
Tigunia Platform Services Support - Service Level Agreement (SLA)

Platform Services Support

The Tigunia Service Desk provides first-response IT technical support in a professional and informative manner to the Client organizations that Tigunia supports. The Tigunia Service Desk serves users' computer and technology support needs by providing detailed resolutions and general system information for common problems.

Service Desk Support Levels

The Tigunia First Responder team provides Service Desk services. They determine when to escalate Client's request to an engineer, when the problem is beyond the scope of our services, or when the situation requires a subject matter expert. If the initial support person cannot resolve the issue, our technicians will continue working with Client, senior resources, or third parties to solve it. We do not consider an issue fixed until Client agrees that it is resolved, even when we need a third-party vendor to help.

- Tier 1: Service Desk, Systems Technicians/Systems Administrators (First Responder Team).
- Tier 2: Network Engineering, Systems Engineer, Security Expert, Vendor Technician/Engineer, or appropriate personnel.
- Escalation Tier: Applications Development, other advanced or obscure technology requirements.
- Time and Materials (T&M): All engineering, development, project management, or consulting not explicitly covered by a service scope will be rendered on a time-and-materials basis.

After-Hours Support

Tigunia operates on a 24/7/365 basis. Emergency support requests outside of regular business hours (7:00 a.m. to 7:00 p.m. Central Time U.S.) can be made by contacting Tigunia via telephone at our support line. Our Tier 1 on-call staff performs this work, and will escalate issues as required.

Service Desk Support Service Levels

The information below outlines the service levels that Tigunia will provide for support cases. These Service Level Objectives (“SLOs”) reflect broad support targets.

Tigunia’s goal is to adhere to the support principles defined by ITILv4. As such, Tigunia’s Case Management System (“CMS”) has been configured with a detailed case classification and severity matrix. The following **Severity Matrix** outlines the relationship between **Impact** and **Urgency**. This matrix is designed to evaluate the scale of an incident based on the number of affected endpoints, systems, or users, assess the urgency based on the operational impact level, and indicate whether the issue leads to a partial or complete operational stop. This matrix will be utilized to establish response priority for incidents.

Impact Levels

Impact Level	Description
Low Impact	Affects individual users only; minimal effect on overall operations.
Medium Impact	Affects groups or departments; significant effect on productivity.
High Impact	Affects all company employees; complete disruption of operations.

Urgency Levels

Urgency Level	Description
Low Urgency	Issues can be worked around; no immediate disruption to operations.
Medium Urgency	Partial work stoppage or limited efficacy; needs prompt attention.
High Urgency	Complete stop of operations; immediate response required.

Severity Matrix

Impact \ Urgency	Low Urgency	Medium Urgency	High Urgency
Low Impact	P5 - Low	P4 - Standard	P3 - High
Medium Impact	P4 - Standard	P3 - High	P2 - Critical
High Impact	P3 - High	P2 - Critical	P1 - Emergency

Statement of Use:

The **Severity Matrix** establishes the response priority for incidents reported to the Service Desk. By evaluating both the impact of an incident—based on the number of affected endpoints, systems, or users—and its urgency, which indicates the level of operational disruption, this matrix allows for the prioritization of response efforts so that critical incidents receive the appropriate level of attention and resources.

Incident Case Communication and Response SLO

The severity of the problem dictates the priority with which Tigunia will work on that task. Priority is determined by the problem's Impact and Urgency, defined by the impact on the Client's operations and the urgency with which the issue needs to be resolved.

Priority	Level	Definition	Response Time (Business Hours)	Update cadence
P1	Critical	Immediate response required for severe disruptions affecting all operations.	30 Minutes	1 hour
P2	Serious	Prompt action required for significant disruptions affecting departments.	1 Hour	2 business hours
P3	Important	Timely resolution needed for important issues affecting individual users.	2 Hours	2 business hours
P4	Normal	Routine resolution timeframe for non-urgent issues that can be managed.	4 Hours	Daily
P5	Low	Minor issues that do not disrupt operations, with extended resolution time.	8 Hours	Daily

Note: The response timer begins when the severity is set. Cases that originate by email are set as usual until reviewed. Cases originating by a phone call are set at the creation time.

