

# Example IT support agreement

## About this document

This document is an example IT support agreement between a small business and an IT support company.

Check the 'IT Donut advice' boxes for explanations of each area of the agreement.

## Usage

This sample agreement has been produced by The IT Donut ([www.itdonut.co.uk](http://www.itdonut.co.uk)) and Abussi Ltd ([www.abussi.co.uk](http://www.abussi.co.uk)) to help businesses when choosing an IT support company. It is for illustration purpose only.

For more information about choosing and working with an IT support company, please visit the IT Donut at [www.itdonut.co.uk](http://www.itdonut.co.uk).

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## Response and Resolution Times

**IT Donut advice:** Your support document should contain a clear section like this, explaining how long your business will have to wait for IT support in different situations. Make sure these times are guaranteed, and check what happens if they are missed.

The following table shows the targets of response and resolution times for each priority level during standard operational hours:

Trouble	Priority	Response time (in hours)	Resolution time (in hours)	Escalation threshold (in hours)
Service not available (all users and functions unavailable)	1	Within 1 Hr	ASAP – Best Effort	2 Hrs
Significant degradation of service (large number of users or business critical functions affected)	2	Within 2 Hrs	ASAP – Best Effort	4 Hrs
Limited degradation of service (limited number of users or functions affected, business process can continue).	3	Within 4 Hrs	Within 8 working Hrs	8 Hrs
Small service degradation (business process can continue, one user affected).	4	within 8 Hrs	Within 8 Working Hrs	8 Hrs

## Support Tiers

**IT Donut advice:** Most IT support companies offer a system of tiered support to track and monitor support requests. If a problem can't be solved easily, it is increased to a higher tier.

The following details and describes our Support Tier levels:

Support Tier	Description
Tier 1 Support	All support incidents begin in Tier 1, where the initial trouble ticket is created, the issue is identified and clearly documented, and basic hardware/software troubleshooting is initiated.
Tier 2 Support	All support incidents that cannot be resolved with Tier 1 Support are escalated to Tier 2, where more complex support on hardware/software issues can be provided by more experienced engineers.
Tier 3 Support	Support incidents that cannot be resolved by Tier 2 Support are escalated to Tier 3, where support is provided by the most qualified and experienced Engineers who have the ability to collaborate with 3 <sup>rd</sup> party (Vendor) support engineers to resolve the most complex issues.

# Service Request Escalation Procedure

**IT Donut advice:** The escalation procedure is an important part of your support agreement. Make sure you are happy with how support requests are handled.

1. Support request is received
2. Trouble ticket is created
3. Issue is identified and documented in help desk system
4. Issue is qualified to determine if it can be resolved through Tier 1 Support

**If issue can be resolved through Tier 1 Support:**

5. Level 1 resolution - issue is worked to successful resolution
6. Quality control – issue is verified to be resolved to client’s satisfaction
7. Trouble ticket is closed, after complete problem resolution details have been updated in help desk system

**If issue cannot be resolved through Tier 1 Support:**

6. Issue is escalated to Tier 2 Support
7. Issue is qualified to determine if it can be resolved by Tier 2 Support

**If issue can be resolved through Tier 2 Support:**

8. Level 2 resolution - issue is worked to successful resolution
9. Quality control – issue is verified to be resolved to client’s satisfaction
10. Trouble ticket is closed, after complete problem resolution details have been updated in help desk system

**If issue cannot be resolved through Tier 2 Support:**

9. Issue is escalated to Tier 3 Support
10. Issue is qualified to determine if it can be resolved through Tier 3 Support

**If issue can be resolved through Tier 3 Support:**

11. Level 3 resolution - issue is worked to successful resolution
12. Quality control – issue is verified to be resolved to Client’s satisfaction
13. Trouble ticket is closed, after complete problem resolution details have been updated in help desk system

**If issue cannot be resolved through Tier 3 Support:**

12. Issue is escalated to Onsite Support
13. Issue is qualified to determine if it can be resolved through Onsite Support

**If issue can be resolved through Onsite Support:**

14. Onsite resolution - issue is worked to successful resolution
15. Quality control – issue is verified to be resolved to Client’s satisfaction
16. Trouble ticket is closed, after complete problem resolution details have been updated in help desk system

**If issue cannot be resolved through Onsite Support:**

17. I.T. Manager decision point – request is updated with complete details of all activity performed

## Exclusions

**IT Donut advice:** Your IT support company will almost certainly exclude certain situations from your agreement. This is normal, but make sure you are happy with the list of exclusions.

