# Our Service-Level Objectives

## Appropriate Access Rights

IT Solutions requires administrative (super user, root, administrator) access to the servers in order to provide server administration, data migration, software installation, and managed security. IT Solutions must also be authorized to contact any technical personnel responsible for additional hardware maintenance and technical support. Without these access rights IT Solutions cannot provide its services.

## Response Time vs. Resolution Time

It is essential to understand that response time and resolution time are separate and distinctly most of the time. Response time is when it takes to return contact and start working on the resolution, and resolution time is when a given problem or a question is answered. Because of the potential for third parties and unknown situations, IT Solutions cannot provide a guaranteed resolution time when dealing with critical events or down systems.

## Availability of Access

IT Solutions is not responsible for the current status of the client's Internet latency or reliability regarding having access to the servers or workstations being managed.

## Service-Level Objectives Document

IT Solutions will only honor the most current Service-Level Objectives Document. If you are not sure you have the most recent document, don't hesitate to get in touch with IT Solutions.

## System Downtime

IT Solutions must be notified of all applications and hardware required to function for the system to be declared "in working order." IT Solutions cannot be held accountable for system downtime caused by third parties or the client. IT Solutions will take responsibility for any downtime caused directly or indirectly by the actions or inactions of IT Solutions.

## Security Updates

IT Solutions will reasonably install the appropriate security updates and follow industry-accepted best practices.

## Support Policies and Procedures

The IT Solutions Help Desk is staffed and available on weekdays between 7:00 AM and 7:00 PM Eastern time. The IT Solutions Help Desk monitoring system is online 24/7/365 and delivers critical alert notifications to IT Solutions' on-call engineers within 15 minutes of any critical event. Automated alerts received after 11 PM are responded to by the onsite help desk staff at 7:00 AM. End users may call the IT Solutions after-hours emergency number in case of an actual system emergency. There is an on-call engineer and an on-call manager on duty 24/7/365. If the on-call engineer does not respond, the system continues to call all IT Solutions engineers until one is reached or until IT Solutions senior management has been reached.