

Service Level Agreement

04/06/2026



SERVICE LEVEL AGREEMENT

Service Name	
Service Provider	
Customer (John G Russell)	John G Russell Group Ltd
Document Owner	Business Systems Lead
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Document Control

Use this section to manage version history, ownership and formal approvals.

Version	Date	Author	Change Summary	Approved By
0.1	04/06/2026	Tom Hallett	Initial Draft	David Jones

Contents

1. Agreement Overview
2. Service Scope
3. Service Availability
4. Roles & Responsibilities
5. Incident Management
6. Service Requests
7. Performance Metrics
8. Support Hours
9. Escalation Procedures
10. Reporting & Review
11. Service Credits
12. Security & Compliance
13. Maintenance & Downtime
14. Term & Termination
15. Approval & Signatures

1. Agreement Overview

This Service Level Agreement (SLA) defines the service expectations, support arrangements, and performance standards agreed between the Service Provider and the Customer (John G Russell).

The purpose of this agreement is to ensure a consistent, transparent, and measurable level of service delivery for all incidents, service requests, and development activities raised by the Customer (John G Russell).

This SLA establishes clear expectations around response times, communication standards, escalation processes, and issue resolution, supporting a collaborative and effective working relationship between both parties.

Unless otherwise specified within an individual contract or statement of work, the standards defined within this SLA shall apply to all services delivered by the Service Provider.

2. Service Scope

This SLA applies to all services provided by the Service Provider relating to system support, issue resolution, and development activities.

The scope includes:

- Logging, investigation, and resolution of incidents
- Handling of service requests and system queries
- Delivery of system changes and development requests
- Ongoing communication and status updates throughout the lifecycle of a request

The scope does not include:

- Activities explicitly excluded within contractual agreements
- Third-party systems not under Service Provider control
- Customer (John G Russell) side infrastructure issues unless otherwise agreed

3. Service Availability

The Service Provider shall maintain a minimum service availability of 99.5% per calendar month, excluding approved maintenance windows communicated in accordance with Section 12.

Service availability shall be measured as the ability of authorised users to access and utilise the contracted service.

The Service Provider shall provide support services during agreed business hours unless alternative arrangements are defined within the contract. For the purposes of this SLA, a Business Day is defined as Monday to Friday, excluding UK public holidays.

The Service Provider shall:

- Receive, acknowledge, and manage tickets raised by the Customer (John G Russell)
- Provide support responses within agreed SLA timeframes
- Maintain appropriate resource availability across support tiers

Where services are unavailable, the Service Provider shall communicate this proactively and minimise disruption where reasonably possible.

4. Roles and Responsibilities

Service Provider Responsibilities

- Provide appropriately skilled resources across Tier 1, Tier 2, and development teams
- Acknowledge, investigate, and resolve issues in line with agreed SLAs
- Communicate clearly and proactively throughout the lifecycle of all tickets
- Escalate issues internally where resolution is not achievable at the current support tier
- Provide regular updates on progress and resolution timelines

Customer (John G Russell) Responsibilities

- Raise tickets with sufficient detail to support investigation
- Identify and communicate urgency or business impact where applicable
- Provide timely responses to Service Provider queries or requests for clarification
- Validate and confirm resolution where required

Key Contacts - Service Provider

Role	Name	Email	Telephone
Account Manager			
Service Delivery Manager			
Technical Escalation Contact			
Out-of-hours Contact			

Key Contacts - Customer (John G Russell)

Role	Name	Email	Telephone
Service Owner			
ICT Solutions Lead			
Service Delivery Manager			

5. Incident Management

The Service Provider will operate a structured incident management process to ensure all issues are handled efficiently and consistently. Support tiers shall be defined by the Service Provider and documented within the agreed support model.

All incidents must be:

- Logged via agreed channels
- Assigned to the appropriate support tier
- Prioritised based on business impact and urgency
- Managed in line with SLA response and resolution targets

For issues, incidents or general queries, the Service Provider shall provide progress updates at intervals not exceeding 24 business hours whilst an incident remains open.

Service Level Commitment Timings

Support Tier	Description	Communication Timing	Service Level Commitment (Maximum Time)
Automatic response	Initial issue / query acknowledgment	Immediate on receipt of issue raised with Service Provider	Immediate
Tier 1	Initial triage and investigation.		
Tier 1	Advise Tier 1 team member.	Once the issue/ticket is assigned to the Tier 1 team member	1 hour
Tier 1	ETA to completion/resolution	Once investigation is complete and resolution has been identified (before fix has been actioned)	6 hours
Tier 1	Fix/Resolution OR escalation to Tier 2	Once fix/resolution has been deployed OR if no resolution is found, advice of escalation	6 hours
Tier 2	Technical investigation and resolution.		
Tier 2	Acknowledge receipt + advise Tier 2 team member.	1 Hour from issue/ticket being passed over	7 hours (from ticket creation)
Tier 2	Advise fix OR moving to Development team	Once investigation is complete and fix has been identified (before fix has been actioned)	24 hours
Tier 2	Fix/Resolution complete	Once fix/resolution has been deployed	72 hours
Tier 3	Specialist, product or development support.		
Tier 3	Acknowledge receipt	1 Hour from issue/ticket being passed over	N/A
Tier 3	Plan + time frame/ETA for delivery of request	Once plan and ETA have been prepared	24-48 hours
Tier 3	Confirmation of delivery of request & advice on roll out of development. Proactive update/Changes to ETA	Once development has been completed	As per previously advised

Exceptions & Special Conditions

Urgent Issues

- Where an issue is identified as critical or high priority, **Tier 1 resolution or escalation must occur within 2 hours**

Priority Definitions

Priority	Definition
Critical	Complete loss of service or business-critical functionality impacting multiple users with no available workaround
High	Significant loss of functionality affecting business operations with limited or no workaround
Medium	Issue affecting individual users or non-critical functionality where a workaround may exist
Low	Minor issue, information request, cosmetic defect, or service request with minimal business impact

Service Restoration Expectations

Priority	Definition	Expected Restoration Time
Critical	Complete service outage or inability to access the platform	4 Hours
High	Significant business impact affecting multiple users	8 Business Hours
Medium	Partial service degradation with workaround available	3 Business Days
Low	Minor issue with limited business impact	As Agreed

Note: Where restoration cannot be achieved within the expected timescales, the Service Provider shall provide regular updates, escalation details, and a revised estimated time for service restoration.