The Services do not include maintenance or repair necessitated by:

- Use of the Equipment for a purpose for which it was not designed
- Alteration or amendment to the Equipment otherwise than by the Company or with the prior written approval of the Company.
- Accidents such as fire, lightning or floods.
- Theft or loss of the Equipment
- Relocation of the Equipment unless previously agree with the Company
- Use of ancillary equipment not suitable for use with the Equipment
- Electrical work external to the Equipment.
- Fluctuation in electricity supply
- Poor environmental conditions
- Damage caused by VIRUS, SPYWARE or lack of FIREWALL when updates have not been installed or where an update has not yet become available.

SAMPLE

## Activity Outline

**IT Donut advice:** Your support agreement should include a list of all tasks your IT support company may perform for your business. Make sure the list is exhaustive.

Description	Frequency	Included in Agreement
<b>General</b>		
Document software and hardware changes	As performed	YES
Test backups with restores	Monthly	YES
Monthly reports of work accomplished, work in progress, etc.	Monthly	YES
<b>Systems</b>		
Check print queues	As needed	YES
Ensure that all server services are running	Daily/hourly	YES
Keep Service Packs, Patches and Hotfixes current as per company policy	Monthly	YES
Check event log of every server and identify any potential issues	As things appear	YES
Monitor hard drive free space on server, clients	Daily/hourly	YES
Reboot servers if needed	As needed	YES
Run defrag and chkdsk on all drives	As needed	YES
Scheduled off time server maintenance	As needed	YES
Install software upgrades	As needed	YES
Determine logical directory structure, Implement, MAP, and detail	Revisit Monthly	YES
Set up and maintain groups (accounting, admin, printers, sales, warehouse, etc)	As needed	YES
Check status of backup and restores	Daily	YES
Alert office manager to dangerous conditions -Memory running low -Hard drive showing sign of failure -Hard drive running out of disk space -Controllers losing interrupts -Network Cards report unusual collision activity	As needed	YES
Educate and correct user errors (deleted files, corrupted files, etc.)	As needed	YES
Clean and prune directory structure, keep efficient and active	Monthly	YES
<b>Disaster Recovery</b>		
Disaster Recovery of Server(s)	As Needed	YES

### Networks

Check router logs	Weekly	YES
Performance Monitoring/Capacity Planning	Weekly	YES
Monitor DSU/TSU, switches, hubs and internet connectivity, and make sure everything is operational (available for SNMP manageable devices only)	Weekly	YES
Major SW/HW upgrades to network backbone, including routers, WAN additions, etc.	As needed	YES
Maintain office connectivity to the Internet	Ongoing	YES

### Security

Check firewall logs	Monthly	YES
Confirm that antivirus virus definition auto updates have occurred	As Needed	YES
Confirm that virus updates have occurred	As Needed	YES
Confirm that backup has been performed on a daily basis	Daily	YES
Create new directories, shares and security groups, new accounts, disable/delete old accounts, manage account policies	As Needed	YES
Permissions and file system management	As Needed	YES
Set up new users including login restrictions, passwords, security, applications	As needed	YES
Set up and change security for users and applications	As needed	YES
Monitor for unusual activity among users	Ongoing	YES

### Applications

Exchange user/mailbox management	As needed	YES
Monitor directory replication	As needed	YES
Monitor WINS replication	As needed	YES
SQL server management	As needed	YES
Overall application disk space management	As needed	YES
Ensure Microsoft Office Applications are functioning as designed	As needed	YES

### Mobile Devices

Blackberry / iPhone / Windows Mobile Management	As needed	YES
Blackberry / iPhone / Windows Mobile Configuration	As needed	YES

## Service Rates

**IT Donut advice:** Nobody likes unexpected costs, so check this list carefully. Make sure you understand what each cost covers. For instance, is it per incident or per hour?

Labour	Rate
Remote PC Management/Help Desk 9:00-5:30pm M-F	INCLUDED
Remote Printer Management 9:00am-5.30pm M-F	INCLUDED
Remote Network Management 9:00am-5.30pm M-F	INCLUDED
Remote Server Management 9:00am-5.30pm M-F	INCLUDED
24x7x365 Network Monitoring	INCLUDED
Workshop Labour 9:00am-5.30pm M-F	INCLUDED
Onsite Labour 9:00am-5.30pm M-F	INCLUDED
Remote PC Management/Help Desk 5:31pm-9pm M-F	£ xxx /hr
Remote Printer Management 5:31pm-9pm M-F	£ xxx /hr
Remote Network Management 5:31pm-9pm M-F	£ xxx /hr
Remote Server Management 5:31pm-9pm M-F	£ xxx /hr
Workshop Labour 5:31pm-9pm M-F	£ xxx /hr
Onsite Labour 5:31pm-9pm M-F	£ xxx /hr
Remote Labour All Other Times	£ xxx /hr
Workshop Labour All Other Times	£ xxx /hr
Onsite Labour All Other Times	£ xxx /hr