SERVICE LEVEL AGREEMENT

1. INTRODUCTION

This Service Level Agreement (SLA or Agreement) document describes the general scope and nature of the services the Company will provide in relation to the System Software (RMS Operating System and related components) used by the Customer.

This document and associated attachments is unique per Customer and defines the support services to be provisioned during the period specified and the associated fee schedules.

This document is pursuant to the License Agreement under which the Customer uses the System Software.

1.1 DEFINITIONS

In this Agreement and associated documents, the following expressions have these meanings set against them:

Customer	<customer name>
Company	Datapoint U.S.A., Inc.
Application Software	Other programs operated on the Company's system where either: i) supplied by the Company under separate agreement with the Customer ii) supplied by a third party or developed by the Customer for his own use, insofar as they are intended to integrate with or use System Software or Application Software previously supplied by the Company.
Assignment	The response by the Company to a request for Support assistance
Fault Condition	A fault condition is one in which the expected operation of a product fails due to improper design. A fault condition would not include requests by the Customer for functional enhancements nor modifications of the existing design to overcome limitations of a particular product.
Pre-booked (Ad-Hoc) Services	Services requested by the Customer which are not included within the scope of the Agreement. Additional charges will apply based upon the Service Fee Schedule section.
Support	Technical expertise in use of the System Software that is provided by the Company's staff or agents

Sample Service Level Agreement For Application Support

Jiyuan Zhang

Sample Service Level Agreement For Application Support:

   Vendor Management: Using COBIT 5 ISACA,2014-02-01   Application Administrators Handbook Kelly C Bourne,2013-09-16 An Application Administrator installs updates optimizes debugs and otherwise maintains computer applications for an organization In most cases these applications have been licensed from a third party but they may have been developed internally Examples of application types include Enterprise Resource Planning ERP Customer Resource anagement CRM and Point of Sale POS legal contract management time tracking accounts payable receivable payroll SOX compliance tracking budgeting forecasting and training In many cases the organizations are absolutely dependent that these applications be kept running The importance of Application Administrators and the level to which organizations depend upon them is easily overlooked Application Administrator s Handbook provides both an overview of every phase of administering an application from working the vendor prior to installation the installation process itself importing data into the application handling upgrades working with application users to report problems scheduling backups automating tasks that need to be done on a repetitive schedule and finally retiring an application It provides detailed hands on instructions on how to perform many specific tasks that an Application Administrator must be able to handle Learn how to install administer and maintain key software applications throughout the product life cycle Get detailed hands on instructions on steps that should be taken before installing or upgrading an application to ensure continuous operation Identify repetitive tasks and find out how they can be automated thereby saving valuable time Understand the latest on government mandates and regulations such as privacy SOX HIPAA PCI and FISMA and how to fully comply   *The Strategic CIO* Philip Weinzimer,2018-12-14 Recognized as One of the Best Business Books for 2014 by CIO Magazine Based on interviews with more than 150 CIOs IT business executives and academic thought leaders The Strategic CIO Changing the Dynamics of the Business Enterprise provides insight success stories and a step by step methodology to transform your IT organization into a strategic asset that drives customer value increases revenues and enhances shareholder wealth The book details how strategic CIOs from FedEx Procter Gamble McKesson and other leading companies transformed their organizations It illustrates the methods these CIOS used to become strategic partners that collaborate effectively within their organizations to leverage information and technology for a competitive advantage The text will help you assess the key competencies and skills required by IT personnel to partner with your business teams to create new and enhanced products and services that create customer value increase margin and enhance shareholder wealth The book includes powerful methodologies time saving templates proven best practices and helpful assessments It also details a four phase methodology along with the associated activities and tools to help your IT organization successfully transform into a strategic IT organization Gain insight into the four domain competencies and twelve associated skills required to build effective strategic IT organizations Build your roadmap to success using the transformation methodology described in the text and you will be on your way to making your organization

a strategic IT organization Read Philip Weinzimer s recent article that appeared on CIO com   Outsourcing Software Development Offshore Tandy Gold,2004-11-15 In Offshore Software Development Making It Work hands on managers of Offshore solutions help you answer these questions What is Offshore and why is it an IT imperative What do you need to do to successfully evaluate an Offshore solution How do you avoid common pitfalls How do you confront security an   ,

