

Service Description

Support Services

Version 2019-01, Rev. 001

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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
Update of Services	2019-01	01/11/2011	Vanessa Maresch
Update of Services	2019-01	12/01/2022	Maggi De Waal





Terms and Conditions

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 is 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' authorized staff member(s).
- 2.1.3 All Customer Users will have access via the Customer's authorized 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 troubleshoot 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/rate to the 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

Response Times to Calls at Salt's Service Desk





Salt Essential IT provides subscribed Customers with technical support as agreed between the Parties in their Master Agreement.

Service Requests are logged via e-mail, to assist@salt.na, or via telephone calls to the Helpdesk Centre by the Customers' authorized staff member(s).

Service Requests from the Customer will be attended to in accordance with the following priority schedule:

Priority 1 (Critical)

Problems affecting multiple users and causing a cessation of work within an entire Customer Component, site, floor, or building:

The problem will be attended to within 30 (thirty) minutes of a Service Request being logged. Essential Users of each affected Customer will be notified regularly until the issue is resolved or once a definite timeframe for the resolution of the problem can be determined. Examples of Priority 1 incidents include: Server hardware failure, the main service (e-mail, storage resource, business system) failure, or failure of an entire network, provided that such equipment is covered by this agreement.

Priority 2 (Urgent)

Problems causing a complete stoppage of work for an individual Customer User:
A Helpdesk engineer will be dispatched within 60 (sixty) minutes of a Service Request being logged. The User will be notified regularly of the status of the incident until the issue is resolved or the timeframe for the resolution can be determined. The engineer will notify the User if the problem is successfully resolved.

Typical Priority 2 events include: failure of computer hardware, loss of connection to the network, or any major service when it is the individual's primary function, provided that such equipment is covered by this agreement.

Priority 3 (High)

Problems affecting multiple users, which prevents the successful and timely completion of work:
Such a Service Request will have a Response Time of 2 (two) hour after it has been logged. The User who logged the Service Request will be regularly notified of the status of the incident until the issue is resolved or a timeframe required for the resolution can be determined.

Typical Priority 3 problems include: printing problems when print jobs cannot be re-routed to other printers and Software/Application errors that affect the performance of Users' work.

Priority 4 (Standard)

Problems interfering with the timely and effective work of an individual but not resulting in complete stoppage of work: Such a Service Request will have a Response Time of 4 (four) hours after it has been logged. The affected User will be notified regularly of the status of the incident until the issue is resolved or the timeframe required for the resolution can be determined.

Typical Priority 4 problems include: inability to use a particular software package, printer failures when print jobs can be re-routed to other printers, installation of a new Workstation, or data questions within an Application.

Priority 5 (Low or Scheduled)

Required services to be scheduled within 5 (five) working days of the time a Service Request is logged. The 5-day timeframe may be extended if additional time is needed to acquire IT Resources. The Users will be notified regularly of the status of the Service Request until the issue is resolved or the timeframe required for the resolution can be determined.





Examples include

New and updated access to Applications, new Software to be installed on a Workstation, and access to existing Software or Applications on the Network.

2.3 Responsibilities

2.3.1 Customers subscribing to this Service must subscribe to a minimum number of hours per month (retainer). The minimum number of hours is calculated and negotiated after the initial site assessment.

2.3.2 The Customer must adhere to SALT's Service Request procedure as per addendum hereto "Logging Procedure Salt Essential IT v 2022".

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 Service Desk Supervisor 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 Depending on the service request, will resolve the ticket within the agreed MTTR (Mean Time To Repair) and mtrr (mean time to respond) after initial troubleshooting.

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 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 the 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 notification that the work is completed by the FSE. It is the responsibility of the Customer to sign the ticket as confirmation that the work was completed. Should a ticket be in dispute, please refer to clause 16.1 in the Master Agreement 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 90 days' notice in advance of such termination

4.1.2 The customer will introduce Salt to the new service provider within 30 days from such notice to the new service provider, for any/all zone file transfer or any Salt services.

