

# IT Service Level Agreement (SLA)

This SLA is made effective as of

**January 1<sup>st</sup>, 2024.**

Between **The Client** and **The Service Provider**.

## 1. Introduction

This SLA outlines the parameters of all IT services covered as agreed upon by the Client and the Service Provider. It aims to provide a clear, concise framework for IT service support and delivery, ensuring alignment with the Client's operational needs and objectives.

## 2. Service Agreement

The following Services are covered by this Agreement:

- Antivirus and Cybersecurity
- Monitoring Services
- Software Updates and Patches
- Data Backups
- Microsoft Services Management
- Network and Security Maintenance
- Hardware Services

## 3. Service Standards

To maintain high-quality network performance, prevent data loss, and support the Client's operations effectively, this SLA sets forth the following service goals:

- Service Availability: Targeting 99.9% uptime, excluding planned maintenance.
- Response Times: Committing to response times of:
- Email Support: Within 30 minutes.
- Remote Support: Within 12 hours
- In-Person Support: Within 48 hours
- Emergency support: Within 10 minutes

## 4. Service Management

### 4.1 Roles and Responsibilities

- Ensure relevant software, services and equipment are available to the client in line with this service level agreement.
- Respond to support requests in the time frames as outlined earlier in the SLA.
- Do its best to escalate and resolve issues in an appropriate, timely manner.
- Consult and provide technical expertise and relay information on software, hardware and 3<sup>rd</sup> party solutions as needed by the organization.
- Ensure staff are adequately trained in the use of technology (both hardware and software) and can identify and avoid malicious activity.
- Maintain the quality of the network and Internet connection.
- Maintain good communication with the client at all times.

### 4.2 Service Availability

Standard Service Hours:

Monday to Friday: 8am to 6pm, Any requests submitted after this time will be followed up the next day.

Saturday and Sunday: Emergency Only

Network Service availability will be rigorously monitored, aiming for 99.9% uptime, with exceptions for scheduled maintenance, which will be communicated in advance.

### 4.3 Service Requests

Contact details:

Support Portal: [support@webworldst.com](mailto:support@webworldst.com) | Email: support@webworldst | Phone: 905-233-2192 ext. 3.

Normal service requests can be made via email, or an online portal, with all requests tracked to resolution.

Urgent service requests can be made via telephone to our support team at 905-233-2192 ext. 3.

#### **4.4 Maintenance and Updates**

Maintenance schedules and updates will be communicated at least 48 hours in advance, with emergency procedures in place for unforeseen issues.

Software updates will be provided via remote access. Hardware updates will be done offsite. The equipment will be picked up and asses for repair/update/upgrade and returned upon completion.

#### **4.5 Monitoring and Reporting:**

The system is constantly monitored for any suspicious activity and protected against instances of unauthorized access and malicious file transfer.

Instances of incidents will be followed up by a report to management 48 hours after the breach has been contained. The report will consist of the nature of the breach and preventative steps taken to remove the possibility of recurrence.

#### **4.6 Escalation Procedures**

The supplier will provide the client with a formal plan and method for staff and management to escalate serious incidents that threaten the integrity of the network and/or data. Management and/or staff must follow this protocol to ensure the data loss is minimal and further network stability is sustained.

#### **4.7 Disaster Recovery and Data Backup:**

Data backup schedule will be discussed and implemented based on clients' needs. Requests for restoration of data can be made via the support portal as defined above or via email.

The disaster recovery procedure is as follows:

- Assess the hardware for exploits and compromised software.
- Return the affected device to working condition.
- Recover the data based on last available date.
- A final system checks to ensure no exploitation is evident.

The total time to recovery will be less than 48 hours.



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## **5. Stakeholders**

This SLA involves all departments requiring IT services and the IT Department, ensuring a collaborative approach to IT service management:

- Staff members of the organization
- Management team of the organization
- Board Members of the organization
- Partisans and members of the organization

## **6. Review and Amendments**

This SLA is subject to annual review, amendments made to this SLA will be provided in writing and will require written approval by the client.