

## **Service Level Agreement**

### **Outsourcing Services in LIGHT Countries**

## 1. Introduction

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1.1 This agreement is made between the Outsourcing provider and the UNICEF Country Office.

1.2 The agreement covers the provision and support of the services described in the UNICEF ICT Service Catalog.

1.3 The agreement remains valid until superseded by a revised agreement mutually endorsed by the signatories below. The agreement will be reviewed annually. Minor changes may be recorded on the form at the end of the agreement, providing they are endorsed by the two parties.

### 1.4 Signatories

UNICEF CO, Representative: \_\_\_\_\_

Outsourcing Company Legal Representative: \_\_\_\_\_

### 1.5 Dates:

Start: \_\_\_\_\_ End: \_\_\_\_\_

## 2. LIGHT Environment

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The Lightweight, Agile ICT Infrastructure environment introduces a new architectural model for UNICEF field offices that aims to significantly reduce complexity and minimize operational cost and risk by reducing the ICT Infrastructure footprint. Also, it increases the overall ability to adapt to changes such as the implementation of new technologies or mobility of the workforce. At the center of this architecture is a concept of offering all Field Office ICT services from the IT catalogue via a range of building blocks that are located and managed outside its premises by an ICT Service Centre, NYHQ or a Cloud provider.

# Service Catalog

ICT Service Catalog LIGHT Offices with Outsourcing					
#	Name	Description	LIGHT		Solution
			Hosted	Support	
1	File	Provides staff with the ability of storing files in the file server and printing in the network and local printers of the office.	Service Center	Service Center	LIGHT Service Center hosted File server accessible via DirectAccess.F4:19 Office 365 based document collaboration and file sharing (SharePoint Online Team sites, specialized applications and One Drive for business
2	Print/Scan	Provides staff with the ability of printing/scanning in the network and local printers of the office.	Locally	Outsourc/SP	Printing provided locally via Direct IP configuration. Scanning via SMTP direct to user's e-mail.
3	Identity and Access Management	This service covers the secured provision and management of systems accounts	Service Center	Service Center	ADDC via DirectAccess. Alternatively through direct WAN connection if already in place. Authentication based on Identity Federation Services for Cloud based
4	Smartphones/Cellular	ICT provides mobile access to coporate applications. This includes provision of mobile phone account management and technical support & assistance.	Cloud Service.	GHD, Provision and account management done locally.	Office 365 Active Sync.
5	Internet & Network Services	This service provides connectivity internally between computers and externally via Internet, to share resources and information securely.	Locally	Outsourc/SP	Local ISP Provider/Mission Control Firewall
6	SAP - Vision	Provides Access to SAP-Vision which is the ERM system of UNICEF hosted in HQ.	ITSS HQ	GHD/LACRO	Internet access via HQ/Service Center hosted Citrix platform. DirectAccess based WAN access via a Service Center
7	Remote Access	ICT provides the option of accessing coporate systems remotely via Citrix.	Service Center	Service Center	Citrix Storefront/Xenapp (alternate to main services access)
8	E-mail	ICT provides an electronic mail (email) service for all staff. The email system also offers Calendar, Contacts and database functionality, and can be accessed both on and off the office.	Cloud Service	GHD	Office 365 Exchange – hosted by Microsoft. User Management by GHD.
9	ICT Service Desk	The Helpdesk is a central contact point for all staff ror their IT technical and support needs.	Locally/ITSS HQ	Locally/ITSS HQ	E-mail based ICT HelpDesk with Service Calls logging for local requests, HP Service Manager for HQ Based Services. Alloy Application for Service Center Hosted Services.
10	Computer Provisioning	ICT facilitates and manages the acquisition, support and distribution of desktops, laptops and accessories	Locally	Outsourc	LTA purchased PCs installed and configured with LIGHT-enabled client image (Windows 8.1 Enterprise, Direct Access, Offline Domain Join, etc.)
11	Computer Patching and configuration management.	ICT implements all the required updates and patches for the proper operation of all devices.	ITSS HQ	ITSS HQ	HQ hosted WSUS servers with local caching
12	Software Provisioning	ICT facilitates and manages the acquisition, support and distribution of software for use on the office equipment	Locally/ ITSS HQ	Outsourc/SC	HQ hosted WSUS servers with local caching. Outsource company expected to support installation of software not distributed by WSUS.
13	Video Conferencing	ICT provides and supports a range of conferencing services which enables staff to participate in virtual meetings and presentations in real time	Cloud Service/Locally	Outsourc/SC	Skype for Business/ Polycom Roundtable
14	Web Collaboration	ICT provides the capability of collaborate on on-line documents between staff all over the organization	Cloud Service	ITSS HQ/SC/Locally	SharePoint Online / One Drive for Business.
15	Audio Visual Services	ICT provides and supports audio visual presentation systems	Locally	Outsource	Video Projectors/Sound Systems
16	Fixed Telephony	ICT provides and supports the fixed desk-based telephony service.	Locally	Outsource/LSP	
17	Desktop/Laptop Support	This service is the provision of second level support and service request fulfilment related to the computing environment. The computing environment includes desktop, laptop, LAN, printer and software.	Locally	Outsource/SC	Teamviewer
18	Emergency Telecommunications	Provides staff with the ability to communicate independently of the common telecom services y using VHF, UHF, HF, Iridium and BGAN Satellite Services	Locally/LSP/SP	Locally/LSP/SC	
		SC=Service Center LSP= Local Service Provider			

