**«Service Level Agreement»**

# Table of Contents

[Table of Contents 2](#_Toc197623552)

[1 General information 4](#_Toc197623553)

[1.1 Document modification history 4](#_Toc197623554)

[1.2 Purpose of the agreement 5](#_Toc197623555)

[1.3 Scope 5](#_Toc197623556)

[1.4 Terms and Conditions of the Agreement 5](#_Toc197623557)

[2 Terms and definitions 6](#_Toc197623558)

[3 Content of services 8](#_Toc197623559)

[4 Standard Requests 10](#_Toc197623560)

[5 Service Users 12](#_Toc197623561)

[6 Availability of services 13](#_Toc197623562)

[6.1 Time of service provision 13](#_Toc197623563)

[6.2 Procedure for processing appeals 16](#_Toc197623564)

[6.2.1 Procedure for accepting a request 16](#_Toc197623565)

[6.2.2 Procedure of Request execution 25](#_Toc197623566)

[6.2.3 Request Closing Procedure 26](#_Toc197623567)

[6.2.4 Calculation of Request processing time 27](#_Toc197623568)

[7 Interaction scheme and contacts 27](#_Toc197623569)

[7.1 Scheme of interaction with technical support 27](#_Toc197623570)

[7.2 Mechanisms of the Customer's satisfaction control 28](#_Toc197623571)

[7.3 Mechanisms for filing a complaint or suggestion 29](#_Toc197623572)

Annotation

This document is a Service Level Agreement (SLA) developed within the framework of the project ‘Building an IT service management system (for the processes of service request management, incidents, service catalogue, service level, changes, configurations)’. This document is a contract for provision of IT services to the Customer as part of the user support process.

# General information

## Document modification history

|  |  |  |  |
| --- | --- | --- | --- |
| Version | Date | Author | Comment |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

## 

## Purpose of the agreement

The purpose of the agreement is to describe the required level of quality of IT service provision by the IT department of the Contractor and the Customer.

## Scope

This Agreement contains the description of the service level and the procedure of interaction when providing services to the Customer, the full scope of quality parameters of the provided services and corresponding guarantees, cancels and invalidates all other terms and conditions that may have been accepted by the Parties before signing this Agreement.

## Terms and Conditions of the Agreement

This Agreement is of a confidential nature. The content of the Agreement may not be reproduced in whole or in parts, or transferred to third parties, who are not representatives of the Customer, without prior agreement with the Contractor.

# Terms and definitions

|  |  |
| --- | --- |
| **Hour** | In this document, an hour is defined as an hour within working hours, unless explicitly stated otherwise. All time indications in this agreement are given in Moscow time. |
| **Day** | In this document, a day is a working day unless explicitly stated otherwise. The boundaries of a working day are specified in the table below (see Table 4. Time of Services). |
| **Working days** | All days, except for weekends and public holidays established by the legislation of the Russian Federation. |
| **Service** | A type of information technology-based activity related to the functioning of equipment and software aimed at satisfying the Customer's needs. |
| **Response Time** | The time elapsed from the moment of receipt of the Request to the moment when the first line support employee actually starts working on this Request. The time of receipt of a Request is considered to be the moment of receipt of an e-mail or registration of a message through the self-service portal. For a phone call, the registration time and the response time are the same. The response time is part of the fulfilment time (see 6.2.4 Calculating the Request processing time). |
| **Execution Time** | The time elapsed from the moment the Request is registered by the first line support employee to the actual completion of work with the Request and sending a notification to the user (see 6.2.4 Calculating the Request processing time). |
| **Closing Time** | The time elapsed from the actual notification to the user that the work has been completed until the user is confirmed to have completed the work. |
| **Appeal** | The primary information from the User received by means of a telephone call, e-mail or the Automation System. On the fact of contacting the Support Service, an object - Request - should be created in the Automation System |
| **Initiator** | Any employee of the company who has a need for an IT service within the framework of the service catalogue. |
| **Incident** | An event that is not a part of the normal operation of the service, which leads to/can lead to service interruption or reduction of its quality level. |
| **Reques** | A user's request registered in the Automation System. |
| **Service Request** | A request that is not an Incident and meets one of the conditions:  - contains a request for consultation/provision of service documentation;  - is related to a request to perform work included in the scope of technical support for the service, including, but not limited to:   * is a request to provide access (management of service user accounts); * is a request to provide remote access; * is a request for initial provision of equipment and/or software (issue, installation, configuration); * is a request for replacement of consumables (printers, fax machines, copiers, multifunctional devices). * is a request for carrying out works related to analytics within the framework of service provision; * is a request to agree specifications and ToRs. |
| **Change Request** | A request by a service user or support professional, not constituting an Incident, involving the realisation of a change to the hardware and/or software on which the service operates and is provided, including:   * modification of equipment and/or software (including updating, customising or upgrading); * relocation, installation/dismantling of equipment. |
| **Escalation** | The procedure for escalating an enquiry or incident to a higher support line if it cannot be resolved on the current line. |
| **User** | Any employee of the CUSTOMER receiving services under a service level agreement. |
| **Company** | CUSTOMER |
| **1st, 2nd, 3rd lines** | A group of employees grouped according to the order of participation in the processing of requests within the framework of IT service user support |
| **Group** | A virtual group of employees allocated by functional or other characteristic to participate in the service support process. |

