Phonovation Standard SLA

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Created by:	Michael Guerin
Approved by:	
Owner:	

Change history

Date	Version	Created by	Description of change
07/01/19	0.1	Michael Guerin	First Draft
09/01/19	0.2	Ops Team	Review of 1st Draft
29/01/19	0.3	Rob Shears/Mick Guerin	Review of 2nd Draft
13/02/2019	0.4	Billy Forsyth/Mick Guerin	Review and edit of 3rd Draft
15/05/2019	1.0	Mick Guerin	Extended Categories
03/12/2019	1.1	Mick Guerin	Wording Changes

Table of contents

1. PURPOSE 3
2. PERIOD 3
3. CONTACT DETAILS 3
4. LOGGING A SERVICE DESK REQUEST 3
4.1. VIA EMAIL 3
4.2. VIA CALLS 5
5. PRIORITY LEVELS 6
6. RESPONSE AND RESOLUTION TIMES 7
7. COMMUNICATIONS 7
8. P1 OR P2 ALERTS FOLLOW THE DOCUMENTED PROCEDURE BELOW 8
9. INCIDENT REPORTS 9

1. Purpose

The purpose of this document is to define the Standard SLA that Phonovation Limited can provide to its clients.

2. Period

Day of Week	Hour
Monday	09:00 – 17:30
Tuesday	09:00 – 17:30
Wednesday	09:00 – 17:30
Thursday	09:00 – 17:30
Friday	09:00 – 17:30
Saturday	Closed
Sunday	Closed

* excluding Irish Bank Holidays and Phonovation Ltd Holidays

3. Contact Details

Email	Phone
support@phonovation.com	0818 217100

4. Logging a Service Desk Request

The Phonovation Service Desk attempts to resolve Incidents and Service Requests as quickly and efficiently as possible. In order to facilitate this, the client is requested to provide as much information as possible to the Service Desk.

4.1. Via Email

The email address outlined in 3. Contact Details above shall be monitored during the times outlined in 2. Period above.

The client will automatically be assigned a Ticket Number. Please use this ticket number for all correspondence relating to the specific Incident or Service Request. If you are replying to an email from the Service Desk or if you need to send further information relating to an existing open ticket, please ensure that the Email Subject line starts with Ticket#<Ticket Number>.
E.g. Ticket#123456…..
The client should ensure that they send a separate email for each incident and/or Service Request
Please DO NOT send any sensitive data in your Email, passwords etc. as this will breach GDPR.