### 3. Services Not Hosted/Supported Locally

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This Service Level Agreement does include the services that are provided **locally** and the services that are provided from **outside** by the different providers. For local services the outsourcing will be responsible for the full compliance of the terms set in this agreement, for the services that are provided by an external source/provider the SLA is set in "best effort" modality, which means that though the service is not provided by them directly it will coordinate, inform, manage and will make every possible effort for the reestablishment of the service.

## 4. Services

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### **5.1 Print/Scan**

- Description of the Service:

The printing service provides staff with the ability of printing in the network and local printers. It includes the initial troubleshooting and coordination of maintenance with the printers' maintenance provider.

- Service Hours:

Printing services are available 24x7x365, except for scheduled maintenance.

- Service Availability:

Multifunctional Network Printers: 98%

Local Printers: 98%

This indicator is an average that will be measured by logging in the period of time between the printer becoming unavailable and time when the printer was back into operation.

- Support:

- Hours: 8:30-18:00 Monday-Friday
- Request for support needs to be logged by the user in using a Service Call.
- Target time to respond: Depends on the queue of pending calls but will not exceed 4 hours. If problem is not solved locally a support ticket will be created with the service provider providing the maintenance and support service
- Target time to resolve: Back to operation time depends on the availability of technicians and nature of the problem but restoration of service is expected to be done within 24 hours, except for weekends and holidays when the maintenance company might be closed.

- Service Continuity:

For multifunction network printers users will be redirected to the nearest available printer. For local printers there will be a stand-by printer, if available this device will provide the service until the printer is fixed.

## **5.2 File**

- Description of the Service:

Provides staff with the ability of storing files in the file server, two mapped drives have been created for this purpose, S: for secure storage of each section's documents and T: for temporary exchange of files.

- Service Hours:

File Storing services are available 24x7x365, except for schedule maintenance.

- Service Availability: 98%

This indicator an average that will be measured by ICT logging in a Service Desk Call with the time of unavailability and the time of resolution.

- Support:

- Hours: 8:30-18:00 Monday-Friday

- Target Time to respond: 1 hour. A failure of the file server is considered critical and will be given top priority.

- Target Time to Resolve: Not more than 48 hours.

- Service Continuity:

- The Service Center will try to restore the access to the file server as soon as possible, if the case a backup will be restored in a new virtual machine.

### **5.3 Identity and Access Management**

- Description of the Service:

This service covers the provision and management of systems accounts and access to corporate systems as follows:

- User Account Management:

All requests related to this service must be originated by HR section as the creation and deletion of user accounts is granted based on the contractual status of the staff member. All access requests must be done with an e-saf for the approval of the operations manager.

