

QF SHARED SERVICES

SERVICE LEVEL AGREEMENT (SLA)

For

Qatar Foundation

By

Information Technology Directorate

Document Information

Document Owner:	Sa'di Awienat – Director, Information Technology
Business Relationship Manager:	Bassam Shabab – Alliances Manager, Information Technology
Effective Date:	01 st July 2009

VERSION

Version	Date	Revision / Description	Author(s)
1.0	7 th July 2008	Base Level SLA	Bassam Shabab
2.0	31 st May 2009	Annual review.	Bassam Shabab

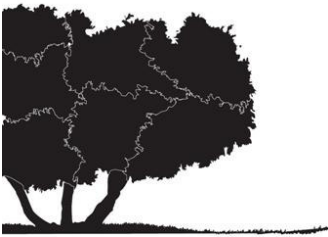
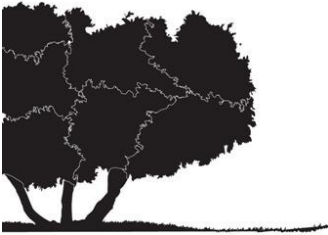


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1. AGREEMENT OVERVIEW

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between the Information Technology Directorate and the Customers for the provisioning of services required to support and sustain QF Shared Services pertaining to Information Technology.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders. Changes are recorded in the Amendments section of this Agreement and are effective upon mutual endorsement by the primary stakeholders.

This Agreement outlines the parameters of all 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. GOALS & OBJECTIVES

The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent service support and delivery to the Customer(s) by the Service Provider(s).

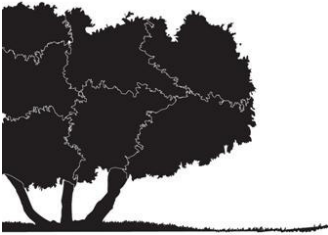
The **goal** of this Agreement is to obtain mutual agreement for service provision between the Service Provider(s) and Customer(s).

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.

3. DEFINITIONS

- EC – Education City
- QF – Qatar Foundation
- QFIT - Qatar Foundation Information Technology
- CSD – Client Service Desk
- PMO – IT Project Management Office
- SM – Service Management for Enterprise Applications
- EA – Enterprise Architecture
- AM – Alliances Management for the IT directorate
- ITD – Information Technology



4. STAKEHOLDERS

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

Service Provider(s): Information Technology Directorate

Customer(s): QF Operations (Universities and Centers)

The following stakeholders are responsible for the deployment and ongoing support of this agreement:

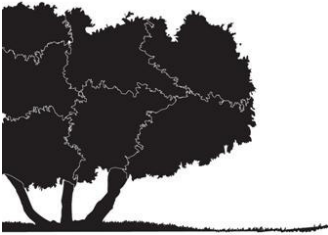
Stakeholders	Title / Role	Contact Information
Sa'di Awienat	Director, Information Technology	sawienat@qf.org.qa
Bassam Shabab	QFIT Alliances Manager	bshabab@qf.org.qa

5. SERVICE ENVIRONMENT

The following information provides detail on the users, tools, applications and/or other components supported by the SLA:

QFIT provide one or more of its services to all Qatar Foundation and its affiliates as follows

QFIT Range of Services	QF Customers
Full service	QFHQ and affiliated Centers



6. PERIODIC REVIEW

This Agreement is valid from 01st July 2009 to 30th June 2010 and should be considered binding. This Agreement will 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, provided 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: Bassam Shabab – QFIT Alliances Manager

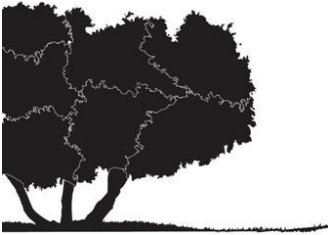
Review Period: Annually

Previous Review Date: 01st July 2008

Next Review Date: 01st May 2010

This Agreement will be posted to the following location and will be made accessible to all stakeholders:

Document Location: QF Portal > Divisions > Information Technology
<http://qf-portal/IT/Pages/default.aspx>



7. SERVICE AGREEMENT

This document sets out a frame work for the provision of services by QF's Administrative Departments via specific Service Level Agreements (SLA's) in order to efficiently and effectively provide agreed services to Customers, and to formalise the relationship and clarify the responsibilities of each party. The rationale for this approach is based on engaging QF's Administrative Departments to provide agreed services, rather than replicating those functions itself or contracting an unrelated company to provide them in order to:

- access QF's skilled staff and well developed operating systems
- obtain value for money through scale efficiencies, relative to that achievable by the Customer in isolation
- ensure a close relationship with QF's central administration functions
- ease of co-ordination of service delivery

Since this is a base-level SLA and services are delivered in a Shared Services model, the terminology will be generic in nature and may not appear to address the specific business environment in which the service is delivered.

