



Service-Level Agreement

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1.0 Service Strategy

Enterprise X has serviced its local region in a strong viable capacity; however, to compete nationally and internationally, 3rd Gen Solutions (3rd Gen) will evaluate and establish Enterprise X as a global brand through the use of various market evaluations, financial planning and portfolio management

1.1 Product and Service Portfolio Management

Enterprise X has established its business off its popular software product xWorks and stellar support team. In conducting a SWOT (strengths, weaknesses, opportunities and threats) analysis, 3rd Gen found that xWorks has the potential to provide a strong global viability. Unfortunately, the greatest weaknesses are also a substantial opportunity: language incorporation and platform compatibility. To compete globally, the software will be revamped to include access to various language packages that will make the program globally acceptable and accessible. Additionally, the software will be redesigned to accommodate popular operating systems.

As a needed feature, 3rd Gen will work with various outsource vendors to recreate a support team that can communicate in various languages to provide a true global competitive advantage. This team will be competent in various operating system platforms that will benefit the company's operation system expansion development. This team will also provide technical support efforts for new technology and additional software development efforts.

1.2 Financial Management

A financial liaison of 3rd Gen will be assigned to the project to ensure that all capital spending will be managed and approved in accordance with contractual terms. In the event that projected budgetary expenses either increase or decrease by a value greater than 15%, a project

review will be provided to the managing staff of Enterprise X throughout the duration of the agreement. Either Enterprise X or 3rd Gen holds the right to audit expenses at any point in time to establish and determine the direction of the project.

1.3 Strategy Management for IT Services

After evaluation of the SWOT analysis, while xWorks maintains a substantial investment to maintain in-house, it is the assessment of 3rd Gen that technology creation and development should be considered through approved 3rd party vendors globally. Establishing partnerships with technology giants, Enterprise X will be able to, more closely, focus on the software developments that established the company as a regional competitor.

3rd Gen will present global vendors that meet quality standards as established by Enterprise X's Research and Development staff upon its official establishment. As vendors are procured, 3rd Gen will facilitate discussions and development of contractual obligations by both parties. Each contract will be inspected by our legal team before being presented to the legal team of Enterprise X for review and acceptance.

When it comes to internal structuring of the Information Technology services, 3rd Gen will focus on expanding the staff through direct hire and contractual hire implementation processes. This process will involve establishing standards and expectations of the Information Technology Officer. These standards will incorporate interview and testing initiatives to ensure global satellite facilities are meeting corporate standards in technology implementation, maintenance and management.

2.0 Design Strategy

In this element of the agreement, 3rd Gen will illustrate the service offerings designed to meet global operational needs while also meeting the quality of products and services for Enterprise X's clientele. These strategies include the service goal management/incident response measures, product catalog management, staff and technology capacity management, network availability, network risk management and security. These areas may be further subdivided to meet local, regional, legal, political and/or cultural expectations.

2.1 Service Level Management

Throughout this endeavor, management goals will be presented through the development and presentation of Key Performance Indicators (KPI's) and metrics. Weekly KPI's will be provided to the 3rd Gen Solutions' key contact; however, quarterly performance reviews will be provided to the board of directors. KPI results will be based off the following categories:

- Progress of International licensures.
- New Site Developments
- Partnership
- Outsourcing initiatives
- Marketing initiatives
- Operations Development
 - Network Management Initiatives
 - Management Restructuring
 - Personnel procurement

These elements will be evaluated and presented in a format similar to the following:


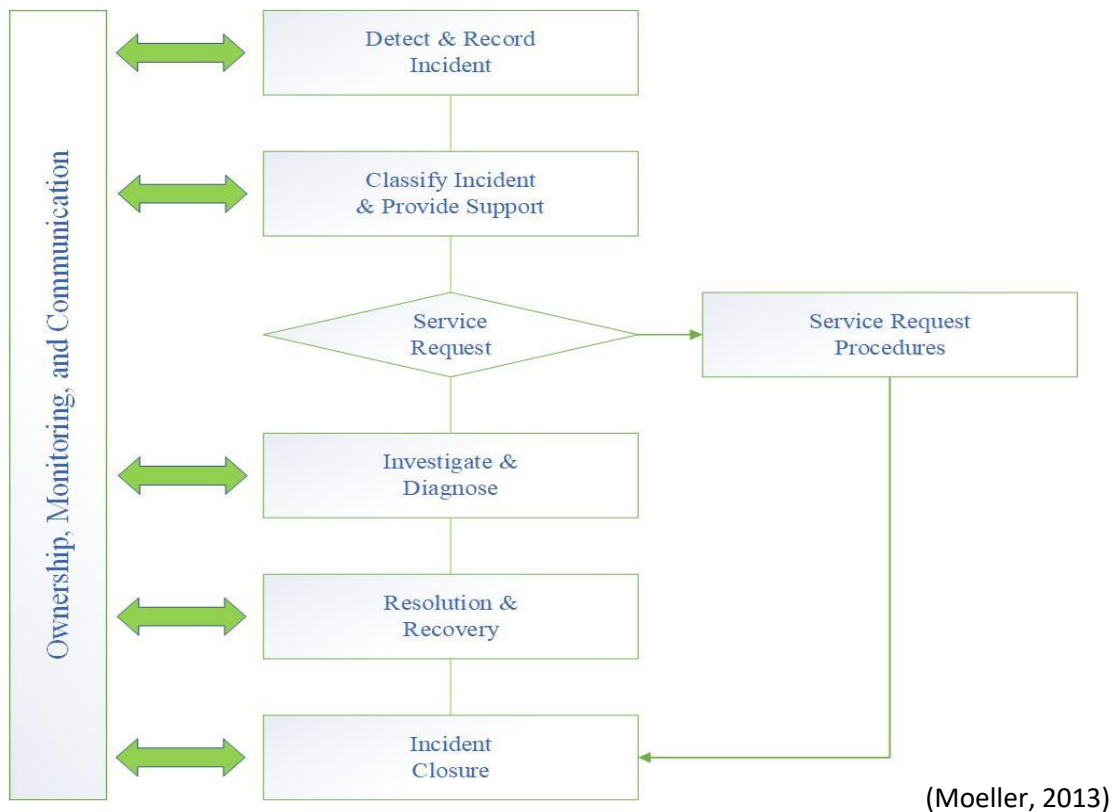
 3rd Gen Solutions Enhance Your Tech							
KPI: (Name) Sub: (Sub-Section)							
Topic Name	On Time	Short Delay	Long Delay	Awaiting Approval	Completed	% Completed	Notes

Figure 1

As incident response action is taken for various projects, 3rd Gen will follow the industry model towards project resolutions. Such model is provided below.



2.2 eCommerce, Catalog, Marketing Management

As part of Enterprise X's most vital aspect of corporate profit maximization efforts, 3rd Gen will assume responsibility to procuring talent needed to rebrand and remarket the company on a Global standard. These efforts include an overhaul to online purchase and print catalog circulation. As the company progresses to a global presence, creating a partnership with a firm that has global marketing contacts will prove beneficial. Enterprise X will recruit for both effective and cost-effective firms that will present the company on a global stage in a, as close to possible, seamless process. All selections will be considered and approved by the board of directors.

2.2.1 eCommerce

Enterprise X is currently operating, primarily, on a B2B eCommerce 1.0 platform. This has worked for the local company; however, 3rd Gen will move Enterprise X away from this platform and create a more user engaged B2B/B2C eCommerce 2.0 platform. The data collected from this platform will help Enterprise X determine software and technology that customers are looking for allowing the company to consider new technology and software concepts that help promote the company's global competitive advantage.

2.2.2 Printed Catalog

Enterprise X has outsourced with local vendors for printed catalog services for local clientele; however, as the company moves forward, it will be beneficial to move from printed media to strictly online. However, after investigation, 3rd Gen found that printed media does provide a strong local market input for the company. 3rd Gen will discuss options for print media globally that is both efficient and cost effective for the company.

2.2.3 Marketing Agencies

Next to real estate acquisition and personnel, a strong marketing campaign will benefit the company as it moves global. 3rd Gen is a full services firm that seeks out providers that can best envision and deliver marketing concepts that will help present the company to a targeted market clientele. Successfully done, 3rd Gen will introduce Enterprise X to the world a leader in software and technology services.

2.3 Capacity, Availability, Continuity and Security Management

Becoming a global leader means the company will need to compete with other organizations who are currently established in a global market community. In order to compete, Enterprise X will need to meet and/or exceed the technology advances these companies enjoy.

3rd Gen will work with major Cloud vendors to facility a network cloud service that will provide access to capacity, availability, continuity and security measures to company services and features. This service, while costly, will benefit the company in the long run most effectively. Cloud services will create global connectivity services for satellite locations process. This vendor will manage security and access to key services ensuring redundancy services.

3.0 Service Transition Strategy

3rd Gen will facilitate the service transition in a number of various ways. While creating and managing transition efforts will begin with 3rd Gen Solutions, training efforts will be made to ensure that onsite staff is competent and ready for service upon completion of this agreement. Additionally, 3rd Gen will establish a viable Knowledge Base of useful information that should address issues and process to their resolution. It is understood that as these locations become proficient and sustaining, the site Director of Information Technology will assume full responsibility of services. 3rd Gen will play, primarily, the role of reference.

3.1 Change Management

Upon establishment of the company's Board of Directors and the fulfillment of the role of Information Technology Officer (ITO), 3rd Gen will aid the ITO in procuring and training personnel to manage and repair site network services. 3rd Gen will further aid in change management through the development of training courses for global locations.