- Systems Access and Permissions

For an existing user account, requests to add/customize/deny permissions to information systems or to add/remove users to groups, must come in the form of a service call to the support center, specifying the user(s) and the required permission change. In the case of systems under the responsibility of a specific section (for example, a file share), this request must be endorsed by the section chief before submission.

- Scope

This SLA does not cover other systems not managed by ICT like WebHRIS which is managed by HR, TRIP managed by UNDSS and others.

- Service Hours:

- Hours: 8:30-18:00 Monday-Friday
- Target Time to Respond: 4 hours
- Target Time to Resolve: 2 work days, considering that in some cases exists the dependency on external approval (Regional Chief Operations) and action (GHD)



## **5.4 Smarthpones- Celular**

- Description of the Service

ICT provides and supports mobile services to staff as follows:

- Provision of smartphones
- Maintenance/Repair of smartphones Devices in the case of software or data issues or externally serviceable failures (for example, damaged accessories)

- Service Hours:

- Hours: 8:30-18:00 Monday-Friday
- Target Time to Respond: 24 hours. The request for a smartphone provision must be done using a Service Call.
- Target Time to Resolve: 5 working days.

- Service Continuity

In case the device cannot be repaired within the 8 hours' time frame, ICT will provide a backup device while the device is repaired, this procedure depends on the availability of backup devices.

## 5.5 Internet & Network Services

- Description of the Service

This service provides connectivity to users to the Internet. The main provider is Claro, a secondary connection is provided by Entel.

- Service Hours:

Internet services are available 24x7x365, except for scheduled maintenance.

- Service Availability: 98%

This indicator will be measured by logging in the period of time between the internet service becoming unavailable and time when the service was back into operation.

- Support:

- Hours: 8:30-18:00 Monday-Friday

- Target Time to Respond: 1 hour. A failure of the internet connection is considered critical and will be given top priority.

- Target Time to Resolve: Not more than 6 hours. 48 hours if the secondary link is used.

- Service Continuity:

If the main connection fails the Mission Control firewall will automatically failover to the secondary link, once the main link is available the service will be redirected to the main link. If both links fail a BGAN Satellite Phone can be setup for restricted connectivity.

## 5.6 SAP-Vision

- Description of the Service

SAP-Vision : Provides Access to SAP-Vision which is the ERP system of UNICEF hosted in HQ.

- Service Hours:

SAP services are available 24x7x365, except for scheduled maintenance.

- Service Availability: 98%

This indicator will be measured by logging in the period of time between the SAP service becoming unavailable and time when the service was back into operation. This is an external service and this SLA is underpinned by the OLA from HQ to the country offices.

- Support:

- Hours: 8:30-18:00 Monday-Friday

Problem affecting all SAP users:

- Target Time to Respond: One hour: A problem in SAP of this nature is considered critical and will be given top priority.

Problem affecting one user:

Request for support needs to be logged by the user in using a Service Desk Call.

- Target time to respond: Depends on the queue of pending calls but will not exceed 4 hours. If problem is not solved locally a help desk call be created with Global Help Desk who is hosting the service, expected time to respond is between 2-5 days.

- Service Continuity:

If the office premises becomes unavailable Vision SAP users could access the system from their homes or an agreed safe haven either in the country or another country based on the Business Continuity Plan.

## 5.7 Remote Access

- Description of the Service

ICT provides the option of accessing corporate systems remotely via Citrix.

- Service Hours:

Remote Access services are available 24x7x365, except for scheduled maintenance.

- Service Availability: 98%

This indicator will be measured by logging in the period of time between the Citrix service becoming unavailable and time when the service was back into operation.

- Support:

- Hours: 8:30-18:00 Monday-Friday

Request for support needs to be logged by the user in using a Service Desk Call.

- Target time to respond: Depends on the queue of pending calls but will not exceed 4 hours. If problem is not solved locally a help desk call be created with Global Help Desk who is hosting the service, expected time to respond is between 2-5 days.

- Service Continuity:

If the HQ Citrix Service becomes unavailable, Both Geneva and the Service Center have Citrix services that can be used until the HQ service is reestablished.