The update cadence timer starts with the Initial response.

Priority 1 Critical:

- Definition: Complete halt of business operations, with more than 50% of Client's workforce being impacted.
- Example: Complete failure of business-critical applications defined during Client onboarding, Power Outages, or ISP Outages. Performance Monitoring indicates imminent or existing failure.

Priority 2 Serious:

- Definition: Service is degraded or partially unavailable, impacting 50% or more of Client's employees.
- Example: Partial failure of business-critical applications, as defined during Client onboarding. Redundancies are in effect, but business-critical applications or services are available. Site(s) are running on backup power or utilizing failover network configurations. Monitoring indicates potential failure.

Priority 3 Important:

- Definition: Service is degraded or partially unavailable for less than 50% of Client's workforce.
- Example: Subset of workforce or individuals are unable to access business-critical applications. Non-critical applications are unavailable, or utilization of a workaround is required. Monitoring indicates potential issues that require investigation before full impact can be determined.

Priority 4 Normal:

- Definition: Disparate groups or individual employees are impacted.
- Examples include hard drive capacity warnings for individual workstations, auto-remediation notifications, and other alerts highlighting changes to an endpoint's configuration, such as new local administrators or agent deployment.

Priority 5 Low:

- Definition: Work can still be completed, and disparate groups or individual employees can be impacted.
- Examples are informational updates, specific performance monitoring used for reference, backup validation notifications, and other notifications such as Reboot Actions or Certificate Expiration Tracking notifications for Tigunia use.

Incident Case Resolution SLO

The Services herein do not include guaranteed Service Level Objectives (“SLOs”) for resolving service requests. This limitation is based on the following operational considerations:

- **The Varied Nature of Service Requests:** The Service Desk addresses a diverse range of Client requests, from standard inquiries to complex issues related to infrastructure and systems. Many factors, such as request complexity, Client-specific environments, and third-party vendor dependencies impact resolution timelines. A “one-size-fits-all resolution” SLO is impossible.
 - **Collaborative and Custom Resolution Processes:** Resolution often involves collaboration with Client’s IT teams, third-party vendors, or additional resources. In particular, processes such as user or asset onboarding/offboarding (joiners, leavers, movers) are highly dependent on Client-specified Standard Operating Procedures (“SOPs”). These custom SOPs dictate the workflows and actions required for each service request and add complexity and variability to the resolution process. As such, the Service Desk cannot commit to standardized resolution timelines across all requests, especially for processes where Client SOPs dictate the specifics of each task.
 - **Client-Specified SOPs and Customization:** The Service Desk tailors operations to Client’s unique workflows, especially for critical services such as user onboarding/offboarding and asset management. These processes are governed by Client-defined SOPs, which may require specific steps, approvals, or integrations with third-party systems. Custom monitors and workflows are established during onboarding so that resolution objectives may vary depending on the procedures agreed upon. These objectives are tracked internally but are not part of any formal SLA.
 - **Scope of Service Desk Responsibilities:** The Service Desk provides initial triage and response to requests, such as onboarding/offboarding tasks, but completing these tasks may involve additional approvals, data collection, or external steps not directly controlled by the Service Desk. These issues further limit the ability to set fixed resolution timelines for such processes.
1. **Focus on Response and Communication SLAs:** The Service Desk’s goals are prompt response and communication throughout the lifecycle of every request, including onboarding and offboarding activities. Response times are measured against predefined SLAs to create quick engagement and regular updates. However, due to the involvement of Client-specific workflows and third-party dependencies, resolution times are not guaranteed as part of this SLA.

