

SERVICE REQUEST MANAGEMENT		
CONTRACTED SERVICE HOURS		
STANDARD HOURS	OUT OF HOURS	ALL HOURS
Working Day - 07:00 to 19:00 GMT/BST	Working Day - 19:00 to 07:00 GMT/BST	24 hours' x 7 days per week x 365 days per year
SERVICE PURPOSE		
To receive action and complete Service Requests, included pre-agreed Standard Requests, from the Customer in relation to the Supported Environment.		
SERVICE SPECIFICS		
Contracted Service Hours	Hours during which Acora will action Service Requests	
Supported Environment	Specific IT Services/Supported Assets subject to Incident Management	
Customer Locations	Locations of Supported Assets	
Case Limits	Overall number of Cases per period against which the Standard Requests are counted	
Standard Requests	Number and Type of different Standard Service Requests to be provided	
User Access	Users that can log and authorise Service Requests	
SERVICE DESCRIPTION		
<u>Service Request Logging and Communication</u>		
<ul style="list-style-type: none"> ▶ The Customer will be entitled to raise Service Requests with Acora, including a set number and type of Standard Requests that will be pre-agreed with Acora from the list of Standard Request types set out in the SLA section below. ▶ Users must log Service Requests with Acora by telephone, email and, where applicable, through the MyAcora Portal. ▶ The Service Desk will action Service Requests and provide progress updates to the Customer/User by telephone, email and/or, where applicable, via the MyAcora Portal. ▶ Any requests made by the Customer that Acora identify as being complex and/or will take a level of time and resource to complete that is not compatible with the definition of Service Request (typically longer than 30 minutes), will not be a Service Request for the purposes of this Agreement. ▶ Service Requests requiring a specific form of Customer approval (e.g. a system Access Request) will only be actioned by Acora from the specifically approved Users advised to Acora in writing by the Customer as being authorised to do so. This will be provided to Acora during Service Transition. ▶ Where any Service Request requires Customer approval and/or Customer information, it will be placed on "hold" pending receipt by Acora of that approval/information. ▶ The Service Desk will confirm completion and closure of the Service Request to the Customer. 		
SERVICE REQUEST MANAGEMENT REPORTS		
For each month, a Service Request Management report will be provided to the Customer detailing:		
<ul style="list-style-type: none"> ▶ Service Request classification ▶ Standard Request resolution by SLA and SLA breaches (where applicable) ▶ Historic Service Request analysis ▶ Current Service Request analysis ▶ Service Request older than one (1) month 		
SERVICE REQUEST MANAGEMENT SLAS		
Standard Request Description	Target Standard Request Fulfilment Time	
New starter User request	72 hours	
Leaver request/disable account	24 hours	
User details/credentials change	72 hours	

ACORA MANAGED SERVICE DESCRIPTIONS

Create AD Account	72 hours
Reset User password (AD)	4 hours
Unlock User account	4 hours
Equipment Request	120 hours
Restore User file/folder	12 hours
Build User work-station	120 hours
Create User folder	24 hours
Create User mailbox	72 hours
User mailbox settings changes	72 hours
Change distribution list permission	48 hours
Install/uninstall application on User work-station	120 hours
Desktop printer settings	48 hours
User File/folder access – add/remove users	72 hours
Desk move	120 hours
Burn Information to disk	48 hours
<p>The Target Standard Request Fulfilment Time is measured from the point of request being logged to completion of the relevant Standard Request. Only Standard Requests have an SLA and all SLAs will be calculated using the Service Request Contracted Service Hours. Service Requests other than the agreed Standard Requests do not carry any SLAs.</p>	