# Content of services

The full list of services to be provided under this agreement is set out in the Annex.

The content of services is given in the table below (See Table 1. Table 1. Content of services)

Table 1. Content of services

|  |  |  |
| --- | --- | --- |
| № | Content of services | Types of activities |
| 1 | Provision of access | * User training * Software log monitoring * Backup and performance restoration of systems * System landscape support * Deployment and basic configuration of server operating systems * Deployment and basic configuration of database management system software * Database management (creation, deletion, customisation) * Database access management |
| 2 | Support | * Receive and log user requests * Initial support and/or redirection to the second support line * Coordination of work on the second and subsequent lines * Monitoring and escalation procedures * Closing Requests, including satisfaction checks * User Notification * User PM maintenance * Maintenance of printing equipment * Technical support for meetings, conventions, events and presentations * Administration of user accounts * Administration of PBX users * Technical support of standard highly specialised systems (Guarantor, Consultant, Bank-Client) * Timely informing users about the progress of their requests * Resolving incidents in the server operating systems operation |
| 3 | System development | * Configuration and installation of additional equipment at the Customer's workplace * Equipment modernisation * Installation of additional software * Configuration and installation of multifunctional devices for corporate group and personal use at a specially allocated place * Organisation of communication channels. * Traffic increase * Allocation of disc space * Making changes to automated systems * Deployment of a new system, databases * Updating software * Modification and customisation of reports * Updating server operating systems and DBMSs |

# Standard Requests

Standard maintenance and change requests are summarised in the table below (See Table 2. List of Standard Requests )

Table 2. List of standard requests

|  |  |  |  |
| --- | --- | --- | --- |
| **№** | **Category** | **Service Request** | **Change Request** |
| 1 | Information Systems | * Create/Lock/Unlock Domain Accounts * Set up access to the information system with an agreed set of rights in accordance with the Annex. * Changing account data in the IS. | * Making changes in automated systems * Deployment of a new database system or the Customer's unique business unit in the automated system |
| 2 | Workplace support | * Installation of computing equipment, office equipment, basic software on the workplace * Consultations when working with software * Provision of access to LAN * Workplace replacement | * Setting up and installation of additional equipment on the Customer's workplace * Equipment modernisation |
| 3 | Personal certificate maintenance | * Issuance of electronic key with personal certificate/renewal of certificate | * Replacement of electronic key (malfunction) * Personal certificate replacement due to loss of key / mobile device |
| 4 | Additional Software | * Provision of access to Garant business application * Providing access to Consultant+ business application | * Installation of additional software |
| 5 | Printing equipment | * Connection to local printer * Connection to a network printer/scanner/MPHU * Replacement of consumables | * Set-up and installation of corporate group and personal multifunctional devices at a designated location |
| 6 | Communications (fixed and mobile) | * Telephone exchange management; * Number Plan Management * Number Plan Management | * Organisation of communication channels. * Management of contracts with telecom operators. |
| 7 | Internet access | * Connection to the Internet; * Configuring access; * Providing remote access to the network | * Увеличение трафика * Increasing traffic |
| 8 | Mail | * Creation of a mailbox in the domain ; * Providing access to a mailbox with an agreed set of permissions; * Creating a shared mailbox or mailing group; * Providing remote access to e-mail via the Internet; * Organisation of anti-virus and anti-spam filtering; |  |
| 9 | File resources | * Provision of access to corporate file resources with agreed set of rights; | * Allocation of disc space |

