

SERVICE LEVEL DEFINITIONS

SHARED SERVICES

Consulting Cloud Preview

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Document ownership and approvals

The SHARED SERVICES Service Level Definitions document is approved by SHARED SERVICES Senior Management and reviewed annually for currency.

The SHARED SERVICES Director, Clients is accountable for the overall document.

Version History

Version	Date	Review Detail	Reviewed By

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Document Purpose

The purpose of this document is to describe in detail the Service Level's applicable to SHARED SERVICES services as specified in the SHARED SERVICES Business Service Catalog.

This document aims to cover the important aspects of the service levels which apply and provide definitions in terms that are easy to understand and reference. In addition, it will cover important information such as service level governance, continuous improvement, and service level relief events.

The target audience for this document includes the customer CIO teams, customer support staff, business application owners, and SHARED SERVICES customer facing support teams.

Service Commitment

The function of SHARED SERVICES is to provide, or arrange for the provision of integrated and reliable goods, services and property used for or in association with Information and Communications Technology (ICT) to customers.

In carrying out its functions, SHARED SERVICES will:

- Create more integrated and standardized technology services;
- Improve the quality of those services;
- Reduce risks arising from under-investment and lack of scale;
- Realize operational productivity benefits from increased scale; and
- Minimize the cost and effort of deploying and upgrading information and communications technology where feasible.

SHARED SERVICES offers a portfolio of services built off a standard platform that is available to customers and provides enhanced value for money from economies of scale together with uniform processes and technical architecture.

The aim is to adopt best practice in terms of efficient business processes for enabling a strong customer-oriented and service-oriented culture.

Governance Structure

The SHARED SERVICES Service Levels will be reviewed annually ensuring that industry standards are maintained and targets remain competitive to market comparisons.

During this review period, the following initiatives will take place:

- Analysis into SHARED SERVICES performance against Service Levels for all customers;
- Facilitation of customer meetings to be used as a forum to collect feedback and suggestions;
- Internal operational review of achievements and areas for improvement. Including the development of strategies and measures to achieve agreed service levels where required.

Key SHARED SERVICES stakeholders of the review process will include the following:

- Director of Clients;
- Chief of Operations;
- Operational Managers;
- Account Managers;
- Service Delivery Managers; and
- Service Level and Reporting Manager.

Any changes to the Service Levels made by SHARED SERVICES will be consulted with key customer representatives. This will provide an opportunity for all parties to understand the changes being proposed and reasons for doing so. Upon agreement, the proposed changes will be brought forward to the Stakeholder Committee for final review and acceptance.

Implementation of approved corporate service level changes will take effect upon the beginning of the next financial year or on an agreed date.

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SHARED SERVICES Service Level Table

SERVICE CENTRE – SERVICE LEVELS		
Service Level	Target	Period of Measure
SL-01: Call Answer	90% of all calls answered by a Service Centre analyst within 30 seconds	Service Centre Business Hours
SL-02: Call Abandonment	Less than 5% of all calls abandoned after 15 seconds	Service Centre Business Hours
SL-03: First Level Resolution	70% of all calls that are defined as being first level resolvable, resolved within 2 Service Centre hours	Service Centre Business Hours
SL-04: New user accounts	95% within 8 Service Support Business hours of an authorized request	Service Support Business Hours
SL-05: Password resets	95% within 15 minutes of the request	Service Centre Business Hours
SL-06: Access modifications	95% within 2 Service Centre hours from line-manager approval	Service Centre Business Hours

ACKNOWLEDGEMENT		
Service Level	Target	Period of Measure
SL-07: Email Acknowledgement	98% of all emails acknowledged within 1 hour of receipt	Service Centre Business Hours
SL-08: Incident Acknowledgement	95% of all calls acknowledged within 15 minutes	24x7