine backups of important data and files
- Understand and perform basic computer tasks such as copying files, installing some software, etc.
- Use their systems responsibly and ethically as University assets to do their jobs.

10. Priority Level

8.1. Impact

Impact is a measure of the effect of an incident on business processes. Impact is often based on how service levels will be affected.

The following table lists the criteria for determining the impact of an incident and the approval actions needed to address the impact:

Impact	Description
High (1)	<ul style="list-style-type: none">• Interruption causing a severe impact on services availability.• Any request needs immediate action• There is no possible alternative.• Someone has been injured.• The damage to the reputation of the business is likely to be high.
Medium (2)	<ul style="list-style-type: none">• Moderate loss of functionality or performance resulting in performance degradation (System is up and running)• Any request which is important but may not require immediate action.• No direct impact on services availability. A workaround is available.• The damage to the reputation of the business is likely to be moderate.
Low (3)	<ul style="list-style-type: none">• System is up and running, but the problem causes non-negligible impact.• Any request which is important but do not require action to be taken on high priority.• Application or personal procedure unusable, where a workaround is available, or a repair is possible.• The damage to the reputation of the business is likely to be minimal.

8.2.Urgency

Urgency is a measure of how long it will be until an incident has a significant business impact.

The following table lists the criteria for determining the urgency of an incident:

Urgency	Description
High (1)	<ul style="list-style-type: none">The damage caused by the Incident increases rapidly.Work that cannot be completed by end user is highly time sensitive.
Medium (2)	<ul style="list-style-type: none">The damage caused by the Incident increases little over time.Work that cannot be completed by end user is not very time sensitive.
Low (3)	<ul style="list-style-type: none">The damage caused by the Incident only marginally increases over time.Work that cannot be completed by end user is not time sensitive.

8.3.Priority Matrix

Priority is a category that identifies the relative importance of an incident. Priority is based on impact and urgency, and it identifies required times for actions to be taken. Impact and urgency are used to assign priority.

Urgency	Impact		
	High	Medium	Low
High	P1	P2	P3
Medium	P2	P3	P4
Low	P3	P4	P5

II. Service Response & Resolution time

DICT operates an on-site IT Service Desk, contactable by telephone, email, web self-service or in person. All incidents, service requests and requests for change should go through the IT Service Desk, to ensure that accurate records are kept and adequate reporting against this SLA can be achieved.

The below response and resolution matrix is applicable to all the services based on Priority.

9.1. Incident

As incidents come into the Service Desk they will be allocated a priority- associated target response time as follows:

Incident		
Priority	Response Time	Resolution Time
Critical (P1)	0:40 Hours	4:40 Hours
High (P2)	1:20 Hours	8:40 Hours
Medium (P3)	4:20 Hours	26:00 Hours
Low (P4)	8:40 Hours	69:00 Hours
Very Low (P5)	13:00 Hours	104:00 Hours

9.2. Service Requests

A service request is a small, low risk change that can be implemented in a short governed timeframe.

Service Requests will be processed according to the following table priorities and timescales. A list of service requests is documented in ITSM061003 Service Catalogue.

Service Requests		
Priority	Response Time	Resolution Time
Critical (P1)	0:40 hours	4:40 hours
High (P2)	1:20 hours	8:40 hours
Medium (P3)	4:20 hours	26:00 hours
Low (P4)	13:00 hours	78:00 hours
Very Low (P5)	17:00 hours	130:00 hours

Requests Equipment & Cabling

The below response and resolution matrix is applicable to requests for equipment & cabling based on priority.

Notes: It is separated because it is linked to the administrative and financial management department of the university

Requests for Equipment		
Priority	Response Time	Resolution Time
Critical (P1)	25:00 hours	93:00 hours
High (P2)	50:00 hours	187:00 hours
Medium (P3)	79:00 hours	281:00 hours
Low (P4)	94:00 hours	375:00 hours
Very Low (P5)	118:00 hours	468:00 hours

9.3.Change request

The below response and resolution matrix is applicable to change based on Priority.

