



IT Service Definition Document

V1.1

Document Version Log

Date	Revised By	Approved By	Description of Change
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1. Purpose of the document

This document provides details of our fault and configuration request service arrangements. Included in this document is the incident reporting procedure, Service Level Agreements (SLA) and escalation process.

2. Service Description

Lily Communications is responsible for maintaining the IT System and directly associated services used for the company specified as detailed on the sales order. This is to ensure that the IT service ("the service") is available for use in accordance with the service levels described in this agreement.

3. Service Description**3.1 Hours of Support - Lily Communications Support Desk**

Lily support desk is available between 08:00 and 18:00, Monday to Friday (excluding public holidays) as part of our standard support offering. Any timings outside of these agreements will be agreed and subject to the support contract

3.2 Out of Hours Support

Out-of-hours support is provided where an out-of-hours support contract has been agreed with Lily Communications and where enhanced SLAs are in place.

3.3 Service schedule

Precise details of what is covered should be clear on the Sales Order form, but as a rule we will typically support faults on the following items, where onboarded by Lily Communications:

- 3.3.1 PCs or servers, where indicated on the support contract and specifically in relation to support.

3.4. The following services and devices are not covered by this SLA or any service schedule unless specifically listed on the support contract

- 3.4.1 Customers telephony and connectivity services, including telephony infrastructure, telephony hardware, and software.
- 3.4.2 Network switches and equipment used exclusively for the telephony service.
- 3.4.3 Mains cabling and supply.
- 3.4.4 Internal building cabling.
- 3.4.5 Devices added to your network from the start of the contract date which are not installed by Lily.
- 3.4.6 Personal equipment onsite, offsite or at home.

4. Responsibilities

4.1 The customer is responsible for the following:

- 4.1.1 Providing a valid service identifier such as asset ID, account number, site name, address and/or telephone/mobile number when reporting an incident to the support team.
- 4.1.2 Provide and maintain a list of authorised technical representatives who can act on behalf of the customer and be contacted either by a Lily technician
- 4.1.3 Checking that the equipment is cabled and powered correctly, including switches, routers, servers, and access points etc.
- 4.1.4 Completing diagnostic checks when requested by a Lily technician
- 4.1.5 Confirming the incident reported has been resolved.

4.2 Lily is responsible for the following:

- 4.2.1 Support provided via web, telephone, email, instructional user guides and videos.
- 4.2.2 Issuing a unique reference number for each new incident raised.
- 4.2.3 Monitoring each incident through to resolution and completion.
- 4.2.4 Providing updates on the status/progress as agreed with the customer.
- 4.2.5 Providing escalation as appropriate. Escalation paths can be found in 'escalation paths' within this document.

5. Fault Reporting and Incident Management

All faults and configuration requests should be reported preferably by using Lily Shield, customers can also report faults via email or telephone.

Configuration requests should use either the Lily Shield or email only. This includes new user and leaver requests, changes to mail distribution groups and security groups.

All incidents relating to the service detected by end users must be reported to the Lily support team for further diagnosis. The support team member will log a ticket on our ConnectWise System. The ticket will then be routed to the appropriate support technician.

1. The support team will receive an email/telephone call of any reported incidents.
2. The support team will log the incident with the customer contact who has reported the issue.
3. Each request logged by the support team is assigned a unique ticket reference. This incident (or ticket) number will be communicated to the requester and should be used when contacting the support team for updates. A priority rating will be assigned to the ticket based on the level and scope of service loss.
4. The support team will assess the issue and engage the various technical representatives to assist and diagnose.
5. The customer contact will receive regular email updates in accordance with the priority assigned to the task.
6. When the request is resolved, changes completed, and/or the questions answered, the customer will be further updated, and Lily Communications will request acceptance to close the ticket. This may be in the form of an email communication where the ticket will remain open for a period of 3 days before it is closed automatically should no response be received.
7. If a technical support advisor has tried to contact you multiple times without success, we will assume the issue is resolved and mark the incident as resolved. If the incident is not resolved, you will have a period of 3 days to contact us before it is closed automatically.

