[Box 234 Strafford MO 65757]
[417-866-5600]
[Help@BradleyITS.com]
[https://BradleyITS.com]

[Your Company]
[417-000-0000]
[000 Your Rd, YourCity, YS 00000]

Service Level Agreement

PROVIDER OF SERVICE

Bradley IT Services

SERVICE PERIOD

As Soon As Today! – Until Canceled by Either Party

RESPONSE TIME

Incident response determination will be assigned using the following criteria:

1. Number of customers affected
2. Effect on business operations
3. Deadlines
4. Estimated solution time
5. Customer's sense of priority
6. Customer's commitment level
7. Threat to data integrity or computer security
8. Frequency of problem

The following table will be used internally to prioritize incidents and to give a response time commitment:

1. System Down / Server or Network.
Within 6 hours / Mon – Fri 8AM to 8PM Excluding Holidays

2. Critical / Significant customer impact that threatens productivity.
Within 12 hours / Mon – Fri 8AM to 6PM Excluding Holidays

3. Urgent / High-impact problem where production is proceeding, but in a significantly impaired fashion; there is a time-sensitive issue important to long term productivity that is not causing an immediate work stoppage; or there is significant customer concern.
Within 24 hours / Mon – Fri 8AM to 5PM Excluding Holidays

4. Important
Important issue that does not have significant current productivity impact
Within 2 business days

5. Monitor / Informational
Issue requiring no further action beyond monitoring for follow-up information.
Within 3 business days

PURCHASING APPROVAL

Following is a list of the individuals within the Department who have the authority to place orders with Bradley IT Services for service or equipment that could generate billed back charges:

X_____   X_____

X_____   X_____

When orders are placed with Bradley IT Services, it will be the above contact's responsibility to provide purchase order information that can then be referenced on the orders. Our staff will work with the above contact(s) to place and confirm components on orders. If Bradley IT Services is not provided with the correct authorization / billing info, the order will be placed on hold awaiting this information. The clock for response time for the incident will be suspended during this wait and will restart only after this information is provided.

LIASON

YourCompany's internal liaison person is responsible for helping us keep a central point of contact for quick administrative decisions. The company liaison person is responsible for answering customer specific questions, while **Bradley IT Service's** staff responds to software, hardware and network problems. The liaison person will also be responsible for contacting vendors when problems arise with software or equipment that require escalation beyond **Bradley IT Services**. This liaison will be the individual who our staff will work with on training needs, information gathering, and "in-house" troubleshooting. The liaison will also assist **Bradley IT Services** in the maintaining of correct IT information. To facilitate this, the liaison will inform **Bradley IT Services** of any changes of staff (i.e. replacements) or software, hardware, and network infrastructure changes.

The liaison for **YourCompany** is: X_____

PERFORMANCE

In order to provide optimal first level support service to all customers, all problems and repair orders must be received by **Bradley IT Services** and an incident ticket created. A ticket will be created from a call to 417-866-5600, an email to Help@BradleyITS.com, or a ticket can be directly created in our system at http://Help.BradleyITS.com.

The company **Bradley IT Services** will also provide **YourCompany** with the following support:

A single point of contact with YourCompany for

1.   Orders for new and replacement equipment.
2.   Equipment moves, adds, and changes (Equipment includes personal computers, printers, network equipment, servers, UPS, and VOIP telephones).
3.   Equipment repairs (Equipment includes personal computers, printers, network equipment, servers, UPS, and VOIP telephones).
4.   Monitored Backups. This can be onsite (In-House or offsite (Hosted)
5.   IT Consulting.