Web Support Service Level Agreement

Overview

The purpose of this document is to establish a two-way understanding between the requester and the Web Support Team regarding the web support services available. The document lays out the practices regarding web support which we will follow.

Service Description

This Service Level Agreement specifically describes the web support services provided by the Web Team at FMH.

The Web team will use the following guidelines to prioritize web support requests, with the goal of beginning to work on the problem within the target time frame. Actual response times may be shorter or longer, depending on the volume of requests being handled at any one time.

Category	Description	Response Time
Time-Sensitive Issue	Code issue, service outage, performance issue or other outage. Example: The website goes offline due to an unknown reason.	2 Business Hours
General Support Question	General content changes. Example: career page updates, pushing articles, blogs, documents, events.	Within 1 business day
Added Functionality Requests	Adding site functionality. Example: Forms, exams, pages	Within 3 business days Depending on the complexity of the requested added functionality, a meeting to discuss project timeline may be necessary. This will be scheduled within 3 business days.
Web Project Consultancy	Project - related discussions Example: The customer knows what they want to achieve on their web page/site but is unsure of the tools and expertise required to meet that goal.	Meeting will be scheduled to determine project timeline within 3 business days.

Roles and Responsibilities

Support Responsibilities

The Web Team will provide the infrastructure, technology, personnel, processes, and monitoring tools necessary to deliver web support as described in this document.

Customer Responsibilities

Customer responsibilities include:

- Using the standard contact methods to request web support services
- Reviewing draft design concepts, web pages suggestions, and all other communication dependencies in a timely fashion.
- Regularly reviewing page content for which they are responsible and communicating any required updates or new content to IT/UX Web Support in a timely fashion.

Support Limitations

The Web Support team provides support for the usage of and placement of text and graphic content for FMH websites. When applicable, the Web Team may obtain assistance from IT UX/Web Team, and/or App Support Team, which may affect response time.

Requesting Services

Web Support Requests

Web Update Request Form
fmh.formstack.com/forms/web_update_request_form
Filling out the web update request form is the recommended method for requesting web support assistance. Unless designated urgent, requests made via email will be processed in the order in which they are received during normal hours of operation.