# Service Users

A list of User groups is given in the table below (See Table 3. Service Users):

Table 3. Service Users

|  |  |
| --- | --- |
| **Group users** | **Description** |
| VIP Users | Users who belong to the VIP category due to the high criticality of their tasks. |
| Users with extended working hours | Workers of the service \_\_\_\_ to \_\_\_\_\_ from Monday to Saturday. |
| Users with round-the-clock working hours | Employees of dispatch offices, contact centre |
| General group of users | All Users of the Customer, except for the above User Groups. |

The IT division maintains a list of VIP users based on requests from the business, with VIP users by default being the Company's top executives: all deputy CEOs and their receptionists (heads of direct subordination to the CEO).

Additionally, VIP users can be prescribed for each service individually, within the framework of the catalogue of services provided.

# Availability of services

## Time of service provision

The table below summarises the service delivery times (See Table 4. Service Delivery Times)

Table 4. Time of service provision

| Service code | Name | Period of service availability | Time of fulfilment of requests | Performance of routine works |
| --- | --- | --- | --- | --- |
| ITS1 | Consultant+ | weekdays from \_\_\_\_ to \_\_\_\_\_ | weekdays from \_\_\_\_ to \_\_\_\_\_ | ежеквартально |
| ITS2 | «АС 1С | weekdays from \_\_\_\_ to \_\_\_\_\_ | weekdays from \_\_\_\_ to \_\_\_\_\_ | ежеквартально |
|  | SAP | weekdays from \_\_\_\_ to \_\_\_\_\_ | weekdays from \_\_\_\_ to \_\_\_\_\_ | ежеквартально |
|  | Support of IT tools for local printing and scanning of documents | from \_\_\_\_ to \_\_\_\_\_ on working days, including Saturdays for the Directorate and from \_\_\_\_ to \_\_\_\_\_ for branches. | from \_\_\_\_ to \_\_\_\_\_ on working days, including Saturdays for the Directorate and from \_\_\_\_ to \_\_\_\_\_ for branches. | Не реже 1 раза в полгода |
|  | Support of IT tools for network printing and scanning of documents | from \_\_\_\_ to \_\_\_\_\_ on working days, including Saturdays for the Directorate and from \_\_\_\_ to \_\_\_\_\_ for branches. | from \_\_\_\_ to \_\_\_\_\_ on working days, including Saturdays for the Directorate and from \_\_\_\_ to \_\_\_\_\_ for branches. | ежеквартально |
|  | Support of IT tools for organising network file folders for personal and shared access. | from \_\_\_\_ to \_\_\_\_\_ on working days, including Saturdays for the Directorate and from \_\_\_\_ to \_\_\_\_\_ for branches. | from \_\_\_\_ to \_\_\_\_\_ on working days, including Saturdays for the Directorate and from \_\_\_\_ to \_\_\_\_\_ for branches. | ежеквартально |
|  | Provide remote access to corporate e-mail over the Internet | weekdays from \_\_\_\_ to \_\_\_\_\_ | weekdays from \_\_\_\_ to \_\_\_\_\_ | ежеквартально |
|  | Provide remote access to corporate resources via the Internet | weekdays from \_\_\_\_ to \_\_\_\_\_ | weekdays from \_\_\_\_ to \_\_\_\_\_ | Ежемесячно |
|  | Support for access to the Internet | from \_\_\_\_ to \_\_\_\_\_ on working days, including Saturdays for the Directorate and from \_\_\_\_ to \_\_\_\_\_ for branches. | from \_\_\_\_ to \_\_\_\_\_ on working days, including Saturdays for the Directorate and from \_\_\_\_ to \_\_\_\_\_ for branches. | quarterly |
|  | Support for corporate e-mail | weekdays from \_\_\_\_ to \_\_\_\_\_ | weekdays from \_\_\_\_ to \_\_\_\_\_ | quarterly |
|  | Support for the provision of computing equipment | from \_\_\_\_ to \_\_\_\_\_ on working days, including Saturdays for the Directorate and from \_\_\_\_ to \_\_\_\_\_ for branches. | from \_\_\_\_ to \_\_\_\_\_ on working days, including Saturdays for the Directorate and from \_\_\_\_ to \_\_\_\_\_ for branches. | At least once every six months |
|  | Setup and support of mobile access to corporate mail | weekdays from \_\_\_\_ to \_\_\_\_\_ | weekdays from \_\_\_\_ to \_\_\_\_\_ | quarterly |
|  | Automated Document Management System (ADS) | 5.00 to 03.00 Moscow time | weekdays from 8:00 to 18:00 | quarterly |
|  | Reports from ACD | weekdays from \_\_\_\_ to \_\_\_\_\_ | weekdays from \_\_\_\_ to \_\_\_\_\_ | quarterly |
|  | Corporate portal | weekdays from \_\_\_\_ to \_\_\_\_\_ | weekdays from \_\_\_\_ to \_\_\_\_\_ | quarterly |
|  | ServiceDesk service automation systems | weekdays from \_\_\_\_ to \_\_\_\_\_ | weekdays from \_\_\_\_ to \_\_\_\_\_ | quarterly |
|  | External FTP server | weekdays from \_\_\_\_ to \_\_\_\_\_ | weekdays from \_\_\_\_ to \_\_\_\_\_ | quarterly |
|  | Information system for personal data protection | weekdays from \_\_\_\_ to \_\_\_\_\_ | weekdays from \_\_\_\_ to \_\_\_\_\_ | quarterly |
|  | Support of functioning of Client-Bank systems | weekdays from \_\_\_\_ to \_\_\_\_\_ | weekdays from \_\_\_\_ to \_\_\_\_\_ | quarterly |
|  | Information security systems | weekdays from \_\_\_\_ to \_\_\_\_\_ | weekdays from \_\_\_\_ to \_\_\_\_\_ | quarterly |
|  | Transfer of information by means of magnetic and flash media. | weekdays from \_\_\_\_ to \_\_\_\_\_ | weekdays from \_\_\_\_ to \_\_\_\_\_ | quarterly |
|  | Provision of computing capacities on demand | on working days according to regulations | on working days according to regulations | quarterly |