7.1 SERVICE SCOPE

The following Services are covered by this Agreement.

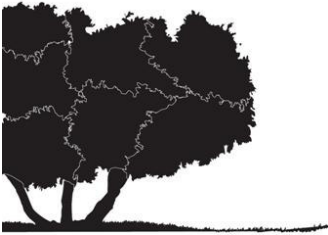
Note: Full descriptions, specifications are outlined in the Shared Service Catalog.

- Client Service Desk (CSD)
- Onsite Support.
- Basic Network Service
- Telecommunication Service (Phones)
- Internet Connectivity
- Email Services
- Distributed Computing Services (shared folders system and other systems)
- Enterprise Applications (ERP and other applications)
- Enterprise Operation Center (Hosting systems for QF and others)
- Backup and data recover services
- Management/Business Services & Consultancy
- PMO Services

7.2 SERVICE LEVEL AGREEMENT OBJECTIVES

The objectives of this SLA between the QFIT, who will deliver the services and the Customer as outlined in Section 4 above are as follows:

- Ensure clarity of responsibilities between QFIT and its customers



- Clearly define the scope of all services to be delivered
- Establish the scope of and levels of service that the Customer can expect from the Provider (QFIT)
- Provide Customers with a defined level of service against which Customer satisfaction with service received can be measured
- Provide Customers with a performance measurement tool for the QFIT services
- Provide a process for corrective action / alternative service provision if QFIT is unable to deliver as per the approved requirements, or if the parties agree that there is a more effective alternative means of delivering services.

7.3 CUSTOMER RESPONSIBILITIES & REQUIREMENTS

Customer responsibilities and/or requirements in support of this Agreement includes in the most part :

- notifying the CSD of their request through,
 - phone 45-40070
 - fax 45-40748
 - email itsupport@qf.org.qa
- Submit the information required if any (Filling out a form may be required) and/or obtain any preauthorization needed. All the QFIT Service Forms are listed on QF Portal eForms section.
- All requests should be for the services that are currently offered by QFIT
- Customer should follow the QFIT portal published escalation process
- Customer should grant the necessary access and permissions to deliver a service or when performing a service call.
- Implementing actions that facilitate workarounds or provides mitigation of risks or faster resolutions to incidents or fulfillment of requests

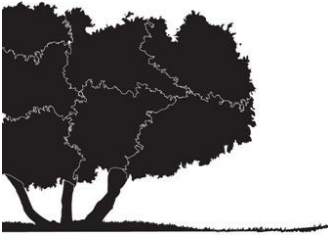
QFIT Service Table and customer requirement

#	Main Service	Requirement
1	Client Service Desk (CSD)	Customer to place a request to CSD through Phone, Fax or email (CSD contact numbers are stated above)
2	Onsite IT Support and other IT services	Customer to register a call/request with the Client Service Desk (CSD). User maybe required to complete the necessary application or questionnaire with the required information. (The relevant forms are on QF portal, eforms section)

7.4 SERVICE PROVIDER RESPONSIBILITIES & REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with QFIT services (See **CSD Business Impact table**)
- Generating semi-annual reports on service levels
- Training required for IT staff on appropriate service support tools and services.



- Logging all CSD service call requests activities and times associated with services provided for tracking and reporting purposes. Reports can be reviewed/requested by the Customer
- Appropriate notification to Customer for all scheduled maintenance and schedule outages
- Facilitation of all service support activities involving incident, problem, change, etc. while communicating them appropriately to all end users.
- Propose, evaluate and prepare when possible various IT call off agreements with the Procurement Directorate for commonly used IT equipment and services, When applicable, enduser management will be consulted
- Consult, approve, and coordinate with third party vendors all IT relevant and related activity.

