

**Service Level Agreement (SLA)**  
**for clients with support/upgrade services**  
**by**  
**AgileBio**

**Effective Date: 2017-04-06**

<b>Document Owner:</b>	AgileBio
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**Version**

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## 1. Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between AgileBio and client with support/upgrade fees for the provisioning of IT services required to support and sustain [LabCollector](#).

This Agreement outlines the parameters of all IT services covered as services under “LabCollector: Support & Upgrades”. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

## 2. Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the Customer(s) by the Service Provider(s).

The **goal** of this Agreement is to obtain mutual agreement for IT service provision between the Service Provider(s) and Customer(s).

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

### 3. Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the **primary stakeholders** associated with this SLA:

**IT Service Provider(s):** [AgileBio](#) (“Provider”)

**IT Customer(s):** [Client with running support/upgrades services](#) (“Customer”)

### 4. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The **Business Relationship Manager** (“Document Owner”) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

**Business Relationship Manager:** [AgileBio](#)

**Review Period:** [Yearly \(12 months\)](#)

## 5. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

### 5.1. Service Scope

The following Services are covered by this Agreement concerning the support & upgrades services;

- Monitored ticket support
- Manned telephone support
- Email support
- Remote assistance using TeamViewer or a Virtual Private Network where available
- Planned or emergency onsite assistance (extra costs apply)

### 5.2. Customer Requirements

**Customer** responsibilities and/or requirements in support of this Agreement include:

- Payment for support & upgrades costs every year.
- Reasonable availability of customer representative(s) when resolving a service related incident or request.

### 5.3. Service Provider Requirements

**Service Provider** responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service related incidents.
- Appropriate notification to Customer for all scheduled maintenance.

### 5.4. Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.

## 6. Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

### 6.1. Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Telephone support: 9:00 A.M. to 5:30 P.M. Monday – Friday
  - Calls received out of office hours, best efforts will be made to answer / action the call.
- Ticket Support: Monitored 9:00 A.M. to 5:30 P.M. Monday – Friday
  - Tickets submitted out of office hours will be forwarded to our San Diego Office (8:00 AM- 4:00PM PST time)
  - An answer in 48 hours is guaranteed
- Email support: Monitored 9:00 A.M. to 5:30 P.M. Monday – Friday
  - Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day

### 6.2. Service Requests

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- 0-8 hours (during business hours) for issues classified as **High** priority.
- Within 48 hours for issues classified as **Medium** priority (Default).
- Within 5 working days (120 hours) for issues classified as **Low** priority.

Remote assistance will be provided in-line with the above timescales dependent on the priority of the support request.