

Learning Management System Service Level Agreement

Document type: Information for client
Updated: October 2019

The provision of

LMS Platform Support

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1. Overview

1.1. Statement of intent

Your organisation is referred to as 'the client' throughout this document.

The aim of this agreement is to provide a basis for close co-operation between My Learning Hub Ltd. and the client, with regard to the support and maintenance of the Learning Management System (LMS). The document also illustrates the high-level process for these services.

This agreement is contingent upon each party knowing and fulfilling their responsibilities and generating an environment conducive to the achievement and maintenance of targeted service levels.

1.2. Objectives of the Service Level Agreement (SLA)

- To create an environment to ensure the effective provision of a learning platform
- To document the responsibilities of all parties taking part in the agreement
- To define the commencement of the agreement, its initial term and the provision for reviews
- To define, in detail, the service to be delivered by My Learning Hub Ltd., the level of service which can be expected by the client, and thereby reduce the risk of misunderstandings
- To institute a formal system of objective service level monitoring to ensure that reviews of the agreement are based on factual data
- To provide a common understanding of the service requirements or capabilities, and of the principles involved in the measurement of service levels
- To provide all parties of the Service Level Agreement with a single, easily referenced document which caters for all the objectives as listed above

1.3. Review procedure

This agreement may be reviewed annually. The review will cover the services provided and the service levels.

1.4. Changes

My Learning Hub Ltd. reserves the right to change or modify the terms and conditions applicable within the SLA document. Such changes to the SLA document shall be effective from the next renewal of the agreement.

1.5. Representatives

My Learning Hub Ltd. requires nominees from the client to be designated administrators for the LMS platform. All queries and support requests must be passed through these representatives. End user support directly by My Learning Hub Ltd. is not provided.

In the event of any representative leaving, the client is required to provide My Learning Hub Ltd. with the details of a replacement as soon as possible to avoid any unnecessary complications.

1.6. Support requests

For the purposes of the SLA, a Support Request is generally defined as a request for support to fix a defect in the existing LMS platform, or a request for support that involves functionality of the LMS platform.

For the purposes of this SLA, a Change Request is generally defined as any request to make modifications to the existing functionality of the existing system, or any request to add new functionality to the existing system. Such requests are not covered under the SLA.

1.7. Service Level Monitoring

The success of service level agreements depends on the ability to measure performance accurately, so that credible and reliable information can be provided on the service provided.

In the event of a discrepancy between actual and targeted service levels, both the client and My Learning Hub Ltd. are expected to identify and resolve the reason(s) for any discrepancies in close co-operation.

Service level monitoring will be performed by My Learning Hub Ltd. Reports will be produced as and when required and forwarded to the client contacts when requested.

2. Responsibilities of My Learning Hub

2.1. Functional Overview

The objective is to provide a service for the registration, referral and resolution of all LMS related system faults and queries (not end user support) encountered by the client. This includes the following specific responsibilities:

- Provision of a Help Desk facility
- Resolution of documented faults within set timescales as outlined in Section 2.5
- Timely referral of known faults to the client as per the method detailed in Section 2.4
- Fault resolution monitoring and production and distribution of Service Level Monitoring reports as and when required

2.2. Hours of Operation

My Learning Hub will provide helpdesk support via ticket logging 24/7, and email or phone support in accordance with your local business hours Monday to Friday. The exception to this is failure of the server, whereby an alert will be raised, and remediation of the failure will begin immediately.

2.3. Interruptions to Service

On occasions, essential maintenance is carried out on the My Learning Hub Ltd. web servers. This maintenance is planned in advance and is carried out during off-peak hours. All scheduled downtime caused by maintenance will be communicated in advance.

