

**Appendix D**  
**Sample DIR Software Service Level Agreement (SLA)**

DIR-TSO-4287

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**DataXport.Net, LLC**

Effective Date: \_\_\_\_\_  
Version 3.1

Presented to Agency: \_\_\_\_\_  
Client's Authorized Contact: \_\_\_\_\_

### **Agreement Overview**

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This Agreement, subject to DIR Contract No. DIR-TSO-4287 represents a Service Level Agreement ("SLA" or "Agreement") between \_\_\_\_\_ and DataXport.Net, LLC for services associated with Software implementations, including **installation, training, product-related technical support, configuration, integration/connection with existing systems.**

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders in accordance with Appendix A, Section 4.B to DIR Contract No. DIR-TSO-4287. Changes will be recorded in an Amendments section of this Agreement.

DIR Contract No. DIR-TSO-4287, its appendices, and this Agreement outline the parameters of all services covered as they are mutually understood by the primary stakeholders.

The **purpose** of this Agreement is to ensure that resources are in place to provide consistent service and support to the Client(s) by the Service Provider(s).

In the case of a conflict between DIR Contract No. DIR-TSO-4287 and any other term or condition, the DIR Contract terms will take precedence.

### **Periodic Review**

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This Agreement is valid from the **Effective Date** outlined herein and is valid until the **Date of Termination**.

The Project Leader is responsible for regular reviews of this document. Contents of this document may be amended as required, in accordance with Appendix A, Section 4.B. to DIR Contract No. DIR-TSO-4287. The **Project Leader** will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

DX Client Relationship Manager: \_\_\_\_\_ Review Period: \_\_\_\_\_



## Service Agreement

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Subject to DIR Contract No. DIR-TSO-4287, the following detailed services are the responsibility of the Service Provider (DataXport.Net, LLC) in the ongoing support of this Agreement.

### Service Scope

The following Services are covered by this Agreement;

<b>Service</b>
Installation
Training
Product related technical support
Configuration
Integration with existing systems

### Client Requirements

**Client** responsibilities and/or requirements in support of this Agreement include:

*To be determined based on client's and project's requirements.*

### Service Provider Requirements

**Service Provider** responsibilities and/or requirements in support of this Agreement include:

- Reporting to DIR as necessary on a monthly and quarterly basis
- Responses to requests for quotes provided within 2 business days
- To provide client with the following software services: installation, training, product-related technical support, configuration, integration/connection with existing systems

### Deliverables Metrics

The following deliverables will be accomplished by the Service Provider on the set timelines to ensure optimal service delivery to the Client: *To be determined based on client's and project's requirements.*

Metrics	Definition	Performance Target

A **Priority I** Event refers to any issue compromising the operation of all users in the office.

Upon completion of a service request, a trouble ticket number will be assigned for cases such as system problems, connectivity problems, service level issues, or equipment issues. Standard schedule of operations does not apply. An **Escalation Procedure** will immediately apply, as described on Schedule B.

All level I, II and III support events will be offered as indicated during the operation hours as listed in Schedule B.



**Schedule A**  
Operating Hours

**Hours of Operation for Support Events Level I, II and III**

Subject to change

Monday to Friday 8 a.m. 6 p.m. CST

**Holidays**

<https://comptroller.texas.gov/about/holidays.php>

## Schedule B

### Service Requests

All support events will be offered as indicated during the operation hours as listed in Schedule B.

### Support Events Levels

In support of services outlined in this Agreement, the Service Provider will respond **remotely** to service related incidents and/or requests submitted by the Customer within the following time frames:

- One (1) hour (during business hours\*) for issues classified as **Critical**.
  - A critical event has occurred and all users are unable to access system.
- Two (2) hours (during business hours\*) for issues classified as **High** priority.
  - A possible critical event has been reported or identified. The system is still operational.
- Four (4) hours (during business hours\*) for issues classified as **Medium** priority.
  - One or multiple users have lost access or need to gain access to system.
- Eight (8) hours (during business hours\*) for issues classified as **Low** priority.
  - A request that is affecting 1 user, and not preventing user from working.

\*M-F, 7:00 a.m. to 6:00 p.m. CST

### Service Exceptions

Any deviations from current policies, processes and standards are noted by the following Service Exceptions:

- Custom programming and software development.
- Additional exceptions to be determined based on project specifications.