



# IT SERVICE MANAGEMENT

## MAINTENANCE & SUPPORT



# ITSM SERVICE LEVELS

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## SLA 9x5 PROACTIVE

### Description

Continuous IT infrastructure monitoring and incidents resolution during customers' office hours using ITIL® Foundation 4 for IT infrastructure service management.

### Service Terms

- ⦿ 9x5 systems monitoring and incidents resolution
- ⦿ 9x5 customer support line
- ⦿ Service hours: Monday to Friday from 09:00 CET to 18:00 CET

### Incidents classification

- ⦿ S1 – Issue is to be resolved within 1 business day from the time of the call
- ⦿ S3 – Issue is to be resolved within 3 business days from the time of the call
- ⦿ S4 – Issue is to be resolved within 5 business days from the time of the call

## SLA 24x7 SUPPORT REACTIVE

### Description

Continuous 27x7 stand-by duty for on-demand resolution of incidents reported by customers. IT infrastructure service management based on ITIL® Foundation 4.

### Service Terms

- ⦿ Resolution of service calls within Office-Hours and outside Office-Hours
- ⦿ 24x7 customer support line
- ⦿ Office-Hours: Monday to Friday from 09:00 CET to 18:00 CET

### Incidents classification

- ⦿ E1 – Issue is to be resolved within 1 hour from the time of the call
- ⦿ E4 – Issue is to be resolved within 4 hours from the time of the call
- ⦿ S1 – Issue is to be resolved within 1 business day from the time of the call
- ⦿ S3 – Issue is to be resolved within 3 business days from the time of the call
- ⦿ S4 – Issue is to be resolved within 5 business days from the time of the call

## SLA 24x7 SUPPORT PROACTIVE

### Description

24x7 continuous IT infrastructure monitoring and incidents resolution using ITIL® Foundation 4 for IT infrastructure service management.

### Service Terms

- ⦿ 24x7 systems monitoring and incidents resolution
- ⦿ 24x7 customer support line

### Incidents classification

- ⦿ E1 – Issue is to be resolved within 1 hour from the time of the call
- ⦿ E4 – Issue is to be resolved within 4 hours from the time of the call
- ⦿ S1 – Issue is to be resolved within 1 business day from the time of the call
- ⦿ S3 – Issue is to be resolved within 3 business days from the time of the call
- ⦿ S4 – Issue is to be resolved within 5 business days from the time of the call

# Suvorov Business Consulting

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