

# Managed Business Solutions

## Service Level Agreement

### Professional and Network Services

**Revision: 1.0**

**Created: 19 February 2018**

**Reviewed: 17 May 2018**

#### **SERVICE LEVEL AGREEMENT FOR PROFESSIONAL AND NETWORK SERVICES**

This Agreement covers the provision and support of the Professional and Network Services. Professional and Network Services provides the hardware and software for desktop and mobile computing, as well as access to the infrastructure and other services set forth in the service catalog. Professional and Network Services is provided solely to the “Customer”. The “Customer” refers to any company or individual purchasing Professional and Network Services, provided the company or individual agrees to the terms of this SLA.

This Agreement shall remain valid as written, unless or until it is revised. The Agreement will be reviewed on at least an annual basis, so the Customer should be sure to check the Managed Business Solutions website, regularly, during the term of the Agreement.

#### **Service Description**

The Professional and Network Services consist of the hardware, software, and supporting infrastructure for end-user connection to an Internet Service Provider. The basic installation includes the hardware itself. Professional and Network acts as a service module allowing for Network and PC monitoring, as well as ancillary services as described on the Service Agreement.

#### **Service Support Hours**

Customers can expect support for the service to be available during all regular business hours. All times listed are for Eastern Time.

Regular hours: Monday - Friday, 8:00 A.M. to 5:00 P.M.

Extended hours: Monday - Friday 7:00 A.M. to 7:00 P.M., Saturdays 9:00 A.M. to 2:00 P.M.

Support cannot be expected on weekends or on all bank observed holidays.

Additionally, the hours of 4:00 P.M. to 6:00 P.M. on the first Sunday of every month, are reserved for system maintenance. Prior notification will be provided, if the service will be out during those times.

If these detailed service times are found to be unacceptable, the Customer may request an SLA review for re-evaluation.

## **Customer Support**

The point of contact for users will be through the Service Desk.

Phone: 908-842-0000

E-mail: [service@metrombs.com](mailto:service@metrombs.com)

Outside of normal operating hours, the following e-mail will be monitored:

[service@metrombs.com](mailto:service@metrombs.com)

## **Service Performance**

Designed for high performance, the desktop should not keep the user waiting for response to an input for more than two minutes out of any five-minute window. Any failures must be reported to the Service Desk for incident resolution.

## **IT Service Continuity**

In the case of a major catastrophe with hardware loss, desktop computers and infrastructure will be leased from various providers. If this occurs, relocation of offices will likely be necessary. In the event of a major catastrophe, details for business continuity will be provided.

## **Security**

Strong passwords must be used to access all IT services, including desktop logon. These will be enforced through the Windows Vista Group Policy features. Strong passwords are defined as passwords having more than eight characters, not matching standard “dictionary” definitions, and having at least three of the following five characteristics:

- One or more capital letters
- Two or more numbers

- One or more punctuation marks
- One or more symbols
- Fewer than three of the same characters consecutively

Also provided with the Desktop Service will be antivirus, spyware/malware protection, and firewall protection.

### **Charging**

The fee schedule is determined as per the Service Agreement. The most basic function of Network Monitoring will be charged at a rate of \$99/month per physical location.

### **Service Reviews**

At least annually, reviews of the service will be conducted by Service Level Management in conjunction with the Customer. Reviews of service will also be conducted after a major outage or change.