Initial Email Format

Clients are requested to use the following format for each request

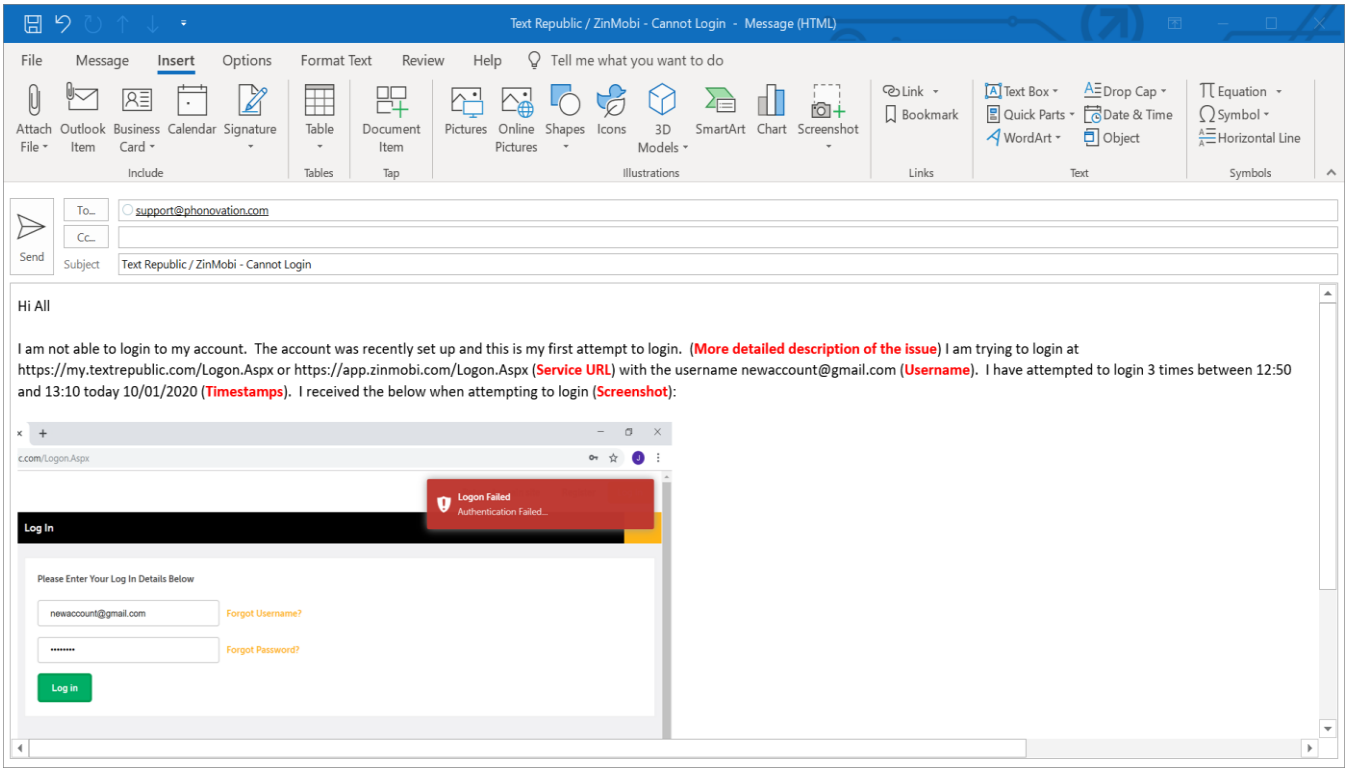
Subject: Service Name – Brief Description of the Service Request or Incident

Body: Detailed Description of the Nature of your query including but not limited to

- Service URLs and Username
- Examples incl Logs, Timestamps
- Screenshots where applicable

Change Required

Sample Email submission with required elements indicated in bold, red italics:



Subsequent Email Format

Clients are requested to use the following format for each request

Subject: Ticket#<Ticket Number>

Body: Detailed relevant information relating to the ticket

4.2. Via Calls

The telephone number outlined in 3. Contact Details above shall be monitored during the times outlined in 2. Period above.
A 1st Line Service Desk Representative will answer your call and will attempt to resolve your query whilst on the call. If this is not possible within a reasonable time period, the client's contact details will be requested, and the Service Desk Representative will contact the client at a later time with a resolution or an update on the status of your ticket.

Phonovation shall endeavor to answer every call to the Service Desk number. In the event that your call goes to voicemail, Phonovation shall respond with the agreed response times below.
In order to assist Phonovation Ltd in resolving your query as efficiently as possible, a client may send an email containing details of the query and follow up with a call if necessary. If the initial email is not possible, then a ticket will be created for the client by the 1st Line Representative on the call and the client may be asked to follow up with relevant details via email.
The client should not communicate any passwords or sensitive information to Phonovation Ltd under any circumstances as this will breach GDPR.
If the query cannot be resolved by the 1st Line Service Desk Representative, then the ticket will be escalated to the 2nd Line Support.

5. Priority Levels

Priority	Description
P1	• Total/complete service outage, with no work around, outside of our DIRECT customer control
P2	• Total/complete service outage, with a workaround available/communicated to our DIRECT customer • Total/complete service outage, inside our DIRECT customer control, e.g. ○ I moved my server, why is my traffic blocked? • Partial/degraded service, with no work around, outside of our DIRECT customer control • Our DIRECT customer is facing a degraded/slow/partial service
P3	• Partial/degraded service, with a work around available/communicated to our DIRECT customer • Partial/degraded service, with no work around, inside of our DIRECT customer control • Request for change that is preventing normal use of system E.g. Password reset
P4	• Non-service affecting requests, change requests, etc.
P5	• Requests that are non-fulfillable
Bug Fix	• An error, flaw or fault in the service
Change Request	• Requests for new features or change to existing features of a product or service