## Procedure for processing appeals

### Procedure for accepting a request

If necessary, the User contacts the Technical Support Service by phone, e-mail or via the web portal. The methods of contacting are specified in clause 7.1 of the Scheme of interaction with Technical Support.

Registration of the appeal includes the following procedures:

1. The request is registered in the Service Desk system in the form of a Request.
2. The Customer is informed by phone or e-mail about the Request number.
3. The time of receipt of the Request is recorded by the Contractor's Technical Support Service.

In all cases the Executor's Technical Support Service will endeavour to respond to the User's Requests as quickly as possible. In case of resource deficit in the course of work on the Requests, the Executor's Technical Support Service executes the Requests in accordance with the Requests' priorities (See clause 6.2.1.1Request classification). The highest priority Requests are executed first.

The detailed procedure for accepting a Request is described in the Customer's user support process regulations.

#### Request classification

Diagnostics must be performed for all Requests. By default, a request is assigned a medium Criticality and Urgency. If necessary, the dispatch team adjusts the Criticality and Urgency of the request in accordance with Tables 5 and 6.

Table 5 Description of Criticality of Requests

|  |  |
| --- | --- |
| Criticality name | Criticality description |
| High | The functioning of the IS has been disrupted, which caused a complete shutdown of the Customer's work. In this connection no automated workplace is working. |
| Medium | The IS functioning is partially stopped, which caused certain difficulties in performing daily tasks. In this connection a part of workplaces does not work. |
| Low | The IS functioning is unstable. Most daily tasks are performed in a mode close to normal. The regular mode of work of one user of the Customer was disturbed. |

Table 6 Description of Urgency of Requests

| Name of urgency | Description of urgency |
| --- | --- |
| High | The Customer's VIP user needs help in solving problems. |
| Medium | The Customer's User needs additional consulting information or assistance in installing, switching on, configuring or operating the equipment. |
| Low | Requests for preparation of service quality reports.  Requests for hardware service recovery related to hardware replacement, repair and procurement.  Requests for new and additional services. |

Based on the criticality and urgency, the request is automatically prioritised according to the table:

Table 7 Priority calculation based on Urgency and Criticality

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | | Criticality | | |
| High | Medium | Low |
| Urgency | High | Priority 1 | Priority 2 | Priority 3 |
| Medium | Priority 2 | Priority 3 | Priority 4 |
| Standard | Priority 3 | Priority 4 | Priority 5 |

Additionally, for some types of services, the dispatcher assigns a Request Category. Types of Categories vary depending on the technologies on which the services are based. After the diagnostics is performed, the time parameters for processing Requests are automatically calculated.