Incident Case Extended SLOs

Internal SLO Targets: The Service Desk tracks internal resolution targets for service requests, including customized onboarding/offboarding workflows. These targets are based on the complexity of each request and the associated SOPs. While these targets guide internal efforts, they must be formalized in the SLA due to the variability and customization in delivering tailored services. Furthermore, the Service Desk team has established internal metrics around escalations, first-call resolution, and other objectives designed to create a positive support experience. These SLOs are not offered as part of our SLA at this time. All internal SLO targets are classified as Key Performance Indicators (“KPIs”) of service.

Client’s Responsibilities

Any issue or incident the Client deems an emergency must be reported via phone to trigger a High Priority (Severity 1) response. All phone calls received by Tigunia from the Client will be treated as Severity 1 emergencies and responded to or returned promptly until triage determines the appropriate classification. Email or ticket submissions alone will not initiate a Tier 1 emergency response under this SLA. However, these submissions are often desired or required for a detailed explanation of the support consideration.

To support the SLAs above and for all covered sections, Tigunia will need a minimum of two (2) authorized contacts for any relevant problem with which Tigunia must interface. These contacts are required for the following purposes:

- Provide access to systems, equipment, and other resources needed to support Platform Services assistance.
- Maintain active support agreements with hardware and software vendors and provide Tigunia with appropriate credentials or permissions to interface with the vendor.
- Provide authorization to Tigunia to act on Client’s behalf if vendor coordination is required.
- Provide a primary point of contact for escalations and issue resolution.
- Provide a point of contact with the authority to make decisions about change orders, budgets, scopes, resources, and other project-related issues.
- Provide reasonable notice of the requirements to allow Tigunia sufficient time to mobilize the appropriate resources.
- Submit a written change request for services outside the scope of the Statement of Work to which you agreed. Changes may cause the fee schedule to change and additional charges to be assessed.

- Provide accurate and detailed documentation, including but not limited to credentials, backup strategies, network diagrams, and troubleshooting steps. At a minimum, we require documentation specific to Active Directory, Email, Files, and Applications.

* If sufficient documentation is not provided, Client may experience longer, more extensive support efforts, and the affected tickets may require escalation.

Service Level Agreement

A specific list of use cases and the standard assigned priority levels will be agreed upon and issued to the Client before or during our Client onboarding.

Client may receive a service credit that can be used against future purchases based on the performance levels provided below. Such credits will only be applied to charges for Platform Services.

Alert Acknowledgement and Responses

SLO Adherence %	Service Credit
96% and Above	0
>=95% and <96%	5%
>=92% and <95%	10%
>=90% and <92%	15%
<90%	20%

The SLA credit for Acknowledgment and Responses is tracked together per incident case and calculated across all incident cases for the billing period.

SLA Adherence Calculation

Service adherence to the agreed Service Level Agreements (“SLAs”) will be calculated monthly to create transparency and measure our performance. This calculation reflects the percentage of support incidents handled within the specified SLA response and resolution times across all incidents for a given period.

The adherence percentage will be calculated using the following formula:

$$CSLA\ Adherence\ (\%) = \left(\frac{\text{Number of Incidents within SLA}}{\text{Total Number of Incidents}} \right) \times 100$$

Definitions

- **Number of Incidents within SLA:** The total number of support incidents resolved (resolution implies response) or responded to within the specified SLA timeframes for that given month.
- **Total Number of Incidents:** All support incidents logged during that month, regardless of the SLA performance for these incidents.

Example Calculation

If, in a given month, 85 incidents were resolved (resolution implies response) or responded to within SLA out of 100 total incidents, the SLA adherence would be calculated as follows:

$$SLA\ Adherence\ (\%) = \left(\frac{85}{100} \right) \times 100 = 85\%$$

Service Level Agreement Review

This Service Level Agreement will be reviewed at least once per year. Contents of this document may be amended as required. Tigunia reserves the right to remove any unsupported software if it is suspected that it causes a recurring problem on a supported Client-owned system/device (at the authorization of the Client's primary contact). The Lead Service Desk Technician is responsible for issues relating to this SLA and may be contacted at **(866) 562-8911** or support@tigunia.com. Unresolved issues will be escalated to the Manager of Applications Development and Support.