2.4. Fault categorisation

Table 1 shows the priority assigned to faults according to the perceived importance of the reported situation:

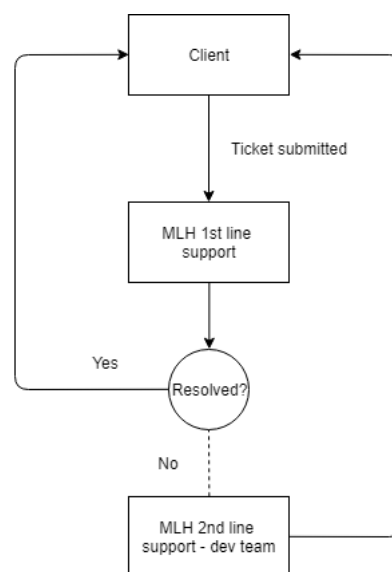
| Ticket Priority | Description | Support Team Actions |
|---------------------------|--|---|
| <i>Level 1 - Critical</i> | The product is unable to perform its services. | My Learning Hub team members will prioritise this issue and escalate this to the senior management team. Response: within 15minutes of receipt Resolution results: within 3 hours |
| <i>Level 2 - Moderate</i> | The product is unable to perform its services to the full extent. Some features and functionalities are still working, however; not all business needs can be met. | Response: Within 2 hours of receipt Resolution Results: Within 8 hours |
| <i>Level 3 - Minor</i> | Some features of the product are not functioning as expected to meet customer's business needs. | Response: within 3 hours of receipt Resolution Results: Within 48 hours |

Table 1 - the priority assigned to faults

All calls, emails, webinars and contact with clients are recorded to monitor our customer service, delivery and customer satisfaction.

2.5. Support Process

My Learning Hub Ltd. dedicates resources to manage risks, quality and the delivery of services it offers to its clients and shall adhere to its stringent Service Level Agreement.



My Learning Hub guarantees to return the platform to its fully operational state within the timescales listed in table 2.

| Priority level | Definition | Response Time | Escalation period | Resolution time | Support team actions |
|----------------|---|-------------------|-------------------|-----------------|--|
| <i>Level 1</i> | A loss of core functionality of the system and a critical service failure. | Within 15 minutes | Within 1 hour | Within 3 hours | <p>Step 1: Your support manager will notify the My Learning Hub management team and the task will be prioritised to be completed as soon as possible.</p> <p>Step 2: Timescales will be confirmed, and resources will be assigned to resolve the issue immediately.</p> |
| <i>Level 2</i> | System is functioning in severely reduced capacity, significant impact to the council's interruption of service. | Within 2 hours | Within 4 hours | Within 8 hours | <p>Step 1: Your dedicated support manager will acknowledge your ticket, respond to your query and diagnose the issue.</p> <p>Step 2: The task will be assigned, and resolution timescales will be confirmed.</p> <p>Step 3: Once the issue has been resolved, your support manager will gather feedback from you to further understand how to prevent such an event from occurring again.</p> |
| <i>Level 3</i> | Loss of non-critical functionality. Council can function and there are workarounds available including documented errors. | Within 3 hours | Within 24 hours | Within 48 Hours | <p>Step 1: Your dedicated support manager will acknowledge your ticket, respond to your query and diagnose the issue.</p> <p>Step 2: The task will be assigned and resolution timescales will be confirmed.</p> |

| | | | | | |
|-----------------------|--|-----------------------|--|------------------------|---|
| <p><i>Level 4</i></p> | <p>Cosmetic defects in services which do not affect the overall performance of the system including:</p> <ul style="list-style-type: none"> -Technical queries -Minor Bugs -Look and feel -General use question or future enhancement request. | <p>Within 3 hours</p> | <p>Prioritized in accordance with the impact that the issue has on the system.</p> | <p>Within 72 Hours</p> | <p>Step 1: Your dedicated support manager will acknowledge your ticket, respond to your query and diagnose the issue.</p> <p>Step 2: The team will be assigned this as a task and the issue will be resolved within 72 hours. However, if the issue is regarding the development of a new feature or configuration of a new workflow method this will be put onto the wish-list for our product development roadmap.</p> <p>Your dedicated Project Manager will liaise with you throughout the duration of the process to always keep you well informed and help should you require any further assistance.</p> |
|-----------------------|--|-----------------------|--|------------------------|---|

Table 2 – My Learning Hub resolution timescales

2.6. Fault Logging Process

Only nominated client representatives can log faults using the Helpdesk web form:
<https://YOURLMSDOMAIN/helpDesk/support>

Or by sending an e-mail to the dedicated e-mail address:

support@mylearninghub.com

Or by telephone on 020 3637 5487 and asking for the Help Desk.

