

Service Level Expectations (SLE)

Service Desk Severity Rankings and Response Times

Last updated on 9.2.2024

Problem Level	Description	Initial Response Time	Escalation	Expected Time to Resolution
Emergency (Business Hours)	The whole company or department is unable to function due to a production system outage	30 Minutes	1 Hour	Determined by the nature of the event
Critical	Single end-user unable to perform a business-critical job function with no workaround available	1 Hour	4 Hours	Determined by the nature of the event
Normal	The problem inhibits the end-user's ability to be fully functional.	8 Hours	16 Hours	5 Days
Scheduled Maintenance	Upgrades or any technical services that are scheduled	24 Hours	40 Hours	2 Weeks
New User Setup	Single user new hire, or new system for an existing employee	16 Hours	24 Hours	Determined by the nature of the event
Orientation	2 - 4 new hires or new systems for 2 - 4 existing employees (consult AM for 5+ users)	16 Hours	32 Hours	Determined by the nature of the event
Low	It is a routine problem, possibly an inquiry with no loss of computing function	32 Hours	60 Hours	2 Weeks

Notes:

- **Initial Response Time** means that the "issue" reporter will be contacted to confirm that the problem is being worked on and possibly to discuss it further.
- **Emergency and Critical issues** must be reported by phone.
- All hours and days listed are business hours only (8 AM - 5 PM Local Time, Monday - Friday).
- All times related to hardware/software are subject to hardware/software availability.

Functional Escalations

As outlined in the Service Desk Severity Rankings and Response Times chart, Mansour's Computers (MCS, Inc.)'s Service Desk Coordinator will escalate any unresolved issue(s)

according to our escalation policy within the time allotted for that severity level. Some issues could take longer than the expected time of resolution listed above based on factors outside of our control.

Service Level Expectations (SLE) for Managed Components

Service	Level	Notes
Regular Support Hours	8 AM - 5 PM Local Time, Monday - Friday	After-hours and holiday support is available at additional cost upon approval.
Critical Patches	95% of patches were implemented within five calendar days	Upon release of the patch from the vendor
Non-Critical Patches	90% of patches implemented within the calendar month	Non-critical patches may be delayed if deemed business-impacting and not security-related
Virus Definition	Distributed within two working days	Upon release of an update from the vendor
Local Admin	Upon written agreement on an individual basis	Mansour's Computers (MCS, Inc.) recommends no local admin end-users in the environment.
Wireless Network	99% uptime of the wireless network	Only includes corporate-level wireless infrastructure
Remote Management	Full access required	Mansour's Computers (MCS, Inc.) can install remote management software on Client devices.
End-of-Life/Support	15-minute best efforts	Mansour's Computers (MCS, Inc.) requires Client to maintain support agreements with each vendor for all hardware/software.
Workstations	Current vendor-supported OS versions	Mansour's Computers (MCS, Inc.) supports all current vendor-supported OS versions (Windows, MAC)
Server Availability	98% uptime over 12 months	Covers hardware and software under support agreement with vendor
Maintenance Window	Workstations: 10 PM - 6 AM Local Time, Fridays	Updates for servers: 2 AM Local Time, Sundays
High CPU	95% usage for 5 mins, checked every 2 mins	Monitored by Alerting and Ticketing System
High Memory	95% usage for 5 mins, checked every 2 mins	Monitored by Alerting and Ticketing System

Service	Level	Notes
Excess Storage	90% usage for 5 mins (high), 98% usage for 1 min	Monitored by Alerting and Ticketing System
UPS Battery	99% Uptime	Monitored by Alerting and Ticketing System
Monthly Reporting	90% positive device health report	Provided on all managed equipment upon request
Server Backups	90% successful completed backups	Daily monitor of server backups; Mansour's Computers (MCS, Inc.) checks job completion and backup logs
Backup Window	Servers: 9 PM - 1 AM Local Time	Workstations: 10 PM - 2 AM Local Time
LAN Management	98% uptime over 12 months	Covers hardware and software under support agreement with vendor