



**Service Level Agreement (SLA) between Starr IT LLC  
and Your Company for website support of:**

**[www.yourdomain.com](http://www.yourdomain.com)**

**STARR IT LLC  
(808) 443-1536  
[www.starrit.biz](http://www.starrit.biz)**

## **Purpose**

The purpose of this Support Service Level Agreement (SLA) is to formalize an arrangement between STARR IT and XXXX to deliver specific support services at specific levels of support and at an agreed-upon cost. This document is intended to provide details of the provision of Website Support and Maintenance to XXXX. This SLA will evolve, with additional knowledge of the client requirements as well as the introduction of other services into the support portfolio provided to XXXX.

## **Scope of Agreement**

The following services are provided to manage, maintain, and generally support XXXX website. Services are provided for the agreed upon rate for up to 5 hours of work each month, which is equivalent to one full web page monthly. If services reach this cap a negotiated hourly rate will be initiated.

## **Services Automatically Provided Under This Agreement**

The following services are provided in response to the support and maintenance of XXXX website:

1. **Content Maintenance and Support:** Defined as the general content of XXXX website, including graphics, images, and text.
  - **Managed by STARR IT staff:** The maintenance and support must be performed manually, automatically, or a combination thereof by designated staff of STARR IT.
    - Type of Content:** Each content category will have its own requirements for change or maintenance, the following is the breakdown by category:
      - Text:** Changes to textual content must be made by STARR IT Staff within 48 hours of Request for Change (RFC); oral or written RFC's are acceptable.
      - Graphics:** Changes to graphics to be completed by STARR IT Staff within 96 hours of RFC; oral or written notification accepted.
      - Images:** Any images that need to be updated, corrected, deleted, or uploaded are required to be completed within 72 hours of written or oral RFC.
      - Buttons/Links:** Changes to this type of data is to be completed by STARR IT Staff within 48 hours of given RFC.
  - **Availability:** XXXX website will be available to the public 24x7x365 unless scheduled server maintenance is required by Host Company; in this case written notice will be provided by STARR IT, which assumes no liability for losses incurred during this period.
2. **Domain/Account Management:** STARR IT will manage each domain and e-mail account on part of XXXX, the following details provide managing aspects for domain and e-mail accounts:
  - **Domain Management:** STARR IT will maintain XXXX domain account including current registration, website statistics and logs. FTP access will be managed by STARR IT Staff, providing security to the account on the server.
  - **E-mail Management:** If XXXX elects to activate multiple web mail accounts through their domain, STARR IT will provide set up and general support for the e-mail accounts created. STARR IT will specifically set up and monitor the "Webmaster" e-mail account to ensure any technical questions are directed to STARR IT Staff. XXXX will be responsible for the content in all other web mail accounts and folders, including file archival.

## **Other services provided under this agreement:**

1. **Scheduled maintenance:** Scheduled maintenance will be conducted by STARR IT Staff under the following circumstances:
  - a. **Quarterly:** XXXX will receive e-mail notification no less than 72 hours before the commencement of the scheduled maintenance. Scheduled maintenance includes backing up domain data, archiving appropriate e-mail accounts, optimizing META TAGS, organizing FTP web space, producing and archiving web statistics and logs. XXXX reserves the right to request a CD or DVD with domain data during periods of scheduled maintenance.

- b. **Time requirements:** Scheduled maintenance will not exceed eight hours of time where website is not available. Backup operations will not be impacted by scheduled maintenance by more than eight hours. Scheduled Maintenance will be scheduled for non-peak hours to ensure domain availability.

### **Services not provided under this agreement include:**

1. **Addition of domains/subdomains:** Additional domains and subdomains will be treated as a new contract, requiring new terms and separate payment.
2. **Local data:** Depending on infrastructure, local data may reside on client machines. This agreement encounters only resources used by STARR IT Staff to help optimize or improve XXXX website.

## **Changes to Service Level Agreement**

### **Termination of agreement**

In the event that XXXX wishes to terminate this agreement, a 30-day written notice of intent to terminate must be delivered by XXXX to STARR IT.

In the event that STARR IT wishes to terminate this agreement, a 60-day written notice of intent to terminate must be delivered from STARR IT to XXXX.

### **Amendment to agreement**

Any amendment to the Terms and Conditions of this agreement would require the approval of XXXX and STARR IT management who signed the original "Service Agreement" provided as an attachment. The amendment of the agreement would take place through an addendum to this agreement and the recording of that addendum in Appendix A of this agreement.

There will be an opportunity on a quarterly basis to make adjustments to this SLA. XXXX and STARR IT should work together to make changes at that time.

## **Levels of Effort**

Levels of effort (LOE) to address problem tickets will be reviewed and adjusted accordingly for all new applications and versions/enhancements implemented, or applications decommissioned, during the term of this agreement. All changes will be conducted by STARR IT and XXXX representatives, with an addendum made to this agreement.

## **Renewal of Agreement**

This agreement will be renegotiated for the following year by XXXX and STARR IT at the end of the term of this contract.

## **Processes and Procedures Related to This Agreement**

### **Addenda**

There are currently no addenda to this agreement. Any future addenda will be referenced in the Addendum Log in Appendix A.

### **Metrics**

There are currently no metrics to this agreement.

## **General Terms and Conditions**

### **Term of agreement**

This agreement is in effect upon the date of acceptance of this agreement and ends on the latest date specified in any terms of the Statement of Work submitted to XXXX.

### **Key Contacts**

Primary contact: Kasey Weirich – 808.443.1536 – [Kasey@starrit.biz](mailto:Kasey@starrit.biz)

### **Dependence on Other Organizations**

STARR IT is dependent on other external suppliers in providing application support services to XXXX. STARR IT will manage the relationship with external suppliers as it relates to the services under this agreement. The list of organizations and vendors that STARR IT is dependent on may change during the term of this agreement.

## **Appendix A – Addendums**

None