7.5 SERVICE ASSUMPTIONS

Assumptions related to in-scope services and/or components include:

- Changes to IT services will be documented and communicated to Customers, QFIT change control process if and when applicable will seek approval of the affected user community management.
- Performance measurement and reporting on the implementation of large IT project for Customers are done on a project-by-project basis and within an agreed duration with the customer

8. SERVICE MANAGEMENT

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring, measurement and reporting of in-scope services and related components.

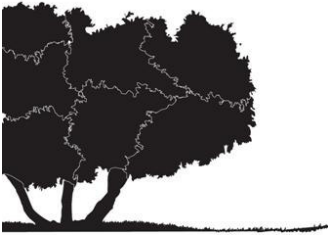
8.1 SERVICE AVAILABILITY

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- QFIT Client Service Desk (CSD) normal operation is 6am to 6pm
- QFIT Client Service Desk (CSD) is available for emergency 7x24 through phone only @ 4540073
- QFIT Network and applications are available 7x24 except during the announced down time (maintenance window).

8.2 AVAILABILITY RESTRICTIONS

- The QFIT Client Service Desk (CSD) will be off on public holidays but will continue to accept emergency phone calls.
- The QFIT will communicate the planned down time or restrictions of any specific service. Down time will always be planned during the off peak/ non-business hours when possible.



8.3 SERVICE MEASUREMENT

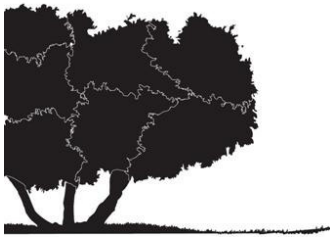
Appropriate measurements will be established and maintained by the QFIT (Service Provider) to ensure optimal service provision to the Customer:

- Please see Appendix C : QFIT Service Level Management for detailed information

8.4 SERVICE LEVEL REPORTING

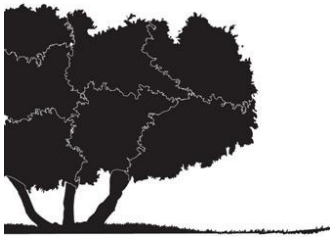
QFIT will publish a semi-annual report on the QF portal for the performance for all QFIT services through appropriate Key Performance Indicators (KPI). These will be used for any scheduled Service Review meetings with the Customers

Report Name	Interval	Recipient	Responsible
QFIT Semi-Annual Service Performance Report	Semi-Annually	All QFIT Customers	Business Relationship Manager



9. APPENDIX A- QFIT SERVICE PORTFOLIO

Reference No.	Service	Service Description
1	Client Service Desk (CSD)	A Single Point of Contact (SPOC) to communicate with QFIT for all IT incidents & Service requests/ Service Calls
2	Onsite Support.	Technical Engineers that can provide IT support on location or remotely to the subscribed customer
3	Basic Network Service	Provide network connectivity for the customer
4	Telecommunication Service (Phones)	Provide phone connections and phone devices for the subscribed customer
5	Internet Connectivity	Provide a path and connectivity to the world Wide Web for the subscribed customer
6	Email Services	Provide Email Services for the subscribed customer
7	Distributed Computing Services (shared folders system and other systems)	Provide distributed Computing Services for the subscribed customer
8	Enterprise Applications (ERP and other applications)	Provide and customize an ERP solution and connection for the subscribed customer
9	Enterprise Operation Center (Hosting systems for QF and others)	Provide space in the Datacenter to host servers and hardware for the subscribed customer
10	Backup and data recover services	Provide the customer the capability to backup and restore data/ information
11	Management/Business Services & Consultancy	Provide IT management and consultancy services leveraging and sharing the broad and in-depth experience within QFITs .
12	PMO Services	Provide a project management office to manage large scale IT projects

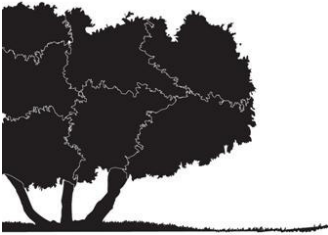


10. APPENDIX B - QFIT CSD BUSINESS IMPACT TABLE (PRIORITY TABLE)

Business Impact table (to help set the Service Call/Incidents business impact)