##### **Time of processing requests for services based on the ‘Platform 1C’ technology**

To determine the time parameters, the dispatcher assigns the request to one of the presented categories:

1. **Competence Management (L)** - requests with explicit or implicit request for consultation related to clarification of functional aspects of supported systems, localisation of user problems; or elimination of functioning problems not related to changes in the existing functionality.

Table 8: Description of the Competency Management categories.

|  |  |
| --- | --- |
| Category of request | Category description |
| Level L1 | * Categorising incoming enquiries. * Dealing with simple enquiries within user guidelines. * Applying generic guidelines. * Updating user instructions. * Advising users on how to perform operations in the system. |
| Level L2 | * Execution of work on requests sent by users. * Classification of requests, specification of requirements for improvements. * Setting tasks for the programmer to eliminate errors. * Testing, support of users at the testing stage, control of porting. * Updating of operational instructions. * Description of performed customisations. * Development of standard solutions, transfer to specialists for use. * Consultation on problems of 1C user components, dispatching network access problems. |
| Level L3 | * Solving issues requiring research of document chains, Analysis of complex cases. * Developing recommendations to correct user errors made in the process. * Analysing discrepancies in user operational reports. Clarifying requirements for enhancements. * Setting tasks for programmers to eliminate errors. Setting up new functionality. * Testing, support of users at the testing stage, control of porting. * Updating of operational instructions. * Description of completed customisations. |

1. **Application Maintenance (S)** - appeals to analyse and eliminate detected errors, installation of functional updates, maintenance of system enhancements.

Table 9: Description of the «Application Maintenance» categories

| Category of request | Category description |
| --- | --- |
| Stage S1 | * Analysis and elimination of detected errors, if it is possible without making changes to the software code and system settings in cases of requests other than those falling under the definition of «Competence Management - Level L3». |
| Stage S2 | * Maintenance of functional updates of the system - installation of individual updates for functional modules in case of necessity and as software updates are released by the manufacturer; * Services on loading data from external systems - routine services on loading (updating) data in the system from external sources; * Application data administration services - routine services for launching system data processing processes, including regular background tasks and other similar services; * Performing system enhancements that change the functionality accepted for operation * Troubleshooting bugs with changes in the system code/settings with labour input up to 3 h/d inclusive. |
| Stage S3 | * Development of extensions; * Analysis and elimination of detected errors with changes in program code and system settings |

The normative time of the Request execution is determined automatically by the table:

Table 10 Request execution time

| Category | Priority 1 | Priority 2 | Priority 3 | Priority 4 | Priority 5 |
| --- | --- | --- | --- | --- | --- |
| Level L1 | 3 working hours | 5 working hours | 7 working hours | 12 working hours | 16 working hours |
| Level L2 | 5 working hours | 8 working hours | 11 working hours | 18 working hours | 24 working hours |
| Level L3 | 7 working hours | 11 working hours | 15 working hours | 24 working hours | 32 working hours |
| Stage S1 | 7 working hours | 11 working hours | 15 working hours | 20 working hours | 24 working hours |
| Stage S2 | 5 working hours | 6 working hours | 7 working hours | 12 working hours | 16 working hours |
| Stage S3 | 5 working hours | 6 working hours | 7 working hours | 12 working hours | 16 раб.часов |

For Category S2 and S3 the reaction time of the Contractor is specified. During this time the Executor shall provide information about the progress of the Request solution and the forecast of the time required for the solution. On the basis of this information the Contractor will manually set the Request execution time.

##### **Processing time of requests for Platform-based services**

1. **Competence Management (L)** - requests with an explicit or implicit request for consultation related to clarification of functional aspects of the EMS operation, localisation of user problems; or elimination of EMS operation problems not related to changes in the existing functionality.

