

ANNEX XI.1 — Draft Helpdesk Service Level Agreement (Lot 1)

HELPDESK SERVICE LEVEL AGREEMENT (SLA)

Helpdesk Service

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1 Introduction

This document describes the service level agreement (SLA) applied to manage the Helpdesk Service.

The document outlines the services and responsibilities of EU-OSHA and the contractor in charge of the Helpdesk Service.

XXXX will be the contractor in charge of the Helpdesk Service. Hereinafter, we shall refer to XXXX as 'The Contractor'.

To manage the Helpdesk Service, and to ensure compliance with the SLA, EU-OSHA could be supported by a contractor in charge of the Project Management Support.

1.1 Scope

The scope of this SLA covers the following services:

- issue management;
- users' request management;
- support for meeting and conferences;
- support for missions.

2 Programme management

To complement the monitoring, control and supervision mechanisms, the following procedures will be used, as they allow the continual verification of compliance with the objectives specified in terms of both time and quality:

- project management;
- monthly committees and fortnightly checkpoint meetings.

2.1 Project management

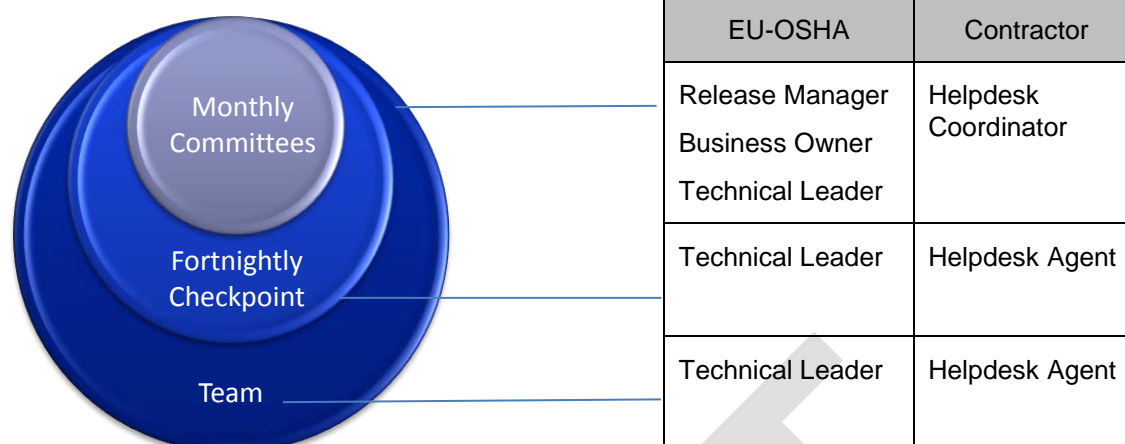
Project management refers to planning, budgeting, following up and monitoring in accordance with the defined working methodology. In order to carry out project management, the following measures will be adopted:

- **Use of the EU-OSHA issue tracker** to control the status of incidents and to change requests, and to extract reports. The EU-OSHA issue tracker enables tasks and the relationships between them to be defined, resources to be assigned to tasks, real dedications to be entered and the planned and actual progress of an incident or request to be compared. This tool is also useful for the planning of the different incidents/change requests, to gain an overview of the Helpdesk Service.
- **Use of the extranet** as the repository for new documentation as well as for the updated versions of the functional designs, user cases, user manuals or any other technical documentation to be updated in light of change requests (or even incidents).
- A **Helpdesk Coordinator** from the contractor's side and **Technical Leaders** from the EU-OSHA side.
- **Compliance with the EU-OSHA common methodology framework.**

Project management has an impact on strategic direction, organisation and risk management, allowing a better follow-up of a project's progress and the identification of variations in the planned work, which may require appropriate corrective measures to be taken.

2.2 Meetings

In order to guarantee the follow-up of the Helpdesk Services, it is necessary to establish an appropriate level of regular communication among all participants. This will be provided through the following monitoring levels:



2.2.1 Monthly committees

There will be **monthly committee meetings** for the control of a project's overall progress, planning for the coming months and revision of the compliance of SLAs. This monthly committee meeting will be organised by EU-OSHA, consolidating the information from the EU-OSHA issue tracker and other agreed reports.

| Monthly committee | |
|---|--|
| Goals | Periodicity |
| <ul style="list-style-type: none"> To review the strategic direction of the Helpdesk Service and guarantee that planned milestones are reached To revise the compliance of SLAs | <ul style="list-style-type: none"> Monthly |
| Tasks | Human Resources |
| <ul style="list-style-type: none"> To control the overall progress of the Helpdesk Service To analyse the causes of unexpected issues, and to propose measures to correct and/or anticipate similar situations To coordinate human resources in the Helpdesk Service To guarantee the quality of the work | <ul style="list-style-type: none"> EU-OSHA: ICT Manager, Technical Leader. Minutes of the meeting will be circulated to inform decision-making. Contractor: Helpdesk Coordinator |
| Tools | |
| <ul style="list-style-type: none"> Reports to be extracted from the EU-OSHA issue tracker to follow up compliance with the SLAs. | |

3 Type of services

3.1 Helpdesk Service

The types of services included in the Helpdesk Service are described below.