## 5.8 E-Mail

- Description of the Service:

ICT provides an electronic mail service (Office 365 Exchange/Outlook) for all staff. The email system also offers Calendar and Contacts functionality, and can be accessed both in and out of the office.

- Service Hours:

E-Mail services are available 24x7x365, except for schedule maintenance.

- Service Availability: 98%

This indicator an average that will be measured by ICT logging in a Service Desk Call with the time of unavailability and the time of resolution.

- Support:

- Hours: 8:30-18:00 Monday-Friday

Office 365 Issue:

- Target Time to respond: 1 hour.

- Target Time to Resolve: 48 hours, this timing depends on the SLA of UNICEF with Microsoft.

Client Side Problem:

Request for support needs to be logged by the user in using a Service Desk Call.

- Target time to respond: Depends on the queue of pending calls but will not exceed 4 hours. If problem is not solved locally a help desk call be created with Global Help Desk who is providing the maintenance and support service, expected time to respond is between 2-5 days.

- Service Continuity:

In case the Outlook Application in the computer fails, Office 365 can be accessed from the portal [portal.microsoftonline.com](http://portal.microsoftonline.com)

## 5.9 ICT Service Desk

- Description of the Service:

The Helpdesk is a central contact point for all staff for all IT technical and support needs. For LIGHT offices a helpdesk application is not available, instead all Service Calls need to be sent via email to the HelpDesk mail of the office, the ICT Outsourcing company should log the call into an excel spreadsheet and monitor timing from opening to closing. The company should report to the Office management the average calls an resolution time every month.

- Service Hours:

Help Desk services are available 24x7x365, except for schedule maintenance.

- Service Availability: 98%

This indicator an average that will be measured by ICT logging in a Service Desk Call with the time of unavailability and the time of resolution.

- Support:

- Hours: 8:30-18:00 Monday-Friday

- Target Time to Respond: 1 hour. A failure of the Help Desk Service is considered critical and will be given top priority.

- Target Time to Resolve: Not more than 48 hours. The service is based on a third party software, a service call will be raised with the supplier and resolution is expected within 48 hours.

## 5.10 Computer Provisioning

- Description of the Service:

ICT facilitates the acquisition and manages the support and distribution process of desktops, laptops and accessories. UNICEF has strict hardware standards that must be complied with. Nonstandard equipment need to be reviewed and approved by the Regional Chief ICT. Spare or new computers obey to an annual basis replacement policy, so acquisitions need to be planed ahead in order to have a good use of resources (financial and hardware), for offices with Outsourced services the replacement plan must be shared with the Regional ICT Officer for his review.

- Service Hours:

8:30-18:00 Monday-Friday

- Support:

Request for service needs to be logged by the user in using a Service Desk Call.

- Target time to respond: Depends on the queue of pending calls but will not exceed 4 hours.

- Target time to resolve: From the time the equipment is available 48 hours.

- **SLA Indicator:**

98% compliance with the target time to resolve. This indicator will measured from the time the equipment is delivered to ICT, Service calls prior this event will not be processed.

## 5.11 Software Provisioning

- Description of the Service:

ICT facilitates the acquisition and manages the support and distribution processes of software for use on the office equipment. UNICEF has strict software standards that must be complied with, nonstandard requests need to be reviewed and approved by the Regional Chief ICT

- Service Hours:

8:30-18:00 Monday-Friday

- Support:

Request for service needs to be logged by the user in using a Service Desk Call.

- Target time to respond: Depends on the queue of pending calls but will not exceed 4 hours.

- Target time to resolve: From the time the software is available 48 hours, this SLA does not cover Global Roll-Outs.

- SLA Indicator:

98% compliance with the target time to resolve. This indicator will be measured from the time the software is delivered to ICT, Service calls prior to this event will not be processed.



## 5.12 Video Conferencing

- Description of the Service:

ICT provides and supports a range of conferencing services (Skype for Business/Polycom roundtable) which enable staff to participate in virtual lectures, meetings and presentations in real time.

