

IT SLA

A) Date and version history

Version	Date
IT Service Level Agreement Version 0.1 First draft of the agreement prior to pilot	18 August 2010
IT Service Level Agreement Version 0.2 Comments from BSB	24 August 2010
IT Service Level Agreement Version 0.3 Further draft following discussion with IT	16 September 2010

B) Parties Involved and Lead Officers

Service Provider	Lead Officer
Information Technology team, Central Services, Bar Council	Ben Denison, Chief Information Officer

Service Users	Lead Officer
All staff members at the Bar Standards Board, who use desktop computers, phones and printers	Mandie Lavin, Director

C) Overview of the agreement

How this agreement will meet the businesses needs
<p>This document records the Service Level Agreement (SLA) between the IT Services Department within the Central Services Department and the Bar Standards Board (BSB). The IT department, in consultation with all departments, forms its IT strategy drawing upon the BSB's Business plan.</p> <p>This agreement describes the services that the IT Services Department provides and its performance indicators. The SLA will be monitored regularly and, where required, will be revised in consultation with the Director of Central Services and the Director of the BSB.</p> <p>This agreement covers service under "normal" circumstances. In "abnormal" circumstances (eg, when significant network or virus issues exist), the IT Services Department will focus support on the business priorities, whilst continuing to respond to emergency or high priority issues. The IT Services Department will always aim to provide as normal service as possible, while acknowledging that low and medium priority issues may have to wait until normal working is resumed.</p>

D) Requirements

What is required by the service user	
Central Purchasing	Comprising hardware, software, small-medium printers, small-medium scanners, licensing, and third-party contractors. <ul style="list-style-type: none">• Produce an annual budget in consultation with the Director of the BSB• Endeavour to achieve best value through negotiation and

	<p>application for appropriate discounts</p> <ul style="list-style-type: none"> • Run tender exercises where appropriate in line with the Finance Manual/policy • Recommend contractors from a list of preferred suppliers where appropriate
Network Infrastructure	<p>Including all network cabling, patch panels, switches, UPS, Routers</p> <ul style="list-style-type: none"> • Ensure that cabling and entire stock of equipment is in good working order • Maintain up-to-date equipment lists • Ensure repair of damaged network or patch panel points (where there is no alternative available) within 5 working days • Ensure repair or replacement of routers, switches, UPS within 4 hours of discovery of fault • Maintain and regularly tidy the patch panel • Plan replacement of infrastructure hardware every 3 years and carry out implementation • Maintain adequate stock of Ethernet cable • Review Fibre Optic internet Connectivity access on an annual basis to ensure ROI
Network Security	<p>Firewall, backup, network anti-virus software, anti-virus mail scanning, anti-spam mail scanning, anti-porn image control mail scanning, web filtering hardware/software.</p> <ul style="list-style-type: none"> • Maintain the Firewall in good working order • Program the Firewall to permit legitimate incoming and outgoing traffic to the network • Replace Firewall hardware every 3 years • Backup all data storage servers on a daily basis • Regularly test backup through restore program • Maintain and renew on an annual basis Trend-Micro Anti-virus software on all servers and PCs • Maintain MessageLabs/Trend Worry Free web-filtering Solution to prevent access to unsuitable web content and entry of malicious code, viruses, malware and spyware to the Bar Council network • Produce reports about web usage for Senior Management upon request as appropriate • Regularly update MessageLabs/Trend Worry Free software including service Pack release and other regular updates • Employ external e-mail scanning services to detect viruses, spam and porn
Network Administration	<p>Account creation, Group creation, user rights, user account rights, primary smtp address allocation.</p> <ul style="list-style-type: none"> • Create or amend user accounts in Windows Active Directory prior to an individual's commencement of employment upon receipt of New Starter form provided by Human Resources. • Allocate an appropriate User I.D. and secure password to each account • Include user accounts within appropriate network groups and ensure the correct level of user rights to shared directories/folders • Create an Exchange mailbox for each user and allocate an appropriate Primary SMTP e-mail address (@barcouncil.org.uk / @barstandardsboard.org.uk) • Include users within the correct e-mail distribution lists for their

