

IDHL Support Desk

Service Level Agreement

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Service Level Agreement

1. How does it work?

Support desk operates during IDHL's usual business hours, 8:30am - 5pm GMT, Monday – Friday (excluding bank holidays) and uses a ticketing system to respond to requests. Our support desk consists of developers who deal exclusively with minor changes and improvements for our existing clients. By purchasing a bank of prepurchased hours you can submit ad hoc support requests through the support desk ticketing system in parallel to any pre-planned quoted development work or any retained scheduled development hours.

Each ticket raised by you within the support desk ticketing system must include a clear description and any links, screenshots, browser and device information where necessary in order for the developers to action the request appropriately.

Support desk time is purchased in advance and is drawn down in 15-minute increments as tickets are completed. The support time bank can be topped up at any time and has a minimum purchase of 10 hours. Each top-up extends the term over which the timebank is valid by 12 months from the date of the top-up (as detailed in the applicable invoice).

2. Support desk can be used for:

- Bug - e.g. Incorrect pricing on the website.
- Support - a question, query or request - e.g. Where do I upload images for the hero banner?
- Enhancements and changes - A request for a new feature or development. e.g. Can this new script be added to the website?

There may be certain tickets raised by you that IDHL may deem to be out of scope, including but not limited to:

- A ticket which would use too many hours.
- A ticket which requires further scoping and the complexity would be better planned into a retainer or separate, quoted for, piece of work.
- A ticket where either platform vendor or a third party is responsible for its resolution (e.g. a bug in a third-party app).

3. Deployment

Tickets will be deployed at a suitably agreed time between you and IDHL. Deployments will generally take place between 9am – 2.30pm, Monday - Thursday GMT (excluding bank holidays).

4. Support desk SLAs

We will allocate a Severity Level to each error, fault, request or defect (**Issue**) which you inform us about via the support desk ticketing system.

We will use reasonable endeavours to provide an initial response in respect of, and to fix, each **Issue** which you inform us about in accordance with the following timescales:

Severity Level	Example	Response Resolution*	Target Time*
Emergency**	An Issue that means the website or a major part of the website is unavailable, and which is critical to your ability to perform your business.		
	<ul style="list-style-type: none"> Website failing to load Customers unable to proceed to checkout. Large portion of products unavailable on the website. Business critical part of the website unavailable. 	1h	1 day (80% target)
Medium	An Issue in the website which is not critical to your ability to perform your business and which is not a Minor error, fault or defect.		
	<ul style="list-style-type: none"> Minority of products not working as expected. Small number of customers unable to checkout. Customers unable to load a component which is not business critical. 	3h	5 days (75% target)
Minor	An Issue that (i) has no substantial impact on the website or (ii) that relates to Website Development Deliverables.		
	<ul style="list-style-type: none"> Minor bug that doesn't affect critical functionality. Small visual change such as text size. An image not displaying. 	5d	11 days (70% target)