Warranties and Remedies

As stated in our Master Services Agreement. See <https://www.tigunia.com/legal-notices/>.

Service Credits

Service Credits are Client's sole and exclusive remedy for any performance or availability issues for any Service under this SLA. Client may not unilaterally offset its applicable Monthly Service Fees for any problems.

Service Credits apply only to the fees paid for the Service or Service tier for which a Service Level has not been met. In cases where Service Levels apply to individual Services or to separate Service tiers, Service Credits apply only to the fees paid for the affected Service or Service tier. The Service Credits awarded in any billing month for a particular Service or Service

tier will not, under any circumstances, exceed Client's monthly service fees for that Service or Service tier in the billing month, as applicable.

If Client purchased Services as part of a suite or other single offer, the Applicable Monthly Service Fees and Service Credit for each Service will be prorated.

If Client purchased a Service from another reseller, Client could receive a service credit directly from that reseller.

Limitations

This SLA and any applicable Service Levels do not apply to any performance or availability issues, including, without limitation, the following:

1. Any managed or co-managed platform service, including service desk break-fix support engagements, is not a replacement for applicable development, engineering, consulting, or Client training.
2. Factors outside of Tigunia's reasonable control (*e.g.*, natural disaster, war, terrorism, riots, government action, or a network or device failure external to our data centers, including at Client's site or between Client's site and Tigunia's data center);
3. That result from the use of services, hardware, or software not provided by Tigunia, including but not limited to issues resulting from inadequate bandwidth or related to third-party software or services;
4. Caused by Client's use of a Service after Tigunia advised Client to modify its use of the Service, and where Client did not modify its use as advised;
5. During or concerning the preview, pre-release, beta, or trial versions of a Service, feature, or software (as determined by Tigunia) or to a purchase made using credits;
6. That result from Client's unauthorized action or lack of action when required, or from Client's employees, agents, contractors, or vendors, or anyone gaining access to Tigunia's network using Client's passwords or equipment, or otherwise resulting from Client's failure to follow appropriate security practices;
7. That result from Client's failure to adhere to any required configurations, use supported platforms, follow any policies for acceptable use, or Client's use of the Service in a manner inconsistent with the features and functionality of the Service (*e.g.*, attempts to perform operations that are not supported or inconsistent with Tigunia's guidance);
8. That result from faulty input, instructions, or arguments (*e.g.*, requests to access files that do not exist);
9. That result from Client's attempts to perform operations that exceed prescribed quotas or that resulted from Tigunia's throttling of suspected or abusive behavior;
10. Due to Client's use of Service features that are outside of the associated Support Windows or,

11. For licenses reserved but not paid for at the time of the Alert.

Services purchased through Open, Open Value, and Open Value Subscription volume licensing agreements, as well as any other software, licenses, or related services, are not eligible for Service Credits based on service fees.

Termination

As stated in our Master Services Agreement.

Applicability of this Agreement

Tigunia's Co-Managed IT and Service Desk services and the duties herein are rendered only to Tigunia's Clients contracted for these services.

Key Terms and Definitions

1. **Managed IT Services** - IT tasks and processes that a third-party organization fulfills.
2. **Master Services Agreement ("MSA")** - A contract between parties that defines the terms governing future transactions or agreements. See <https://www.tigunia.com/legal-notices>.
3. **Service Level Agreement "(SLA")** - A contract between a vendor and a client that specifies what the vendor will furnish in a defined timeframe, and the criteria for measuring vendor success.
4. **Agent** - A small software program MSPs use to gather information about the status of machines and devices remotely. Once installed, MSPs can manage systems, update programs, and resolve issues.
5. **Endpoint** - Any mobile device, tablet, workstation, or server that interfaces with a user.
6. **Statement of Work ("SOW")** - A legally binding document that sets out and defines all aspects of the work provided by Tigunia related to a specific project.

Change Log

All changes are tracked by Tigunia's managed Governance Risk Compliance ("GRC") platform.