	<p>department, section and floor</p> <ul style="list-style-type: none"> • Create users within Magic 6 and Magic 9 where required and allocate with User I.D., secure password and correct user rights • Maintain an up-to-date list of User I.D.s and passwords in a secure location • Create new telephony account and allocated internal extension number and external DDI (Direct Dial-in) number • Disable OWA and IAG access on the day a person leaves the BSB
Hardware	<p>Servers, PCs, laptops, monitors, cables, keyboards, mice, small-medium printers, small-medium scanners.</p> <ul style="list-style-type: none"> • Ensure that the entire stock of equipment is in good working order • Maintain a small stock of hardware for emergency use • Maintain an up-to-date equipment list • Replace one third of PC hardware on an annual basis • Distribute and roll out new hardware in agreement with Chief Executive and Directors • Repair or replace desktop hardware within 8 working hours • Provide, where possible, suitable alternative IT facilities for users whilst repair is in progress with access to user email account, G Drive and relevant databases • Ensure that all photocopier/printers for the floor are installed on desktop PCs so that an alternative may be selected whilst default is repaired • Subject to availability, provide laptops and projection equipment for events both on and off-site, when booked a minimum of 2 days in advance. • Test laptop and projection equipment prior to events/bookings
Managed Desktop and Supported Software	<p>The operating system (Windows XP, Windows Vista, Windows 7), the standard supported software (see below). Access to the required network drives, primarily G for shared file storage directories, H for individual and personal files storage, L and M for Magic databases. The standard supported software means the software supplied as standard with the Bar Council workstation: MS Office, Internet Explorer, Trend-Micro Anti-virus client, Acrobat Reader, Windows Media Player, and Pegasus Opera II. Additional software may be supported on a case-by-case basis.</p> <ul style="list-style-type: none"> • Resolve failure in supported software as soon as possible but within 8 working hours • Provide where possible a suitable alternative work place for user whilst repair is in progress, with access to the user's email account, G Drive and relevant databases • Maintain an up-to-date list of all software and licences • Replace Operating System and Microsoft Office for one third of users as part of rolling 3 year PC replacement programme • Provide expert opinion on the most appropriate application for particular business tasks – including software that is not part of the standard desktop • Purchase and install any approved non-standard new software by agreed deadline • Create desktop icons for all supported software and Magic Databases • Map required network drives

Central Database	<p>Manage all amendments, maintenance and repairs to Central Database (including Complaints), integration of existing/older databases and development of additional modules</p> <ul style="list-style-type: none"> • Take responsibility for all amendments to the Central Database • Ensure all amendments fall within budget or advise those seeking amendment on making presentation to the Finance Committee • Draft and agree specification with database users • Finalise specification and costs for all amendments, upgrades and developments
Project Management	<p>Project Management of all IT Projects and IT-related aspects of other Bar Council and BSB projects in line with Project Management Guidance (if necessary in consultation and liaison with the Project Support Office).</p> <ul style="list-style-type: none"> • Take responsibility for all IT projects and IT elements of other departmental projects
Telephone System	<p>Telephone system administration, system hardware and handsets.</p> <ul style="list-style-type: none"> • Manage and administer Avaya I.P. Office Phone system for BSB staff • Resolve failure in Phone System software within 4 hours • Endeavour to resolve failure of ISDN 30 Circuit within 4 working hours (subject to provider – Charterhouse Voice & Data) • Maintain small stock of handsets for emergency use • Repair or replace handsets within 2 working hours • Maintain standalone conference phones • Create or amend user account with allocated extension, DDI, Voicemail and Hunt Group, on receipt of a the New User Starter form from HR prior to an individual's commencement of employment • Clean and disinfect handset prior to an individual's commencement of employment • Provide DDI information to HR to enable HR to provide an up-to-date list of DDIs in the Shared Drive • Program and record Auto-Attendant messages ensuring they are clear and grammatically correct • Maintain an up-to-date list of Auto-Attendant messages including scripts • Ensure recording of appropriate greetings for the BSB night services to cover holiday periods
Office Relocations	<p>Plan and Manage the IT elements of Office relocations ensuring sufficient Network and Power points are available, liaising with Office Services as necessary.</p>
Training	<p>Comprising induction, telephone system, phone conferencing, Outlook Web Access, on-line calendar MS IAG Remote Access. Setting up IT training facilities and answering ad hoc training queries.</p> <ul style="list-style-type: none"> • Undertake group or one-to-one induction meetings with new employees to explain Acceptable Use Policy • Draft and maintain guidance and instruction notes on Outlook Web Access, Telephone System, MS IAG Remote Access), to be made available through Shared Drive • Undertake practical training (where required) covering Outlook Web Access and the Telephone System. • Identify user training needs from issues recorded on the IT Helpdesk Software Solution and advise HR Advisor

	<ul style="list-style-type: none"> • Answer ad-hoc software queries within 1 working day • Advise HR Adviser on appropriate software training courses when requested • Demonstrate and encourage use of Help Menus at all times to enable users to be self-sufficient in the use of supported software
Service	<ul style="list-style-type: none"> • Maintain a schedule of all maintenance work including estimated completion time and actual completion, available to all BSB staff • Maintain a plan of all major project and IT activity for the year (Jan – Dec), available to all Bar Council and BSB staff • Develop a running 3-year IT strategy in consultation with the Bar Council and the BSB • Provide notice, in advance wherever possible, of major network maintenance requiring downtime. Notification to be via e-mail, not to include service disruption caused by Hardware/Software failure or Power outages. • Consult fully with the Chief Executive and Director of BSB, and Central Services to agree short-notice required maintenance resulting in downtime • Respond to all issues under the following specifications prior to downtime starting (unless otherwise specified in the SLA) • Provide an accessible helpdesk service, that can be contacted via email, phone or in person. • Develop a Frequently asked questions (FAQ) document / webpage with easy fixes and guidance notes on small local issues