Out of Business Hours

- Where an issue/ticket is raised outside of business hours, SLA timers begin at the start of the next business day
- Where an issue/ticket is raised prior to the close of business but without adequate time to meet the respective SLA, non-working hours are excluded from SLA calculations

Ticket Closure

- All tickets must include communication confirming closure to the Customer (John G Russell)

6. Service Requests

Service requests include non-incident activities such as:

- Configuration updates
- Data/report requests
- Minor system enhancements

The Service Provider shall:

- Acknowledge all requests within agreed SLA windows
- Confirm feasibility and provide estimated timelines
- Deliver requests within agreed timeframes based on complexity

Requests requiring development effort may be passed to the development team and handled in line with development SLAs.

For Service request tickets, no ticket may remain without an update for more than 5 business days unless otherwise agreed.

7. Performance Metrics

Service performance will be measured using the following key metrics:

- SLA compliance (response and resolution times)
- Volume and ageing of open tickets
- Percentage of tickets resolved within SLA
- Customer (John G Russell) satisfaction (where applicable)

Performance results should be shared with the Customer (John G Russell) on a regular basis and reviewed to identify opportunities for service improvement.

Metric	Definition	Target	Reporting Frequency
Availability	Measured service uptime during agreed window	[e.g. 99.5%]	Monthly
Tier 1 Response	Incidents responded to within target	[e.g. 95%]	Monthly
Tier 2 Response	Incidents responded to within target	[e.g. 95%]	Monthly
Request Fulfilment	Requests completed within target	[e.g. 90%]	Monthly
Customer (John G Russell) Satisfaction	Feedback score or survey measure	[e.g. 4.5/5]	Quarterly

8. Support Hours

Support will be provided during agreed business hours unless otherwise stated.

- Standard support hours: Monday - Friday - 08:00 - 18:00
- Out-of-hours support: N/A

Where tickets are raised outside of business hours:

- SLA timers will commence at the start of the next business day

Where tickets are raised near the end of the business day:

- Remaining time will carry over into the next business day

9. Escalation Procedures

If an issue cannot be resolved within expected timeframes, it must be escalated to the appropriate support level.

Escalation levels include:

- Tier 1 > Tier 2
- Tier 2 > Tier 3
- Support Issues > Management escalation (if required)

Escalations should be clearly communicated, including:

- Reason for escalation
- Current status
- Revised expected timelines
- Service Provider Escalation Contact

10. Reporting & Review

The Service Provider shall provide monthly service reporting to the Customer (John G Russell), including:

- SLA performance against targets
- Incident trends and recurring issues
- Open and overdue tickets
- Development activity updates

Additionally, the Service Provider is expected to provide:

- **Quarterly development/improvement roadmap**
 - Planned enhancements
 - Expected delivery timelines
- Updates on any changes to previously communicated timelines

Regular service reviews should be held to:

- Review performance
- Identify improvement opportunities
- Strengthen Service Provider – Customer relationship

11. Service Credits

Where the Service Provider fails to achieve the agreed service availability commitments, the Customer (John G Russell) may be entitled to service credits.

Monthly Availability	Service Credit
99.5% or above	No Credit
99.0% - 99.49%	5% of Monthly Service Charges
98.0% - 98.99%	10% of Monthly Service Charges
Below 98.0%	20% of Monthly Service Charges

12. Security & Compliance

The Service Provider must ensure that all services are delivered in line with applicable security and compliance requirements.

This includes:

- Protection of Customer (John G Russell) data
- Appropriate access controls
- Compliance with agreed policies and regulations
- Secure handling of incidents and changes

Any security-related incidents must be escalated immediately and handled with appropriate priority

The Service Provider shall maintain a publicly accessible service status page, or provide an equivalent communication mechanism, detailing service outages, maintenance activities, and service restoration updates.

13. Maintenance & Downtime

Planned maintenance that may affect service availability must be communicated in advance and scheduled to minimise business impact where possible

The Service Provider shall provide:

- A minimum of **10 Business Days notice** for planned maintenance activities.
- In exceptional circumstances, no less than **5 Business Days notice** unless otherwise agreed by the Customer (John G Russell).

Maintenance notifications shall include:

- Date and time of maintenance
- Expected duration
- Services affected
- Potential customer impact
- Contact details for any support queries

Emergency maintenance must be:

- Communicated as soon as practicable
- Managed with clear updates provided to the Customer (John G Russell)

Downtime should be kept to a minimum and followed by confirmation when services are restored.

14. Term & Termination

This SLA remains in effect for the duration of the service relationship unless superseded by a formal agreement.

The SLA shall be:

- Reviewed periodically
- Updated to reflect changes in service delivery or business requirements

Termination of the SLA follows the terms defined within the contractual agreement between both parties.

15. Approval & Signatures

By signing this document, both parties confirm that they:

- Understand the expectations outlined in this SLA
- Agree to adhere to the defined service standards
- Commit to maintaining a collaborative working relationship

Party	Name	Title	Signature / Date
Service Provider			_____
Service Provider			_____
Customer (John G Russell)			_____
Customer (John G Russell)			_____