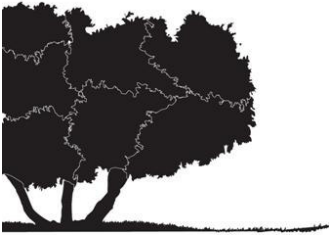
CSD PRIORITY	BUSINESS IMPACT Sample Scenarios to be used as an aid and adapted to suit specific business incident/ service call	Anticipated Response Time	TIME TO RESOLVE
1 Critical	<ul style="list-style-type: none"> A whole site network is down A whole sites wired telephony is down 	10 Minutes	3 Business Hours
2 Emergency	<ul style="list-style-type: none"> More than 20 Users who cannot access at least 1 core service An entire department/office has lost access to a service 	30 Minutes	5 Business Hours
3 High	<ul style="list-style-type: none"> User is has a Heightened status. User is from HHO An officially designated home worker who cannot access at least 1 core service 	1 Hour	24 Business Hours (Equivalent to 3 working days)
4 Medium	<ul style="list-style-type: none"> One or more Users who cannot access 1 or more core services Help and advice on functionality of Core Services 	5 Hours	48 Business Hours (Equivalent to 6 Working Days)
5 Low	<ul style="list-style-type: none"> A single user issue that has a workaround A non-core service identified internally at fault but with no user contacts. 	24 Hours	120 Business Hours (Equivalent to 15 Working days)
Out Of Scope	<ul style="list-style-type: none"> Request does not fall into a supported category EG Hotmail or personal computer issues Troubleshooting or basic assistance may be provided SLA's permitting 	No SLA	None Apply

Business Hours are from 7:30 AM to 3:30 PM Sunday to Thursday



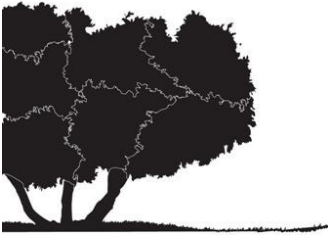
11. APPENDIX C: QFIT SERVICE LEVEL MANAGEMENT (SLM)

Reference No.	Service	Key Performance Indicator (KPI)
1	Client Service Desk (CSD)	
2	Onsite Support.	<ul style="list-style-type: none"> • 1-Critical – 3 Business Hours • 2-Emergency - 5 Business Hours • 3-High - 24 Business Hours (Equivalent to 3 working days) • 4-Medium - 48 Business Hours (Equivalent to 6 Working Days) • 5-Low - 120 Business Hours (Equivalent to 15 Working days)
3	Basic Network Service	98% availability (excluding planned down time).
4	Telecommunication Service (Phones)	98% availability (excluding planned down time).
5	Internet Connectivity	98% availability (excluding planned down time).
6	Email Services	98% availability (excluding planned down time).
7	Distributed Computing Services (shared folders system and other systems)	98% availability (excluding planned down time).
8	Enterprise Applications (ERP and other applications)	98% availability (excluding planned down time).
9	Enterprise Operation Center (Hosting systems for QF and others)	98% availability (excluding planned down time).
10	Backup and data recover services	98% availability (excluding planned down time).
11	Management/Business Services & Consultancy	The performance duration time is negotiated, planned and agreed with the customer on a project-to-project basis
12	PMO Services	



12. APPENDIX D - ANNUAL SUPPORT COSTS

Shared Services Cost is recharged to QF Operations (Universities and Centers) based on QF Cost Allocation methodology. For detailed information on the Shared Services Cost, please contact the Shared Services Manager on (45-40756). All centers will be consulted in due course.



13. AGREEMENT

This agreement will operate from 01st July 2009 to 30th June 2010 and should be considered binding. (However it is subject to monitoring and evaluation to ensure adherence and satisfaction of results).

Any amendments and/or modifications shall be negotiated between the parties, documented in writing, signed by both parties, and annexed to this agreement.

The signatures below indicate concurrence with all terms and conditions of this agreement.

Customer Director	QF Information Technology Directorate Director
Name:	Name: Sa'di Awienat
Signature:	Signature:
Date: 22 nd June 2009	Date: 22 nd June 2009