3.2 Change Evaluation

Following industry standards, 3rd Gen will implement evaluation methods for unexpected circumstances (i.e. network intrusion mitigation preparedness strategies, property intrusion/destruction, etc...).

3.3 Release and Deployment

3rd Gen will evaluate software and research potential conflicts with existing software. These “patches” will occur on the 1st and 20th of each month. In reference to eCommerce items sold, 3rd Gen will facilitate software evaluation efforts for new software developed during the course of this agreement.

3.4 Validation and Testing

Prior to release and deployment, 3rd Gen will test and validate software “patches”. Training on best practices will be documented for knowledge base and trained to ongoing staff.

3.5 Asset and Configuration Management

3rd Gen will develop advanced domain management capabilities that will facilitate the cross management of sites globally. We will establish a formal ticket submission process for the repair and/or replacement of technology, development of user roles and attributes, modify key users for the roles of “power users” and implement database management and security to include redundancies (n+1). Upon full deployment, onsite staff will be trained for transitional management and a knowledge base entry created.

3.6 Knowledge Management

As elements are added and/or removed from the network, a collection of useful knowledge will be developed and kept. Access to this knowledge will, predominantly, exist in digital format. Access to this knowledge base will be made available to each sites Director of Information Technology. 3rd Gen will facilitate efforts to establish and maintain the knowledge base until such time as the terms of this agreement have been met.

3.7 Transition Planning and Support

Working with the ITO, 3rd Gen will help develop and planning and support manual by with the ITO may use when migrating from or to new technology, software or subscription services. This manual will detail industry standard methods concerning any potential transition.

4.0 Service Operation Strategy

Enterprise X, previously, had not fully established ticketing system for major software/hardware failures in the company. 3rd Gen will facilitate the adoption and implementation of a ticketing system that will allow each site Director of Information Technology to receive and prioritize tickets based of various aspects. This ticketing system will better management of problems, events, general access and technician assignment. Additionally, 3rd Gen will facilitate in the adoption and implementation of a similar ticketing system that will address the afore mentioned concerns with the scope of Enterprise X's customer base.

4.1 Problem Management

Through the adoption of the ticketing system, 3rd Gen will establish and create knowledge base entries on management of a reported problem or reoccurring incident. Knowledge Base entries will help other global facilities to resolve these concerns quickly with little to no downtime.

4.2 Event Management

Upon adoption of the interoffice ticketing system, 3rd Gen will formulate algorithms that will auto create service tickets for application-based events using built-in monitoring solutions. Again, the Knowledge Base will be updated for global reference.

4.3 Access Management

Upon adoption of the interoffice ticketing system, 3rd Gen will create a formal ticket submission process for network access management. The ticketing system will escalation procedures whereby management will be notified of any such request and, upon approval from qualified management, access service will either be granted or denied accordingly. As network intrusion efforts are performed, a network algorithm will auto create a ticket alerting the Information Technology staff to the potential intrusion. Upon completion of the ticket(s), they will be submitted to the site Director of Information Technology and the ITO.

4.4 Request Fulfillment

Upon adoption of the interoffice and transaction ticketing system(s), 3rd Gen will, with the direction of the ITO, create a prioritization schedule for submitted tickets. Under the direction of each site Director of Information Technology, tech assignments will be issued to address concerns in order of urgency.

In respect to customer submitted tickets, the customer service department will be powered with dispatch capabilities to create and assign tickets to appropriate technicians within their geographical region. Upon poor tech assignment, tickets will be further addressed by management for proper tech assignment.

Service Agreement – Acknowledgement

This Service-Level Agreement, effective as of [**May 9, 2020**] is established by and between Enterprise X Corporation, a enterprise organized and existing in Montgomery, Alabama, with offices located in Dothan, Birmingham and Mobile, Alabama and 3rd Gen Solutions, a company organized and existing in Atlanta, Georgia with offices located in Montgomery and Birmingham, Alabama.

WHEREAS, the parties have entered into an agreement effective as of [**May 9, 2020**] for the provision by 3rd Gen Solutions; and

WHEREAS, the Contract states that a service level agreement is a condition precedent to new and/or re-established or an extended term of the Contract; and

WHEREAS, Enterprise X is willing to proceed with the Contract until its end date, [**May 16, 2025**], solely upon 3rd Gen Solutions' acceptance of the terms and conditions of this Agreement, and 3rd Gen Solutions' confidently accepts the terms and conditions herein;

NOW, THEREFORE, in consideration of the afore mentioned Service Agreement and of the terms and conditions stipulated, the Parties hereby agree with no contest:

President – Enterprise X

Date

3rd Gen Solutions Contract Manager

Date

Witness

Date

Notary

Date

References

Moeller, R. R. (2013). *Executive's Guide to IT Governance: Improving Systems Processes with Service Management, COBIT, and ITIL*. Hoboken, New Jersey, United States: John Wiley & Sons.