What is required by the service provider

<ul style="list-style-type: none"> • Adhere at all times to the Bar Council's IT Acceptable Use Policy • Communicate all IT issues or requests to the Helpdesk, with email being the primary contact method (Helpdesk@barcouncil.org.uk) • Consider IT issues within the wider context of service to all users and overall business priorities • Provide New Starter form to HR for all new employees (temporary or permanent) allowing sufficient time for information to be communicated to IT prior to person's commencement of employment. Discuss the requirement for non-standard software with the IT Manager or the Chief information Officer when drafting job descriptions • Strive to be self-sufficient in the use of supported software • Recognise that provision of services to other users (Free Representation Unit) may impact on BSB from time to time when unavoidable circumstances arise.
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E) Length of agreement and review date

Length of Agreement	Review Date
This SLA will be reviewed annually	31 August 2011
There will be a 3 month review of the additional arrangements in the SLA, carried out by the service provider and the service users	3 month review to be carried out in January 2011

F) Specifications

Level of Service	Target
Critical Failure of network hardware resulting in failure to access network resources or communicate externally for all or significant number of users. eg Server failure, virus alert	Initiate response immediately by IT Services Department or escalate to 3 rd party support contractors. Initial response from contractors up to maximum of 4 working hours (<i>Current SLA with contractors</i>)
High Urgently required resolution to meet an important business need eg PC failure when external deadlines such as those imposed by a Court or Disciplinary Tribunal must be met	Initial response within 8 working hours. Alternative IT arrangements to be made wherever possible to enable critical deadline to be met.
Medium Not urgent but early resolution necessary and beneficial eg unblocking web site for business use	Initial response within 3 working days
Low No effect on productivity, or unsupported software (Access) eg unblocking a web site for personal use	Baseline of 3 weeks
Ensure repair of damaged network or patch panel points (where there is no alternative available) within 5 working days	5 working days
Ensure repair or replacement of routers, switches, UPS within 4 hours of discovery of fault	4 working hours
Plan replacement of infrastructure hardware every 3 years	3 years
Review Fibre Optic internet Connectivity access to the on an annual basis to ensure ROI	Every year
Replace Firewall hardware every 3 years	3 years
Backup all data storage servers on a daily basis	Every day
Maintain and renew on an annual basis Trend-Micro Anti-virus software on all servers and PCs	Every year
Repair or replace desktop hardware within 8 working hours	8 working hours
Repair or replace handsets within 2 working hours	2 working hours
Answer ad-hoc software queries within 24 working hours	24 working hours
Develop a running 3-year IT strategy in consultation with the Bar Council and the BSB	Annual
Provide 1 week's notice of major network maintenance requiring downtime. Notification to be via e-mail, not to include service disruption caused by Hardware/Software failure or Power outages.	1 week
Deliver training: Comprising induction, telephone system, phone conferencing, Outlook Web Access, on-line calendar, MS IAG Remote Access	Within 1 month of new employee's start date

G) Quality

Level of Service	Target
An overview of the provision of advice, which will note both good examples as well as areas where there may be concerns, will be reported to the quarterly SLA meetings.	Report from the BSB will be presented to the quarterly SLA meeting
IT software to provide details of timeliness measures	90% resolved within stated timeframes

H) Timing

Requests for service	Time frame
Users, when requesting new IT equipment, should give a reasonable amount of notice including provision of New Starters form before anticipated start date.	5 working days notice
Give a period of 16 working hours notice for network administration, desktop management and phone system administration prior to commencement of new employees (Temporary and permanent)	2 working days notice

I) Availability of Service

When can you contact us	Hours
The IT Services Department will provide support 8.00am - 6.00pm Monday to Friday, and outside those times, in exceptional circumstances, by prior arrangement with the Chief Information Officer with at least 48 hours notice.	8.00am – 6.00pm Monday to Friday

J) Performance monitoring and reporting

Measures	Reported to
The top two measures detailed in F) will be monitored on a 6 monthly basis. All the other measures detailed in F) G) and H) will be monitored through overview reports that detail the quality and timeliness of advice; the reports will note both good examples as well as areas where there may be concern.	Will be presented by both the IT Department and the BSB to the Quarterly SLA Meetings
Separate monthly publication with headline statistics published eg produced from the helpdesk software, and will include 'helpdesk call resolution times' - these will be published in the Shared Area.	All service users

K) Dispute resolution

First Steps	Responsibility
The IT Department and the Service Users should initially attempt to resolve any disputes as to whether the SLA has been adhered to (targets and requirements met/not met). This may include reviewing the content of the SLA. Where issues around prioritisation occur, these must be raised with the Directors	IT Department / Service users

Second Steps	Responsibility
If the issues cannot be resolved locally, then they should be raised with either of the Directors. Non-compliance with the SLA should be discussed with the reasons why targets or requirements cannot, or have not, been met. Resolution or remedial action should be investigated and then agreed by both Directors.	Director of Central Services, BSB Director

Third Steps	Responsibility
The Directors can refer SLA issues to the Chairs Committee if the prioritisation of services or independence of the regulatory functions are, or may become, compromised. The Committee may decide that the BSB should explore other avenues, possibly external sources, for service provision.	Chair of the Chairs Committee

L) Signatures

Name and Job Title	Signature and Date
Ben Denison Chief Information Officer	10 September 2010
Oliver Delany Director - Central Services	
Mandie Lavin Director - BSB	