

SUPPORT SERVICE POLICY

Support and Maintenance Scope

The scope of support and maintenance services is outlined below:

Performance & Availability

- 24/7 automated site monitoring mirroring user activity
 - Site monitoring tool has common user journeys scheduled to check service from a user perspective is working as expected and within agreed timeframes
- 24/7 infrastructure monitoring
 - Capacity, availability and performance monitoring of infrastructure components (disk space, memory, network)

Operation & Maintenance of the Service

- Operation of the service is managed by the TerraQuest Service Desk backed up with ITIL V3 Service Management best practice processes.
- Maintenance of the service
 - Server patching – this is carried in accordance with Microsoft guidance and managed via the Microsoft hosted service.
- Application/System Maintenance
 - Carried out via the Change Management process.

Management of Service Incident calls raised

- Provision of a customer support service acting as the single point of contact for all Service Incidents to assist users with operational queries and front line support issues relating to the use of the services defined above.

Supported Hours

- The TerraQuest Service Desk will provide staffed support from Monday to Friday, between the core hours of 09:00 to 17:00 excluding public holidays and bank holidays.

Scheduled Maintenance

- Scheduled maintenance window will take place outside of core operating hours

Service Management

- All Service Management Processes (Incident, Problem, Change, Release, etc) will be underpinned by ITIL best practice and documented in TerraQuest's Service Management Pack which will include contact, responsibilities and escalation paths.

- Incident Priorities will be managed aligned line with ITIL process, with incidents priority based on impact to the business and urgency (speed of required resolution) to the business/user.
- **Incident Response Times**
All Service Incidents will follow an agreed response and escalation path to ensure that an individual Incident is managed within SLA timescales. The target response time for completing an initial investigation of a prioritised Service Incident is defined below.

Service Incident Response Targets

Priority:	Incident Response Time:	Target Resolution:
Priority 1	Within 60 minutes .	Within 4 hours of the report of the Incident.
Priority 2	Within 2 Core Hours .	Within 1 working day of the report of the Incident.
Priority 3	Within 1 working day	Within 5 Working Days of the report of the Incident.
Priority 4	Within 1 working day .	Within 10 Working Days of the report of the Incident.
Request for Service	Within 5 Working Days .	Within 30 Working Days of the report of the Incident.
Un prioritised	Within 1 working day	As per subsequent Priority allocated

Please note that the Response Time 'clock' will start once an Incident has been received by the TerraQuest Service Desk (whether directly, via email or via answer machine message). Incidents not formally submitted to the TerraQuest Service Desk will not be subject to the response times below.