- Service Hours:

8:30-18:00 Monday-Friday

- Support:

Request for service needs to be logged by the user in using a Service Desk Call 48 hours before the video conference.

- Target time to respond: Depends on the queue of pending calls but will not exceed 4 hours.

- SLA Indicator:

98% compliance successful Videoconferencing sessions.

### 5.13 Web Collaboration

- Description of the Service

Web tools that allow staff to share and manage information and collaborate online.

8:30-18:00 Monday-Friday

- Support:

Request for service needs to be logged by the user in using a Service Desk Call 48 hours before the video conference.

- Target time to respond: Depends on the queue of pending calls but will not exceed 4 hours.

- SLA Indicator:

98% This indicator an average that will be measured by ICT logging in a Service Desk Call with the time of the request and the time of resolution

## 5.14 Audio Visual Services

- Description of the Service

ICT provides and supports audio visual presentation systems for meetings.

- Service Hours:

8:30-18:00 Monday-Friday

- Support:

Request for service needs to be logged by the user in using a Service Desk Call 48 hours before the web session.

- Target time to respond: Depends on the queue of pending calls but will not exceed 4 hours.

- SLA Indicator:

98% compliance successful audio visual support meetings.

## 5.15 Fixed Telephony (PBX)

- Description of the Service:

ICT provides and supports the Office fixed desk-based telephony service.

- Service Hours:

Fixed Telephony services are available 24x7x365, except for schedule maintenance.

- Service Availability: 98%

PBX Failure:

This indicator will be measured by logging in the period of time between the PBX becoming unavailable and time when the service was back into operation.

- Support:

- Hours: 8:30-18:00 Monday-Friday

PBX Server Failure:

- Target Time to respond: 1 hour. A failure of PBX is considered critical and will be given top priority.

- Target Time to Resolve: Not more than 48 hours.

Client Side Problem:

Request for support needs to be logged by the user in using a Service Desk Call.

- Target time to respond: Depends on the queue of pending calls but will not exceed 4 hours. If problem is not solved locally a help desk call be created with Comtel who is providing the maintenance and support service, expected time to respond is between 2-5 days.

- Service Continuity:

In case PBX becomes unavailable, staff can use the direct lines available in the office and the satellite phones for urgent calls.

## 5.16 Desktop/Laptop Support

- Description of the Service

This service is the provision of second level support and service request fulfilment related to the computing environment. The computing environment includes desktop, laptop, LAN, printer and software.

- Service Hours:

Desktop/Laptop Support services are available 8:30-18:00 Monday-Friday.

- Support:

- Hours: 8:30-18:00 Monday-Friday

Request for support needs to be logged by the user in using a Service Desk Call.

- Target time to respond: Depends on the queue of pending calls but will not exceed 4 hours.

- Target time to Resolve: Depends on the type of problem, most problems are usually fixed within one hour, however the solution might involve a Help Desk Call which takes to resolve from 2-5 days, or a service call to a supplier in which case the resolve time depends entirely on the supplier.

- Service Continuity:

If the computer cannot be fixed within 24 hours a replacement will be provided to the staff member within the next 8 hours.

## 5.17 Emergency Telecommunications

- Description of the Service

This service consists of provision of emergency telecommunications, this includes inventory, testing, training and support.

- Service Hours:

Emergency Telecommunications Services are available 24x7x365.

- Support:

- Hours: 8:30-18:00 Monday-Friday

Request for support needs to be logged by the user in using a Service Desk Call.

- Target time to respond: Depends on the queue of pending calls but will not exceed 4 hours.

- Target time to Resolve: Depends on the type of problem, most problems are usually fixed within one hour, however the solution might involve a service call to a supplier in which case the resolve time depends entirely on the supplier.

- Service Continuity:

If the device cannot be fixed within 24 hours a replacement will be provided to the staff member within the next 8 hours depending on availability.

## **5. Baseline and continuous improvement of services.**

Levels of service stated on this document are a first approach to define a baseline, after the SLA's performance indicators are measured for a period of time of minimum 12 months, the baseline will be reviewed and when feasible the levels of service will be increased according to the measures taken on the continuous improvement of services program.