

RightClick's Service Level Agreement (SLA)

helpdesk@fsdnet.ca



An SLA is a commitment that is made by a service provider (like RightClick) so the person making the request for help has an idea of what to expect under normal conditions. "Normal" conditions at Frontier will differ from what other school divisions enjoy. The following conditions are encountered frequently each year and impact the timely delivery of support:

1. Internet outages
2. Power outages (some cause equipment damage)
3. Weather condition that prevents travel
4. Seasonal transitions (thaw and freezing of winter roads)
5. Major site devastation (fires, flooding, etc.)
6. Parts availability

When you open a ticket you will be advised as to which SLA it falls under. All SLAs do not include travel time. Under normal conditions, Frontier end users looking to RightClick for assistance can expect the following:

1. Fire - Broad Disruption

Entire site problem: no Internet, virus outbreak, server failure, system security breach. Mass user account maintenance.

2. Smoke - Limited Disruption

Partial site problem: print problems, some users (few) are unable to login, backup failure, data restore, multiple device imaging (remote reconfigure PC lab) etc.
Individual user account maintenance.

SLA #	Acknowledgement (Hours)	Response (Hours)	Resolution (Hours)	Follow Up (Hours)
1	.25	.25	24	48 Hours+ Following Week
2	.25	4	48	Following Week
3	24	72	168	Following Week
4	-	-	-	-

3. Kindling - To do / End user request

Individual Disruption: Software install, equipment move, user name changes, general information requests or one-to-one distance training.

Procedures on accessing Help Desk support are outlined below

TELEPHONE: 1-204-258-2716

- A) if no one is available, the system will place you in a first-come first-served hold queue.
- B) the first available attendant will return your call to ensure we have all the necessary details to proceed.
- C) or simply leave a message and a ticket will be entered on your behalf.

EMAIL: helpdesk@fsdnet.ca

NOTE you will not receive an email confirmation, instead the first available attendant will return your call to ensure all necessary details are obtained in order to proceed.

FAX: 1-204-258-2061

All support requests will be followed up by the Help Desk to ensure that the ticket has been resolved and can either be closed or re-assigned to ensure prompt resolution. The user who made the initial request will be advised either way.