12 Description of “Competence Management” categories

|  |  |
| --- | --- |
| Type of service | Description of service |
| Level L0 | * Password reset; * Classification of errors, preparation of data to be sent for analysis; * Verification of service availability, server operation; * Account creation; * Editing access rights |
| Level L1 | * Solving simple questions of the applicant (prompting in performing single actions in the system, explanation of operational instructions) |
| Level L2 | * Instructing the applicant in terms of reflecting actions in the system - interconnection of operations included in a single business process. |
| Level L3 | * Resolving issues requiring investigation of document chains, localisation of the causes of the applicant's problems, explanation of the causes of errors and acceptable methods of corrective actions |

1. **Application Maintenance (S)** - Addresses to analyse and eliminate detected errors, install functional updates, and maintain system enhancements.

Table 13 Description of the ‘Application Maintenance’ categories

|  |  |
| --- | --- |
| Request Category | Category description |
| Stage S1 | * Analysis and elimination of detected errors, if it is possible without making changes to the software code and system settings in cases of requests other than those falling under the definition of «Competence Management - L3 level» |
| Stage S2 | * Maintenance of functional updates of the system - installation of separate updates for functional modules in case of necessity and as software updates are released by the manufacturer; * Works on data downloading from external systems - routine works on data downloading (updating) in the system from external sources; * Works on administration of application data - routine works on launching of system data processing processes, including regular background tasks and other similar works; * Performing system enhancements that change accepted functionality; * Loading of more than 2000 records of directories of NSI PCS directories |
| Stage S3 | * Development of extensions; * Analysis and elimination of detected errors with changes in the software code and system settings |

The normative time of the Request execution is determined automatically by the table:

Table 14. Request execution time

| Category | Priority 1 | Priority 2 | Priority 3 | Priority 4 | Priority 5 |
| --- | --- | --- | --- | --- | --- |
| Directory maintenance DM1 | 2 working hours | 3 working hours | 4 working hours | 7 working hours | 12 working hours |
| Directory maintenance DM2 | 4 working hours | 6 working hours | 8 working hours | 20 working hours | 32 working hours |
| Directory maintenance DM3 | 12 working hours | 18 working hours | 24 working hours | 32 working hours | 40 working hours |
| Level L0 | 2 working hours | 3 working hours | 4 working hours | 6 working hours | 8 working hours |
| Level L1 | 4 working hours | 6 working hours | 8 working hours | 12 working hours | 16 working hours |
| Level L2 | 6 working hours | 9 working hours | 12 working hours | 18 working hours | 24 working hours |
| Level L3 | 8 working hours | 12 working hours | 16 working hours | 24 working hours | 32 working hours |
| Stage S1 | 8 working hours | 12 working hours | 16 working hours | 20 working hours | 24 working hours |
| Stage S2 | 6 working hours | 7 working hours | 8 working hours | 12 working hours | 16 working hours |
| Stage S3 | 6 working hours | 7 working hours | 8 working hours | 12 working hours | 16 working hours |

For Category S2 and S3 the reaction time of the Contractor is specified. During this time the Executor shall provide information about the progress of the Request solution and the forecast of the time required for the solution. On the basis of this information the Contractor will manually set the Request execution time.

##### **Processing time of requests for services based on “Document Management” technology**

To determine the time parameters, the dispatcher assigns the request to one of the categories presented in the table.

Table 15. Description of Request Categories

|  |  |
| --- | --- |
| Request category | Description of category |
| Level L1 | Elimination of errors in the System operation, which do not entail changes in the programme code |
| Level L2 | Elimination of errors in the System operation, which require work on making changes in the programme code, but not exceeding one working day. |
| Level L3 | Elimination of errors in the System operation, which require work on making changes in the programme code, which requires more than one working day. |

The normative time for processing a Request is determined automatically using the table:

Table 16. Request processing time

| Category | Time counter | Priority 1 | Priority 2 | Priority 3 | Priority 4 | Priority 5 |
| --- | --- | --- | --- | --- | --- | --- |
| Level L1 | Execution time | 5 working hours | 6 working hours | 6 working hours | 7 working hours | 8 working hours |
| Level L2 | Reaction time | 4 working hours | 4 working hours | 4 working hours | 5 working hours | 6 working hours |
| Execution time | 10 working hours | 13 working hours | 15 working hours | 18 working hours | 20 working hours |
| Level L1 | Analysis time | 5 working hours | 6 working hours | 6 working hours | 7 working hours | 8 working hours |
| Execution time | 15 working hours | 18 working hours | 20 working hours | 25 working hours | 30 working hours |
| Консультация | Execution time | 1 working hours | 3 working hours | 4 working hours | 5 working hours | 6 working hours |
| Администрирование учетных записей пользователей | Execution time | 2 working hours | 4 working hours | 8 working hours | 16 working hours | 24 working hours |