6. Response and Resolution Times

Priority	Response Time	Resolution Time
P1	2 hours	8 hours
P2	2 hours	24 Hours
P3	2 hours	48 Hours
P4	2 hours	24 Hours* *Every effort will be made by the Servicedesk to fulfil P4's within 24 hours of the request, in the event of the P4 not being fulfilled by the Servicedesk the request will be subject to agreement between Phonovation and the client, following Phonovation's Work Prioritisation process.
P5	N/A	N/A
Bug Fix	N/A	Subject to Phonovation's Work Prioritisation process
Change Request	N/A	Subject to Scope, Commercial agreement and Phonovation's Work Prioritisation process

7. Communications

Phonovation shall include a status update, the remediation steps that are being undertaken and an 'next update time' on all outbound emails. Update times per priority level are in the table below.

Priority	Update Time
P1	30 minutes until resolution
P2	1 hour until resolution
P3	24 hours until resolution
P4	N/A
P5	N/A

8. P1 or P2 alerts follow the documented procedure below

RUN SHEET FOR P1 OR P2 OUTAGE

To be completed by every involved staff member

1		By / Who?	Time
○	STAFF MEMBER NAME		
○	SERVICES AFFECTED		
○	WHO PAYS US FOR THE SERVICES		
○	TICKET NUMBER [RAISE TICKET IN OTRS !]		

2	RAISE ISSUE WITH: MICK OR ROB OR PEDRO IMMEDIATELY!!!	By / Who?	Time
○	(FACE TO FACE, OR VOICE CONVERSATIONS ONLY)		
○	TRIAGE THE INCIDENT — LEVEL:		

○ SEND OUT INTERNAL ALERT !!!
INCLUDE STATUS (P1), SERVICE AFFECTED (ISMS OUTBOUND), CUSTOMERS AFFECTED (ALL ISMS API), LOCATION OF FAULT (INTERNAL, EXTERNAL, UNKNOWN, (SEND VIA WWW.BULKSMS.COM)

○	WHO ARE THE INCIDENT RESPONSE TEAM MEMBERS?	LEAD	OTHER

○	RESPOND TO THE CLIENT DIRECTLY, IF ONE RAISED THE ISSUE — HOW:		

3	DEFINE NOTIFICATION LIST	By / Who?	Time
	IF ISSUE IS WIDER THAN SINGLE CLIENT, OR ISSUE RAISED BY OURSELVES, DISCUSS WITH CEO, CTO, OPS MANAGER, ACCOUNT MANAGERS TO AGREE A NOTIFICATION STRATEGY, AFFECTED CUSTOMERS LIST AND CONTACT LIST FOR EXTERNAL NOTIFICATION/UPDATES		
○	NOTIFICATION LIST MEMBERS		

○ NOTIFY THE ABOVE LIST OF AN INCIDENT !!!

4	INVESTIGATION & OUTCOME	By / Who?	Time
○	INCIDENT NUMBER		
○	WORK ON IDENTYFING ISSUE (KEEP OTRS UP TO DATE AS YOU TAKE ACTIONS)		
○	WORK ON IDENTYFING ROOT CAUSE (KEEP OTRS UP TO DATE AS YOU TAKE ACTIONS)		
○	LIST REMEDATION STEPS UNDERTAKEN FOR WORK AROUND (USE SEPARATE SHEET FOR DETAILS)		
○	LIST REMEDATION STEPS UNDERTAKEN FOR ROOT CAUSE FIX (USE SEPARATE SHEET FOR DETAILS)		

6	UPDATES DURING ABOVE STEPS (MINUTES FROM START)	By / Who?	How	Time
○	+30			
○	+60			
○	+90			
○	+120			
○	+180			
○	+240			
○	+300			
○	+360			
○	+420			
○	+660			
○	+900			

7	ON INCIDENT RESOLUTION	By / Who?	How	Time
○	SEND OUT AN INTERNAL ALERT			
○	SEND OUT A NOTICE TO THE NOTIFICATION LIST ABOVE			

9. Incident Reports

Phonovation shall agree to provide an Incident Report for P1 and P2 Incidents within 2 working days of the Incident Resolution. This may be an Interim Fault Report subject to further investigations or awaiting feedback from 3rd Party Vendors.