6. Incident Logging Requirements

6.1 Request allocation:

- 6.1.1 We aim to allocate all requests as soon as possible, once the request has been allocated, you will receive a reply detailing the following.
- 6.1.2 Priority rating – the allocation your request has received which defines how urgent the request is. Please see our service level agreements below for more information.
- 6.1.3 Your request details

6.2 Preliminary checks:

- 6.2.1 To enable us to resolve any support queries as quickly as possible, we will need certain information from you to open and progress support tasks.
- 6.2.2 Problem symptoms referring to all faults should be captured and must be recent.
- 6.2.3 Screenshots of the issue or associated files showing the error are preferred at the point of logging an issue with us. Ideally the issue needs to be shown to the agent handling the request. The details required before reporting to our support desk are listed in 'fault logging requirements.'

6.3 Password reset requests.

- 6.3.1 If you require a password reset for a user account or email address, please ensure this is sent in via the portal or an email from any account associated with the business you work for. No passwords will be given out over the phone as this helps us to protect your data

from cyber threats who could impersonate you or a colleague over the phone.

7. Service levels

Lily Communications prioritises all requests according to scope and level of service loss to ensure we can resolve customer faults as quickly and effectively as possible. Incidents with a large impact, or problems that prevent a section of a business from performing its work completely, are given a higher priority.

Level	Description All times are working hours/days (Mon - Fri 08:00 – 18:00)	SLA
CAT A	Total loss of service at a customer premises, or critical service failure. Example priority 1 cases: <ol style="list-style-type: none"> 1. Server failure causing total loss of connectivity for a site, or considerable number of users 2. All users are unable to access one or more critical software component or a physical or virtual machine 	1 hour
CAT B	Severe degradation of service at once or more customer premises. Example Priority 2 cases: <ol style="list-style-type: none"> 1. Packet loss causing severe issues for business critical services, although services remain essentially available 2. One of a resilient pair/cluster has failed, however service remains unaffected due to successful resilient failover 	2 hours
CAT C	Operational performance of a minor part of IT is impaired while most business operations remain fully functional. Example Level 3 cases: <ol style="list-style-type: none"> 1. Single user issues unable to access a server or service 2. Anomalies that do not affect overall functionality 	4 hours
MAC	Configuration query or request for information. Example Level 4 cases: <ol style="list-style-type: none"> 1. Customer requires information or assistance on product capabilities, installation, or configuration 2. customer requires new user setup or new PC setup 	Bespoke on each job and size

Note: the status of any call can be obtained by contacting the Support team and providing the relevant ticket number. You will, however, receive periodic updates on any tickets raised. Lily Communications will look to agree the priority level with the customer to avoid confusion or differing expectations. In some cases, the incident may take longer to resolve than desired and Lily Communications will endeavour to ensure that customers are informed of the incident status.

8. Escalation Paths

If you feel that a fault is not being progressed within the given timescales or is not receiving the appropriate attention or priority, please contact our escalation team. In the email we ask for you to include the relevant ticket number, a brief description of the issue and the reason the ticket should be escalated.

If after receiving a response to the escalation request you remain dissatisfied, please follow the path below. You would have been provided with an escalation ticket reference and we kindly request you include this when using the level 2 escalation path.

Level 0	If no progress is made within 1 hour, see level 1 for escalation contact information	Phone: 0343 507 1111 - option 2-1-2 E-mail: itsupport@lilycomms.co.uk Log ticket via Lily Shield, telephone or via email
Level 1	If no progress is made within 1 hour, escalate to Level 2	IT: Deja Hall, Andrew Sutcliffe 2 nd Line IT Technician dejah@lilycomms.co.uk Andrews@lilycomms.co.uk
Level 2	If no progress is made within 2 hours, escalate to Level 3	IT: Daniel Taylor – IT Team Leader danielt@lilycomms.co.uk Douglas Termie - Senior Infrastructure Engineer douglast@lilycomms.co.uk
Level 3	If no progress is made within 4 hours, escalate to level 4	Barry Wyatt: Head of Support Services barryw@lilycomms.co.uk
Level 4		Rishi Handa: Director of Operations rishih@lilycomms.co.uk

9. Complaints

All our customers are important to us, and we strive to deliver service and support of the highest standards. We are aware using Lily Communications is a choice, so our commitment to providing and improving our service offerings is at the very core of everything we do. Unfortunately, there are occasions where something goes wrong but we will always endeavour to resolve these issues through our support departments in a timely manner.

If you have a complaint or issue regarding your support ticket:

In the first instance, please ask to speak to the person(s) detailed in this escalation document. Following this, if you feel your complaint or issue has not been addressed to your satisfaction, please email your account manager who will be more than happy to assist you. Please be assured we will do all we can to offer a swift resolution.