Change		
Priority	Response Time	Resolution Time
Critical (P1)	6:00 hour	25:00 hour
High (P2)	31:00 hour	125:00 hour
Medium (P3)	50:00 hour	200:00 hour
Low (P4)	75:00 hour	300:00 hour
Very Low (P5)	93:00 hour	375:00 hour

9.4.Problem

The below response and resolution matrix is applicable to problem based on Priority.

Priority	Resolution Time
Critical (P1)	4:00 hours
High (P2)	10:00 hours
Medium (P3)	18:00 hours
Low (P4)	24:00 hours
Very Low (P5)	30:00 hours

12. Escalation

SANED System will automatically escalate the priority of an incident or service request. As shown in following table the first three levels of escalation will be as assignee notification.

If further escalation is required, this should be to the service desk manager who will take relevant details relating to the incident or service request, check the history and speak to parties involved. A decision will be made based upon these facts and all parties advised of that decision, together with reasons behind the decision.

SANED System will maintain a record of escalations, together with the investigation carried out on each request and the decision reached. This information will be referred to periodically when reviewing priority guidelines and general Service Desk improvements.

If escalation beyond the service desk manger is required, this should be to the Dean of ICT.

The following tables shows escalation for all services:

Escalation Level	Notification time	Notification to	Action
1	50% from response	Assignee	Reminder Resolve
2	50% from resolution	Assignee	Reminder Resolve
3	70% from resolution	Assignee Service Desk Manager	Follow up Analyze Decision Resolve
4	90% from resolution	Assignee Service Desk Manager	Follow up Analyze Decision Resolve
		Vice dean	Follow up
5	100% from resolution	Service Desk Manager	Decision
		Quality Manager	
		Dean of ICT	

Escalation Table for Incident and service request

Escalation Level	Notification time	Notification to	Action
1	50% from response	Assignee	Reminder
		Change Manager	Resolve
2	50% from resolution	Assignee	Reminder
		Change Manager	Resolve
		Department Manager	
3	70% from resolution	Assignee	Follow up
		Change Manager	Analyze
		Department Manager	Decision
		Vice Dean	Resolve
4	90% from resolution	Assignee	Follow up
		Change Manager	Analyze
		Department Manager	
		Vice Dean	Decision
		Quality Manager	Resolve
		Dean of ICT	

Escalation Table for Change request

13. Complaints

The Deanship is keen to achieve user satisfaction with the service provided. So that, after providing the required service to the user, SANED will send an automated Email to ask the user about the satisfaction level of service provided, Through this e-mail, the user can choose one of the following options: Satisfied, Neutral, Dissatisfied, If the user chooses Dissatisfied option, Business Relationship Management Officers will contact him/her by phone or mobile, and asked the reason of dissatisfaction, and the employee must resolve the complaint with the user, after the complaint is resolved with the user, the employee has to write a report about that.

14. Reports

Through the quarterly management review meeting a service reports will be reviewed, which will as a minimum contain the following information:

- An analysis of the availability of the services over the last period and over a rolling twelve months

- Details of any major systems outages that have occurred during the reporting period, including the reasons for them and the actions that have been taken to prevent recurrence
- A breakdown of all incidents logged with the IT Service Desk over the last period, including performance against targets
- A summary of the service improvement work carried out by the deanship of ICT over the last period
- An extract of the Service Improvement Plan, including the improvements requested and progress on them

General reporting and performance metrics of the deanship will be available upon request.

15. Service Details

All services are documented in ITSM082001 Service Catalogue.

16. Appendix A: Contact Points

Name	Role	Email	Telephone
Mohamed Algamdi	Vice dean for total quality management	maghamdi@iau.edu.sa	013 33 33310
Sultan G. Al Zahrani	Staff	sgalzahrani@iau.edu.sa	013 33 33426
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