

**Service Level Agreement (SLA)
Support for XXXX
by
IMSCAD Ltd**

Effective Date: 5th April 2013

Document Owner:	IMSCAD
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Version

Version	Date	Description	Author
1.0	02/01/2011	Service Level Agreement	TA
1.1	05/04/2013	SLA XXXX	CH

Approval

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

Approvers	Name	Signed	Date
IMSCAD Ltd			
XXXX			



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1. Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between IMSCAD Ltd and XXXX for the provisioning of IT services required to support and sustain Autodesk software deployed with Citrix.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This Agreement outlines the parameters of all IT services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

2. Stakeholders

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

IT Service Provider:	IMSCAD Ltd	(“The Provider”)
IT Customer:	XXXX	(“The Customer”)

3. 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 by The Provider.

The goal of this Agreement is to obtain mutual agreement for IT service provision between The Provider and The Customer.

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.



4. Periodic Review

This Agreement is valid from the Effective Date outlined herein and is valid for the agreed term. 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, providing 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:	IMSCAD Ltd
Review Period:	12 months
Start Date:	April 5 th 2013
Next Review Date:	April 5 th 2014

5. Service Agreement

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

5.1. General Scope

- The Provider should have direct access to appropriate technical staff responsible for the servers of The Customer.
- The Provider’s responsibility is for the Citrix infrastructure running the agreed applications (as per the Terms of Agreement). No responsibility is taken for The Customer network performance or latency, which can present variable performance of a Citrix experience to users.
- All users will have access to the applications from any device, anywhere, assuming internet access from Desktops, Laptops or Tablets (though performance cannot be guaranteed over the open internet).
- The Provider will have all work on the servers cleared by The Customer’s Engineers before being actioned.

5.2. Remote Service

- Remote assistance following request, using access provided by The Customer's Engineering Department.
- The Providers Cloud Monitoring System will monitor performance of Server resources, CPU, RAM, GPU, Power Status etc.
- All maintenance work on the servers will be agreed with The Customer's Engineers.

5.3. Support Desk

- The Support Desk will act as a single point of contact for all incidents.
- Tickets will be automatically raised upon contact. support@imscadglobal.com
- By phone – UK +44 (0) 207 870 7408 US +1 855 633 8555

Service parameters of the Support Desk	
Acceptance of incident reports.	By phone 9.00 to 17.00 CET (Mon to Fri) By email 24hr on 365/366 days a year.
Response time – initial interim report.	Response time 1 hour.
Additional interim reports.	If there are significant changes in the incident status or for severity 1 incidents no later than 8 hours.
Feedback – completion notification.	After the incident has been closed.
RCA (Root Cause Analysis).	In case of severity 1 incidents, an RCA will be provided by the service manager.

5.4. Troubled Ticket classification

Within The Providers Ticket System, all events related to a Service will be tracked with an individual Trouble Ticket. In the case of Service Outage, the related Trouble Ticket will be marked with a Severity 1 (S1) as SLA relevant.

The following table gives an overview of the Severity levels within The Providers Trouble Ticket System.

Severity Level	Description	Examples
Severity 1	Service Outage Total outage of service, no operation of applications is possible.	Applications go completely down due to abnormal performance parameters.
Severity 2	Service Degradation Partial failure of the system solution.	Outage with a major part of the solution, but a workaround is available. Performance parameters not met.
Severity 3	Minimal service impact Short periods (minutes) of degraded service, applications can work, no outage.	Short period increase in delay
Severity 4	No service impact Special requests, requests for information. No impact on committed service.	Requests for backup tests, configuration changes etc.



5.5 Resolution Time

The time taken by The Customer to resolve part or the complete incident, or provide access to the servers will not be considered in the resolution time for The Provider.

The Provider retains the right to lower the Severity rating based on resolutions being in place. The provider will report this at all times to The Customer.

Severity Level	Description
S1	Within 8 hrs
S2	Within 24 hrs
S3	Within 48 hrs
S4	Within 72 hrs

5.6 Resolution Penalty (for Severity 1 & 2 incidents)

Overdue of SLA hours	Compensation (% of monthly service charge)
4 hours of Severity 1	10%
8 hours of Severity 1	15%
12 hours of Severity 2	25%

5.7. Performance

A level of acceptable performance must be agreed between The Provider and The Customer following the completion of all optimisation work.

5.8. Performance Penalty

Performance of Application	Compensation (% of monthly charge)
- 15%	10%
- 25%	15%
- 50%	25%

6. Financials

The following details the financial commitments associated with this service agreement and where applicable finances for services not covered by this agreement.

6.1 Exchange Rate

For the purpose of this agreement all charges have been calculated using the following exchange rate £ to XXX. The Document Owner reserves the right to amend prices should the relevant exchange rate fluctuate by + or – 5% at the time of invoice.

6.2 Base Support Charge

A Base Support Charge (£XXX) is levied by The Provider for the establishment of all Service Agreements.

6.3 Additional User Fees

An additional Support Fee (£XXX) shall be levied by The Provider for each and every user licensed, under Citrix, to access the Applications deployed as the solution covered by the terms of this Service Agreement.

The Provider does not restrict the number of servers covered under this agreement, other than their direct relation and use specifically for the deployment specified in the terms above.

6.4 Financials - Not Covered Under This Agreement

An additional charge will be levied for the installation and provisioning of new servers at the rate of (£XXX) per server.

All other chargeable services not covered under the terms of this agreement shall be calculated based on a base day rate of (£XXX).

Should on site work be necessary all associated travel expenses shall be charged to The Customer at cost.

6.5 Invoicing

The Provider shall invoice The Customer at the commencement date of this service agreement.

The initial invoice shall be for the Base Support Fee plus the Additional User Fees, as per the terms detailed above.

Invoices for additional new users shall be made periodically as and when they are licensed for access to this deployment.

Payment of all invoices shall be in advance unless under terms previously agreed between The Provider and The Customer.



7. Term of Agreement

The areas of responsibility between XXXX , XXXX and IMSCAD Support departments are as follows:

1st line support Direct to XXXX IT department

2nd line support Call/email XXXX IMSCAD (XXXX and IMSCAD)

3rd line support Call/email IMSCAD (Vendor - Autodesk and Citrix)

Support is provided for the Citrix platform and covers the use of the following applications:

XenServer 6.1

XenApp 6.5

XenDesktop 5.6

Autodesk Building Design Suite Ultimate 2012 & 2013

Adobe CS Suite 6

MS Office 2013

This Agreement shall be for a term of 12 months, starting April 5th 2013.

The cost of this Agreement is calculated on the following basis:

x1	Base Support Cost	XX
xX	Licensed Users @ XX	XX
Total		XXX