

Managed Services Agreement MSA Outline

V1 120222

This agreement summarises the responsibilities of TEAM LM and the IT contractor, and outlines the services provided by the IT contractor. The agreement sets out clearly what services are provided, and sets the expectations between TEAM LM and IT Contractor

Details of Services Provided by the IT Contractor

Technical support for learners and trainers

- maintenance of existing ICT solutions.
 - Resolving technical problems
 - Helping learners and trainers operate/use technology.
- Services The **IT Contractor** Is Not Responsible For/Fall Outside The Scope Of The MSA

Option to pay for additional services that are not part of the original agreement

- Add and remove users as your business grows or downsizes.
- Training of additional staff

System Upgrades

Will the **IT Contractor** support existing systems or accept liability for the systems that have not been upgraded:

Yes

IT Contractor availability:

9-5, Monday-Sunday

IT Contractor response and resolution times:

Within 3 hours.

*The **IT Contractor** escalation process. What system is in place for escalating problems to the party that is qualified to solve IT problems in a timely manner.*

0-1mins: Create & assign ticket to ICT Admin, and begin troubleshooting.

1-10mins: Escalate issue if not fixed, and continue to troubleshoot problem.

10mins-1hour: Obtain vendor assistance if necessary, and continue to troubleshoot ticket.

Every hour until case is closed: Communicate with entire escalation chain.

After problem is fixed: notify all parties involved, and update ticket to "completed" status.

Incident response plans. If something does go wrong and there is a breach in the TEAM LM IT environment, how will the IT contractor respond?

The IT contractor will respond within a matter of minutes to a maximum three hours. This will involve providing services such as data recovery, changing passwords company-wide & increased monitoring. The IT contractor will act both proactively and responsively.

Scheduling Of Reports

What reports are provide about their work and the IT environment.

Weekly reporting will be provided about the upkeep, monitoring & updates for all the services which include the maintenance of existing ICT solutions, resolving technical problems & helping learners and trainers operate/use technology.

Liability: What is TEAM LM liable for in the agreement? What liabilities fall on IT contractor?

All liabilities will fall fully on the IT contractor as agreed.

Confidentiality: How is TEAM LM data Protected?

By using a suite of encryption & pseudonymisation tools to store & protect data, including confidentiality agreements, non-disclosure forms, and non-compete documents.

Termination of Contract

Termination of contract will occur should ICT services provider does not execute services as agreed.

Monitoring of the Contract

Regular reviews of ICT provider performance will be executed along with detailed monitoring of the reports provided, to ensure services are carried out to the necessary standard.

Signed Contractor	Signed TEAM LM	Date