



Service Description

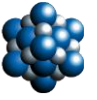
Support Services

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**SALT Essential Information
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Contents

Terms and Conditions	4
Support Services - Retainer	4
Support Services – Onsite	5

Tables

Table 1: Revision Details	2
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Revision Details

Change Control: The below table should be updated if any changes are made to the document. Table 1: Revision Details

Description of Change	Version	Date	Author
Initial Version	2012-01	01/11/2011	Jürgen R. Weiss
Changes to Telephone number	2016-01	01/05/2016	Christiane Fendler
Update of Services	2019-01	01/11/2011	Vanessa Maresch





Terms and Conditions

- 1.1 In addition to the SALT's Service Description General Terms and Conditions, the Customers', Resellers' or its Customers' use of the Services described in this document are subject to the additional terms and conditions as described in this document. Should any Section or provision of this document contravene with any Section of the SALT's Service Description General Terms and Conditions, the provisions of this document will supersede.

Support Services - Retainer

2.1 Introduction

- 2.1.1 SALT provides subscribed Customer's with technical support as agreed between the Parties in The Customer SLA.
 2.1.2 Service Requests are placed with the SALT Service Desk in Windhoek by the Customers' authorised staff member(s).
 2.1.3 All Customer Users will have access via the Customer's authorised staff member(s) to SALT's Service Desk to receive assistance related to the usage of Software and Hardware, and to resolve problems experienced.
 2.1.4 To manage costs, where- and whenever possible, SALT attempts to provide remote support by remote control of a User's Workstation / Customer server and/or telephonic support, or alternatively via visiting the Customer's Site as and when required.
 2.1.5 Should the initial remote trouble shoot support indicate that an on-site support call is required, Salt will dispatch a Salt Engineer, to the Customer's physical premises. In this scenario the applicable travel time to Customer site will be added to 3.2 below.
 2.1.6 Should the minimum number of hours (retainer) that the Customer has subscribed to under the Customer SLA and as specified in Annexure "Schedule of Services and Costs" be insufficient for SALT to discharge its obligations in terms of the Customer SLA, a Variation Fee at a higher rate will be charged.

2.2 Deliverables

Table 1: Services enabling Outcomes

		Impact		
		Service Impacted	Department Impacted	Employee Impacted
Urgency	High	P1 - Critical Complete system failure impacting on critical business processes or clinical care <ul style="list-style-type: none"> Site Down Total loss of Email for the organisation Total loss of file servers 	P2 – Urgent <ul style="list-style-type: none"> Issue affects only a small number of users. 	P3 – High Any other fault that causes the Customer inconvenience in performing normal day-to-day business transactions. For example: <ul style="list-style-type: none"> Password Reset Individual PC or Printer problems. Web Browsing problems Account Lockout Software Install
	Med	P2- Urgent Any fault which prevents the Customer from performing normal day-to-day business transactions. For example: <ul style="list-style-type: none"> Partial system failure impacting on critical business processes or clinical care and affecting all users. PC failure where no alternative available. Site/Service functioning but performance is degraded. 	P3 – High <ul style="list-style-type: none"> Site / Service functioning but performance may not be optimal. 	P4 – Medium Non Urgent Problems Faults that can be classified as general assistance enquiries. For example: <ul style="list-style-type: none"> Application enhancement requests such as software upgrades, Printer set up. Cosmetic fault/Configuration change requests How do I search queries?
	Low	P3 - High <ul style="list-style-type: none"> Printer failure where no alternative available and printing affects patient care. 	P4 – Medium <ul style="list-style-type: none"> No Impact on live services or business operations for the department 	P5 – Low <ul style="list-style-type: none"> for example Equipment moves Re patching

2.3 Responsibilities

- 2.3.1 Customers subscribing to this Service must subscribe to a minimum number of hours per month (retainer).





2.3.2 The Customer must adhere to SALT's Service Request procedure as published on SALT's web site at <http://www.salt.na/terms-conditions/>.

Support Services – Onsite

3.1 Introduction

3.1.1 SALT provides a Field Support Engineer ("FSE") for an agreed number of hours per month to the Customer, to perform the tasks as agreed to between Salt and the Customer. The FSE best qualified to address the need/issue will be assigned by the SOC (Service Operations Centre) officer and attend to the ticket within the priority schedule.

3.2 Deliverables

3.2.1 The FSE will: -

3.2.1.1 Identify the root cause of the problem if the ticket is not based on scheduled maintenance or IMACD (Installation, Move, Add, Change, and Disposal of computer equipment and/or services)

3.2.1.2 Will resolve the ticket within the agreed MTTR (Mean Time To Repair) and mtrr (mean time to respond)

3.2.1.3 Complete a ticket status update and notify the client accordingly

3.3 Responsibilities

3.3.1 Salt will ensure that they have the required certified Field Support Engineer(s) to deliver and execute services as agreed.

3.3.2 Salt will update and notify the customer of any blockages/challenges while during the ticket MTTR phase.

3.3.3 The Customer is to ensure that the User/Equipment login information is available for the Salt FSE to attend to the ticket.

3.3.4 The Customer will notify Salt within 48-hours if a ticket is to be reopened, or if there is any service dispute for said ticket. Failure to notify Salt in writing of dispute resolution, it will be accepted that the resolution applied was successful and to the customers satisfaction, and as such billable.

3.3.5 Upon completion of the ticket, the FSE will send the customer a system generated request to electronically approve the work completed by the FSE. It is the responsibility of the Customer to electronically approve the ticket. Should a ticket be in dispute, please refer to 4.3.4, alternatively it will be accepted that the Customer is in agreement and satisfied with the services.

Termination of Services

4.1 Should the customer wish to terminate any of the services hereto engaged as per the Service Order, the customer will: -

4.1.1 Give Salt 30 days' notice in advance of such termination

4.1.2 The customer will also introduce Salt to the new service provider within 3 working days from such notice to the new service provider to all for zone file transfer for the DNS services and the databases and web content for the Web Hosting services.