Service Agreements - A Management Guide itSMF International,2006-09-09 Note This book is available in several languages Chinese English This book provides a more thorough approach to service agreements than available so far It takes the material from ITIL best practices one step further by providing a more comprehensive and holistic approach to service agreements   *Service Level Agreements* Sara Cullen,2006-07   **Service Level Agreements for Cloud Computing** Philipp Wieder,Joe M. Butler,Wolfgang Theilmann,Ramin Yahyapour,2011-11-06 Service Level Agreements for Cloud Computing provides a unique combination of business driven application scenarios and advanced research in the area of service level agreements for Clouds and service oriented infrastructures Current state of the art research findings are presented in this book as well as business ready solutions applicable to Cloud infrastructures or ERP Enterprise Resource Planning environments Service Level Agreements for Cloud Computing contributes to the various levels of service level management from the infrastructure over the software to the business layer including horizontal aspects like service monitoring This book provides readers with essential information on how to deploy and manage Cloud infrastructures Case studies are presented at the end of most chapters Service Level Agreements for Cloud Computing is designed as a reference book for high end practitioners working in cloud computing distributed systems and IT services Advanced level students focused on computer science will also find this book valuable as a secondary text book or reference   Exam Ref AZ-104 Microsoft Azure Administrator Certification and Beyond Donovan Kelly,2024-09-30 Leverage Azure s storage security networking and compute services to ace the AZ 104 exam and excel in your daily tasks Purchase of this book unlocks access to web based exam prep resources such as mock exams flashcards exam tips and the eBook PDF Key Features Prepare for the AZ 104 exam with the latest exam objectives and content Gain hands on Azure experience with practical labs for real world administrative tasks Assess your exam readiness with challenging mock exams Book DescriptionTake the first step toward excellence in Azure management and earning your Microsoft certification with this hands on guide This third edition of Exam Ref AZ 104 Microsoft Azure Administrator Certification and Beyond offers comprehensive insights and step by step instructions that follow the latest AZ 104 exam objectives You ll work your way from foundational topics such as Azure identity management and governance to essential skills such as deploying and managing storage solutions configuring virtual networks and monitoring Azure resources Each chapter includes practice questions to reinforce your understanding and enhance your practical skills The book also provides you with access to online mock exams interactive flashcards and expert exam tips helping you assess your readiness and boost your confidence before the exam By the end of this book you won t

just be prepared to pass the AZ 104 exam you ll also have the expertise needed to efficiently manage Azure environments in real world scenarios What you will learn Manage Azure AD users groups and RBAC Handle subscription management and governance implementation Customize and deploy Azure Resource Manager templates Configure containers and Azure app services Manage and secure virtual networks comprehensively Utilize Azure Monitor for resource monitoring Implement robust backup and recovery solutions Who this book is for This book is for cloud administrators engineers and architects looking to understand Azure better and get a firm grasp on administrative functions or anyone preparing to take the Microsoft Azure Administrator AZ 104 exam A basic understanding of the Azure platform is needed but astute readers can comfortably learn all the concepts without having worked on the platform before by following all the examples present in the book **Unanticipated Dynamic Adaptation of Mobile Applications** Mohammad Ullah Khan,2010 5 2 1 Runtime Matching of Plans and Types 5 2 2 Creation of a Stable Variability Model 5 2 3 Dynamicity of the Variability Model 5 3 Adaptation Reasoning 5 3 1 Basic Reasoning Approach 5 3 2 Meeting Resource Constraints 5 3 3 Meeting Architectural Constraints 5 3 4 Pros and Cons 6 Middleware 6 1 Middleware Architecture 6 1 1 Information Model 6 1 2 Bundle Manager 6 1 3 Adaptation Middleware 6 1 4 Repository 6 2 Middleware Implementation 6 2 1 Runtime Creation of the Variability Model 6 2 2 Adaptation Reasoning 6 2 3 Implementation Status 7 Methodology and Tools 7 1 Model Driven Development Approach 7 2 Methodology 7 2 1 Analysis 7 2 2 Domain Model 7 2 3 Variability Model 7 2 4 Model Transformation 7 2 5 Deployment 7 2 6 Testing and Validation 7 3 Tool Support 7 3 1 Modeling Tool 7 3 2 CQL Editor 7 3 3 UML2JavaTransformation Tool 7 3 4 Static Validation Tool 7 3 5 Context Simulation tool Part III Evaluations and Conclusions 8 Test Applications 8 1 Testing the Unanticipated Adaptation Behavior 8 1 1 Bundle 1 8 1 2 Bundle 2 8 1 3 Bundle 3 8 1 4 Execution of the Test 8 1 5 Comments on the Test Results 8 2 Testing Scalability 8 2 1 Variability Models under Test 8 2 2 Execution of the Test 8 2 3 Test Results and Comments 9 Discussions 9 1 Limits of Unanticipation 9 2 Support of Unanticipation 9 3 Shortcomings 9 4 Future Work References Part IV Appendices A Updated Middleware Source Code B Publications Back cover *Integrating Service Level Agreements* John K. Lee,Ron Ben-Natan,2002-10-02 Service level agreements SLAs offer service providers a way todistinguish themselves from their competitors in today s volatile hypercompetitive market This book offers an innovative approachthat takes full advantage of current interface automation andInternet based distribution and reporting technologies Addresses business level SLAs not just device level SLAs Describes a revolutionary approach that combines networkmanagement service management field service activities entitlement and rating with workflow automation technologies **Distributed Applications and Interoperable Systems** Jadwiga Indulska,Kerry Raymond,2007-06-27 This book constitutes the refereed proceedings of the 7th IFIP WG 6 1 International Conference on Distributed Applications and Interoperable Systems DAIS 2007 held in Paphos Cyprus in June 2007 It covers current research in context awareness adaptation mobility distributed applications and peer to peer computing all of which relate to the sustainability of distributed

