

SERVICE LEVEL AGREEMENT

Including Observation Note (OB) & Change Request (CR) Procedure

The purpose of this document is to explain the procedure for reporting and resolving website / software errors and / or software change requests in association with website / software applications designed and developed by Carpe Diem.

Initial Customer OB Form Entry

During and after the commissioning phase of a Carpe Diem project the customer can report any website / software errors and / or change requests by filling out an Observation Note (OB) / Change Request form (see below).

As stated on the OB form the customer (any member of staff) should fill out the 'Company', 'Date', 'Raised By' and 'Description' fields before supplying to Carpe Diem.

The entry made by the customer in the 'Description' field of the OB form should be as concise and accurate as possible in order to make the analysis by Carpe Diem of the change request or website / software error as efficient as possible.

Carpe Diem Form Analysis

Once the OB form has been initially filled out by the customer, Carpe Diem will analyse the OB form details and determine whether or not the reason for raising the OB is a change request or a website / software error.

The relevant 'Change Request' or 'Website/software error' tick box will be marked by Carpe Diem and an estimated time for completion of the work will be entered on the OB form.

If an OB form is designated as a 'Change Request' it will be handed back to the customer for cost evaluation and approval / authorisation signatures prior to the commencement of the required work. This includes work budgeted for within any contingency for transparency.

Website/software errors

A website / software error is not defined as being a failing of the application to perform a function or functions that the customer "expects" to be a normal feature of the application, if that function or feature is outside the original scope of the project.

A website / software error is defined as being a "run-time" failure of the application whereby the application / website fails to implement successfully a function or feature that has already been agreed as being required, as detailed in the project specification document.

All website / software error OB forms will be resolved by Carpe Diem with no additional charge to the customer outside of the payment for the SLA itself.

Change Request – Authorisation to Commence Work

A change request is defined as being a modification to a website's design / function or a software application function or feature that is outside the original project scope. All Change Request OB forms will therefore only be implemented by Carpe Diem when the customer provides authorisation (in the form of one or more signatures) to proceed with the work as an additional cost will be incurred as a consequence. Even if that cost is covered by any contingency.



The exact cost for a Change Request OB will be calculated by multiplying the 'Estimated Time for Completion of Work' field on the OB form by the agreed Carpe Diem daily or hourly rate.

In authorising a Change Request OB form the customer is agreeing to pay the additional costs of the OB form once the OB form work has been successfully completed. This may simply mean reducing available hours within an agreed contingency.

Carpe Diem will not implement any work detailed on a Change Request OB form until it is properly authorised by the appropriate customer personnel.

Work Completed Successfully

On completion of the work detailed on an OB form, a Carpe Diem representative will sign and date the appropriate work completed box.

Carpe Diem will then inform the customer that the OB form work is complete and after a satisfactory customer test the customer will sign the appropriate customer work completed box. At this point the OB form is fully signed off and if it is a 'Change Request' Carpe Diem will generate the appropriate invoice for the work carried out (if not covered by contingency). Note that an invoice sent to the customer may detail one or more signed off 'Change Request' OB forms in order to minimise administration costs.

Working / Task Level SLA:

All tasks and Change Requests are initially logged using the Jira Service Desk / Teamwork.

Tasks are then distributed into our workflow to be completed as per the terms below.

Level	Description	Target Time
Urgent	Non-functional website with high impact on operations.	4 hours
High	Priority problem impacting performance and customers.	8 hours
Normal	Minor problems with very low impact to operations e.g. cosmetic and documentation errors.	2 days
Low	Change Request (To Be Agreed with Customer)	5 days

Please note, we aim to complete all tasks as soon as possible.

Office hours are 9am until 5pm (GMT) Monday to Friday.

Outside of office hours, urgent support queries are to be sent to support@carpe-diem.co.uk.

We schedule 6 hours of work per day, per employee, leaving a 2 hours window for ad hoc tasks.

These two hours are assigned to completing tasks for retained clients like yourselves which often means tasks are completed quicker than outlined.



OB / Change Request Form

Please note that all areas on this form shown in *italics* are to be completed by Carpe Diem.

Company:		Change Request Order Number:	
Date:		Raised By:	

Description:

Type: (Indicate with X)

<i>Change Request</i>	<i>Website / Software Error</i>
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Estimated Time / Cost for Completion of Work:

<i>Time:</i>		<i>Cost (GBP):</i>		<i>Quote No:</i>	
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Client Approval:

<i>Customer Authorisation Signature:</i>	<i>2nd Customer Authorisation Signature: (if required)</i>
Signature:	Signature:
Name:	Name:
Position:	Position:
Date (dd/mm/yy):	Date (dd/mm/yy):

----- **Internal Notes** -----

<i>Job No:</i>		<i>Start Date:</i>		<i>End Date:</i>	
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Internal Approval:

<i>Signature:</i>	<i>Name:</i>	<i>Date (dd/mm/yy):</i>
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