For Category L2 and L3 the reaction time of the Contractor is specified. During this time the Contractor shall provide information on the progress of solving the Request and a forecast of the time required for the solution.

##### **Processing time of requests for services based on the ‘User Workplace’ technology**

The normative time of processing a Request is determined automatically using the table:

Table 17 Requests processing time

| Time counters | Priority 1 | Priority 2 | Priority 3 | Priority 4 | Priority 5 |
| --- | --- | --- | --- | --- | --- |
| Request registration time | 0.1 working hours | 0.2 working hours | 0.2 working hours | 0.5 working hours | 0.5 working hours |
| Time to respond to a request | 0.25 working hours | 0.5 working hours | 1 working hours | 2 working hours | 4 working hours |
| Request execution time | 2 working hours | 4 working hours | 8 working hours | 40 working hours | 96 working hours |

### Procedure of Request execution

During the execution phase of the Request, the following actions may be performed:

1. Clarification by the Customer of the provision of information on the status of the Request by the Customer
2. Extension of the Request fulfilment period:
   * in case of a change in the user's location as a result of a business trip, including local travel;
   * in case of absence at the user's workplace (if it is necessary for carrying out works);
   * in case of failure to provide equipment for maintenance.

The detailed procedure for fulfilling a Request is described in the documents ‘Service Request Management Process Regulations’ and ‘Incident Management Process Regulations’.

### Request Closing Procedure

The Request is closed according to the following rules:

the Request closing procedure is a notification to the Initiator of the Request that the Contractor has completed all necessary actions in accordance with the registered Request;

* notification of the fulfilment of the Request is sent to the e-mail address of the Contact person specified in the Request;
* the incident is closed in case of complete elimination of the problems described in the incident registration and the fact of elimination is confirmed by the Initiator of the Request (by phone or e-mail) The notification of execution includes the identifier of the Request, the time of registration of the Request and the time of execution of the Request;
* the Request may be closed by the Contractor in cases when the execution of the Request requires the Contractor to provide non-core services not provided for by this Agreement. In such case the Initiator of the Request shall be notified of its closure, specifying the reason for closure of this Request, or its reclassification to another type if it is possible to fulfil it, specifying the time of its fulfilment based on the availability of resources;
* the executor has the right to close the Request if there is no response from the User within 5 working days after sending the notification.

The procedure for closing a Request is described in detail in the document ‘User Support Regulations’

### Calculation of Request processing time

The principle of accounting for the normative time of processing a Request is shown in the figure below (See Figure 1 Principle of accounting for the normative time of a Request).



Figure 1 Principle of normative Request time accounting

The processing time of Requests depends on the priority of the Request and the Request Category. Please refer to 6.2.1.1 Request Classification for Request processing time.

# Interaction scheme and contacts

## Scheme of interaction with technical support

If necessary, the user submits a request to the first line of technical support.

There are three ways to submit a request:

Send an e-mail message to the mailbox

Submit an application via the web-portal

Apply by phone

The scheme of interaction of services is reflected in the figure:



Figure 2 Scheme of interaction

**In case of direct contact to the second and third line employees bypassing the first technical support line, requests are not registered and are not processed. The user is transferred to the first line of technical support.**

Methods of providing technical support services:

* by consulting the Customer's users by telephone;
* by means of remote access to workstations or servers using remote administration tools;
* at the Customer's place by the Executor's employees;
* at the Executor's place by the Executor's employees.

## Mechanisms of the Customer's satisfaction control

The general control of the level of satisfaction of the Customer with the quality of services rendered is carried out by the Contractor by means of surveys of the Customer's users.

## Mechanisms for filing a complaint or suggestion

The User may complain to the IT Division about untimely or poor quality fulfilment of the Request, make suggestions for improvement of the Services and work of the technical support service.