For each fault logged we require:

| | |
|--|--|
| Inability to access The LMS (general) | <ul style="list-style-type: none"> • Web address of the site or page accessing • If you cannot access the course or module, then the name of the course or module • Any error messages that appear • Screenshot as an attachment where possible |
| Inability to access The LMS (specific individuals) | <ul style="list-style-type: none"> • Username • Full name of the user • Web address of the site or page accessing • If you cannot access the course or module, then the name of the course or module • Any error messages that appear • Screenshot as an attachment where possible |
| Tracking or reporting error (general) | <ul style="list-style-type: none"> • Name of the course, module or quiz that is not tracking or reporting • What criteria is chosen if a report is not working • What is not tracking – progression, gamification etc. • Any error messages that appear • Screenshot as an attachment where possible |
| Tracking or reporting error (specific individuals) | <ul style="list-style-type: none"> • Name of the course, module or quiz that is not tracking or reporting • Username of the user not appearing or not tracking correctly • Full name of the user • What is not tracking – progression, gamification etc. • Any error messages that appear • Screenshot as an attachment where possible |
| Content specific issue, e.g. an issue with an element not tracking correctly or an issue with the upload of a course | <ul style="list-style-type: none"> • Name of the course, module or quiz that is not tracking or reporting • If it is a page of the module and which page number • What specifically is not working? E.g. cannot move forward on a page or broken links • Any error messages that appear • Screenshot as an attachment where possible |
| LMS functionality issues, e.g. uploading or the removal of users and courses | <ul style="list-style-type: none"> • What is to be uploaded? • Where is it uploading to? • Any relevant details. • Any error messages that appear • Screenshot as an attachment where possible |

2.7. Upgrades

Only standard and pre-approved bespoke features developed by My Learning Hub will be implemented and supported at no additional cost as part of our ongoing maintenance.

Upgrades to the LMS platform containing bespoke features will need to be agreed separately and covered in the contract. These bespoke features/change requests will be implemented using the format shown in table 3:

| Type | Definition | Implementation time | My Learning Hub team actions |
|-----------------------|---|--|--|
| <i>Change Request</i> | Any development of new features which do not currently exist. | Added to the product development roadmap | <p>Step 1: Your dedicated project manager will acknowledge the request and then respond to your query.</p> <p>Step 2: My Learning Hub will provide you with a sign-off sheet that will include a proposed workflow and design of the proposed feature.</p> <p>Step 3: MLH team will review the client feedback and make alterations where required.</p> <p>Step 4: User Acceptance Testing</p> <p>Step 5: MLH team will review the client feedback and make final alterations where required.</p> <p>Step 6: Receive an approved sign-off sheet and release the feature to the live (prod) instance.</p> |

Table 3 – Implementation of custom features/change requests

2.8. Escalation

All clients are assigned a dedicated Project Manager. All Project Managers can escalate the process to My Learning Hub Ltd. Chief Officers and Managing Director. When an issue has been escalated to the My Learning Hub Ltd. Chief Officer a notification is automatically sent to My Learning Hub Ltd. Managing Director.

Should the client not feel satisfied or feel in anyway the resolution has not met their needs, they are then able to request the Managing Director for a review.

| Title of Key Personnel | Contact Details |
|---------------------------|--|
| Support Team | support@mylearninghub.com 020 3637 5487 |
| Technical Support Manager | Max Kuparev max@mylearninghub.com 020 3637 5487 |
| Head of Operations | Oybek Boltayev oybek@mylearninghub.com 020 3637 5487 |