- **Issues management:**
 - **device issues:** issues with any of a user's devices;
 - **printer/scanner issue:** issues with printing or scanning;
 - **software issues:** issues with Office, Outlook, etc.;
 - **other issues.**
- **Requests management:**
 - **request new programs and applications:** request for an additional software application;
 - **request equipment replacement:** request for new equipment such as a mouse, monitor, etc.;
 - **request task:** request for tasks such as moving a screen/computer, setting up a desk for a new employee, etc.
- **Support for tasks:** request for equipment needed for a particular task;
- **Support for meetings and conferences:** request support for meetings and audio or video conferences.

4 Metrics

4.1 Definitions

This section describes the metrics to be created according to their priority and the response and resolution time established by EU-OSHA to solve the issue.

- **Response time:** the time from the notification of the incident to the helpdesk contractor to diagnosis and resolution of the problem.
- **Resolution time:** the time from the notification of the incident to the helpdesk contractor to resolution and closure (deployed in Production).

For these metrics the following priorities are used:

| Priority ¹ | Impact | Yearly average |
|-----------------------|---|----------------|
| Critical | <ul style="list-style-type: none"> • Major outage affecting a large number of users • Critical commitments cannot be met • Important financial, image or regulatory implications | 5% |
| High | <ul style="list-style-type: none"> • System or application usable with severe restrictions • Performance severely degraded • Financial, image or regulatory implications • A request by a very important person | 15% |
| Medium/Normal | <ul style="list-style-type: none"> • Affects a small number of users • Must be done but does not impact service level • Recurrent but minimum priority | 72% |
| Low | <ul style="list-style-type: none"> • Bugs that do not affect users' productivity or experience • Workaround available | 8% |

4.2 Response to the issues and requests

| Priority | Response time | % of delay for compliance | Resolution time ² | % of delay for compliance | Coverage hours |
|---------------|---------------|---------------------------|------------------------------|---------------------------|-----------------------|
| CRITICAL | <10 minutes | 0% | < 1 hour | 0% | EU-OSHA working hours |
| HIGH | <10 minutes | < 5% | < 4 hours | < 5% | |
| MEDIUM/NORMAL | <30 minutes | < 20% | < 2 days | < 10% | |

¹ The priority of the issues may be changed only by EU-OSHA.

² Only EU-OSHA working days should be counted in the number of days. For complex tasks an agreement could be found with EU-OSHA.

| | | | | | |
|-----|-------------|-------|----------|-------|--|
| LOW | <30 minutes | < 20% | < 5 days | < 20% | |
|-----|-------------|-------|----------|-------|--|

4.3 Response to the missions and meeting support requests

| Measurement | Target level |
|---|--------------|
| Number of equipment requests ready on time for missions when requested at least 2 days in advance | 100% |
| Number of support requests for meetings and conferences completed on time when requested at least 5 days in advance | 100% |

4.4 User survey

EU-OSHA can launch a user survey once per calendar year to check users' satisfaction with the Helpdesk Service. The question will be: 'What is your overall satisfaction rating with the Helpdesk Service?'

1. Very dissatisfied
2. Somewhat dissatisfied
3. Neither satisfied nor dissatisfied
4. Somewhat satisfied
5. Very satisfied

| Measurement | Target level |
|--|--------------|
| Percentage of answers with a score of 4 or 5 | 80% |

4.5 Documentation updates

All EU-OSHA documentation is continuously updated to provide staff with up-to-date information about the functionality of, and the steps to be followed when working with, different applications in EU-OSHA. It is therefore necessary to enter all information about improvements to applications in all the documents related to them (functional designs, guidelines, manuals and others).

| Service | Standard deadlines | Maximum time |
|-----------------|--------------------|--------------|
| Helpdesk manual | Quarterly | 10 days |

4.6 Days of services

| Measurement | Target level |
|-----------------------------------|-----------------------|
| Number of unmanned days per month | < 1.5 days (12 hours) |
| Number of unmanned days per year | < 3 days (24 hours) |

4.7 Request for offer

When EU-OSHA presents a request for offer, the Contractor should send the first version of the offer within **5 days**. EU-OSHA will then review the documentation within **5 days** and will send it back to the Contractor with its comments. The Contractor will adapt the offer in light of EU-OSHA's comments and will send it back to EU-OSHA within the next **2 days**.

5 Penalties

For each violation of the SLA a penalty will be applied.

A penalty will consist of a deduction of 5% of the monthly Helpdesk cost.

A maximum of three penalties per month can be applied.

6 Signatures

For the Contractor,

XXXX

XXXXX

Signature(s): _____

Done at Bilbao.

For the Agency,

EU-OSHA

XXXX

Signature(s) _____

Done at Bilbao.