

## OpenEMIS Service Desk Service Level Agreement (SLA)

### 1. Introduction

This Service Level Agreement ("SLA") outlines the terms and conditions under which the OpenEMIS lab coordinated by Community Systems Foundation, hereinafter referred to as "the Service Provider," will provide service desk support for its software products to OpenEMIS countries, hereinafter referred to as "the Client."

### 2. Service Desk Scope

The Service Provider will offer service desk support for the following software products:

- OpenEMIS Portal
- OpenEMIS Core
- OpenEMIS Exams
- OpenEMIS Registrations
- OpenEMIS Integrator
- OpenEMIS DataManager
- OpenEMIS Dashboard
- OpenEMIS Monitoring
- OpenEMIS Visualizer
- OpenEMIS Classroom
- OpenEMIS Staffroom
- OpenEMIS Survey
- OpenEMIS Scanner
- OpenEMIS Guardian

### 3. Service Desk Hours of Operation

The service desk is available 24 hours a day and 7 days a week. Clients can expect responses from Monday to Friday: 09:00-18:00 GMT+8, excluding Singapore public holidays.

### 4. Responsibilities

The Service Provider agrees to provide the following services:

- Responding to support requests submitted by the Client in a timely manner
- Diagnosing and troubleshooting reported issues with the software products
- Providing guidance and solutions to software-related inquiries
- Keeping the Client informed about the status and progress of their support requests

The Client agrees to provide the following:

- An accurate description of the issue. This could include screenshots, video, references to specific versions or pages in the software
- Timely feedback responding to questions and requests for additional information

The client acknowledges that the Service Provider may not be able to fulfil responsibilities under the SLA without timely cooperation from the Client.

## 5. Response and Resolution Times

The Service Provider commits to the following response times:

- Blocker: 12 hours / 0.5 day
- Critical: 24 hours / 1 day
- Major: 48 hours / 2 days
- Trivial: 96 hours / 4 days

Resolution time is dependent on the complexity of the issue. The Service Provider is committed to providing regular updates on expected time required to resolve each issue.

Response and resolution times are calculated on the normal working days/hours of the Service Provider. See SLA Point 3.

## 6. Service Desk Channels

The Service Provider will provide support through the following channels:

- Online Ticketing System
- Online Video conferencing platform (emergencies)

The Service Provider will not provide support through the following channels:

- Email
- Social media platforms
- Telephone
- WhatsApp

## 7. Escalation Procedures

In the event that an issue cannot be resolved within the required time, the following escalation procedures will be followed:

- Level 1: OpenEMIS Lab (Google Chat: support@openemis.org)

- Level 2: OpenEMIS IT Director (Email: kturnbull@openemis.org)

## 8. Service Level Reporting

Service Desk Reports, including monthly summaries of support requests and status, are available upon request at any time during the period of service.

## 9. Maintenance and Updates

The Service Provider may schedule maintenance and updates to the software products. Advance notice will be given, and efforts will be made to minimize disruption to the Client's operations. Clients are given the option to update software applications when new versions are released. This is not mandatory and it is done only at the discretion and endorsement from the client.

## 10. Confidentiality and Data Security

The Service Provider will maintain the confidentiality and security of all information provided by the Client. Data shared during the support process will be handled in accordance with relevant data protection laws and regulations.

## 11. Service Fees

There is a standard annual service fee for the service desk support subscription. The service fees are payable in advance, unless alternative arrangements have been negotiated and agreed with the Service Provider.

## 12. Termination of Agreement

Either party may terminate this SLA with 30 days' written notice if the other party fails to meet the terms outlined herein. This service level agreement does not have penalties.

## 13. Amendments

Any changes or amendments to this SLA must be agreed upon in writing by both parties

Signatures:

Authorized Signature	Authorized Signature
Date	Date

Authorized Client Representative	Authorized Service Provider Representative
Client Organization	Service Provider Organization