

Service Level Agreement (SLA)

Bermuda College Foundation by

Bermuda College

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Bermuda College

Version

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Approval

(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)

Approvers	Role	Signed	Approval Date
Bermuda College	Service Provider		28-01-2019
Bermuda College Foundation	Customer		28-01-2019

Table of Contents

1. Agreement Overview	3
2. Objectives	3
3. Periodic Review	3
4. Service Agreement	3
1. Service Scope	4
4.2. Bermuda College Foundation Requirements	4
4.3. Bermuda College Requirements	4
4.4. Service Assumptions	4
5. Service Management	5
1. Service Availability	5
2. Service Requests	5

1. Service Scope

The following Services are covered by this Agreement:

- ☐ IT equipment, telephone services and IT support
- ☐ Office space, furniture, supplies, printer, and utilities
- ☐ Limited Accounting and financial services
- ☐ Human resource support
- ☐ Limited graphic design, printing, limited communications and P.R. support
- ☐ Back-up personnel when required for answering telephone calls

4.2. Bermuda College Foundation Requirements

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

- ☐ Reasonable notice for unscheduled requests
- ☐ Reasonable availability of Foundation staff member when resolving a service related incident or request.
- ☐ Provide clear and detailed requests with reasonable deadlines noting level of priority

4.3. Bermuda College Requirements

Bermuda College responsibilities and/or requirements in support of this Agreement include:

- ☐ Meeting response times associated with service related incidents
- ☐ Provide direct access to Bermuda College IT helpdesk
- ☐ Provide human resource services
- ☐ Assistance with graphics and design work based on the ability and availability
- ☐ Provide regular monthly financial reports, banking and other services
- ☐ Appropriate notification to Foundation for all scheduled maintenance

4.4. Service Assumptions

- ☐ Services will be provided at no charge
- ☐ Any adjustments to scope of work agreed to, must be approved by the College

- ☐ There will be expectations for periodic Foundation financial statements provided by Bermuda College
- ☐ Bermuda College will provide the Foundation with pre-audit assistance
- ☐ There will be no charge for utilities or office space
- ☐ All Bermuda College staff given access to the database system will be required to sign a confidentiality agreement

5. Service Management

The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

1. Service Availability

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

- ☐ Telephone support : 9:00 A.M. to 5:00 P.M. Monday – Friday ○ Calls received out of office hours handled based on Bermuda College procedures
- ☐ IT support: Monitored 9:00 A.M. to 5:00 P.M. Monday – Friday
- ☐ Onsite assistance will be provided within reasonable timelines considering the variety of services provided. The scope of work required will evolve over time

2. Service Requests

In support of services outlined in this Agreement, relevant Bermuda College departments will respond to service related incidents and/or requests submitted by Bermuda College Foundation within the following time frames:

- ☐ 0-8 hours for issues classified as **High** priority
- ☐ Within 48 hours for issues classified as **Medium** priority
- ☐ Within 5 working days for issues classified as **Low** priority

Signed on behalf of

Bermuda College Foundation



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Bermuda College