applications and integrated systems **Management of Chemical and Biological Samples for Screening Applications** Mark Wigglesworth,Terry Wood,2012-12-05 Filling an obvious gap in the scientific literature this practice oriented reference is the first to tie together the working knowledge of large screening centers in the pharmaceutical and biotechnological field It spans the entire fi eld of this emerging discipline from compound acquisition to collection optimization for specific purposes to technology and quality control In so doing it applies two decades of expertise gathered by several large pharmaceutical companies to current and future challenges in high throughput screening With its treatment of libraries of small molecules as well as biobanks containing biomolecules microorganisms and tissue samples this reference is universally applicable for any molecular scientist involved in a large screening program *InfoWorld* ,1998-03-09 InfoWorld is targeted to Senior IT professionals Content is segmented into Channels and Topic Centers InfoWorld also celebrates people companies and projects *A Practical Guide to Reducing IT Costs* Anita Cassidy,Dan Cassidy,2009-12-15 This text provides a toolkit of innovative ideas to assess and decrease costs in an organization It outlines a compilation of practical advice based on interviews and comments from more than 60 CIOs and IT leaders and includes many other proven ideas that will successfully reduce IT costs Implementing Service and Support Management Processes Carrie Higday-Kalmanowitz,2005-03-11 The purpose of this book is to provide practical process guide for technical support centres It is based on the ITAL processes covered in Service Support ISBN 011330952X and Service Delivery ISBN 0113309503 but also includes additional processes as well as a Balanced Scorecard Service Model Processes covered in the book are Financial and Operations Management Knowledge Management Configuration Management Change Management Release Management Incident Management Problem Management Service Level Management Capacity and Workforce Management Availability Management IT Service Continuity Management and Customer Satisfaction Measurement **A Practical Guide to Service Management** Keith D. Sutherland,Lawrence J. "Butch" Sheets,2023-10-13 Develop and improve the service management capabilities of your organization or business with this comprehensive handbook Key Features A complete pragmatic guide on service management from industry experts Learn industry best practices and proven strategies to establish and improve a service management capability Get hands on with implementing and maintaining a service management capability Purchase of the print or Kindle book includes a free PDF eBook Book DescriptionMany organizations struggle to find practical guidance that can help them to not only understand but also apply service management best practices Packed with expert guidance and comprehensive coverage of the essential frameworks methods and techniques this book will enable you to elevate your organization s service management capability You ll start by exploring the fundamentals of service management and the role of a service provider As you progress you ll get to grips with the different service management frameworks used by IT and enterprises You ll use system thinking and design thinking approaches to learn to design implement and optimize services catering to diverse customer needs This book will familiarize you with the essential process capabilities required for an

efficient service management practice followed by the elements key to its practical implementation customized to the organization s business needs in a sustainable and repeatable manner You ll also discover the critical success factors that will enhance your organization s ability to successfully implement and sustain a service management practice By the end of this handy guide you ll have a solid grasp of service management concepts making this a valuable resource for on the job reference What you will learn Discover a holistic approach to managing services Get acquainted with the service management methods frameworks and best practices Understand the significance of a service management strategy Demonstrate your skills to deliver high quality timely services Find out how to become a respected business partner to your customers Recognize the role of governance outcomes and markets Grasp the concept of value capture and maintaining value over time Explore common processes that lay the foundation for effective service management Who this book is forThis book is for anyone interested in gaining a general understanding of the value of enterprise IT service management ESM ITSM including but not limited to IT leadership key business managers business process analysts business analysts IT consultants IT professionals project managers systems integrators service desk managers managed service providers solution providers and sales staff Whether you re new to service management or have prior experience you ll find valuable insights in this book **Network World** ,1999-08-23 For more than 20 years Network World has been the premier provider of information intelligence and insight for network and IT executives responsible for the digital nervous systems of large organizations Readers are responsible for designing implementing and managing the voice data and video systems their companies use to support everything from business critical applications to employee collaboration and electronic commerce **The Complete Guide to IT Service Level Agreements** Andrew Hiles,2002 Covering all aspects of Information Technology Service Level Agreements SLA s this essential manual is a step by step guide to designing negotiating and implementing SLA s into your organization It reviews the disadvantages and advantages gives clear guidance on what types are appropriate how to set up SLA s and to control them An invaluable aid to IT managers data center managers computer services systems and operations managers This unique comprehensive guide is a major update of Andrew Hiles landmark 1991 guide to Service Level Agreements and 2000 Second Edition **The Service Catalog** Mark O'Loughlin,2010-07-13 The Service Catalog means many different things to many different people However most would agree that a catalog that helps customers and users to quickly identify the services they require clearly adds value In turn this helps organizations identify key services that support business processes understand the contribution made by those services and manage them appropriately This well constructed book provides practical advice and information that will help organizations to understand how to design and develop a service catalog and to understand the role that the service catalog performs within the service portfolio Readers will gain practical information and knowledge that will help with understanding the full concept of the service catalog understanding the scope of the service catalog building an appropriate service catalog for your organization

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