

	Information Technology and Business Units Service Level Agreement		Document Number: SLA-SS-07.02
	Department: Information Technology	Effective Date: June 19, 2017	Revision No 0

Agreements:

1. Technical Support to discuss to the user using Preventive Maintenance Schedule (PMS) form and IT Helpdesk Ticket No. for hardware and software concern.
2. User to discuss and accomplish PMS Form regarding the concern to Technical Support before pull out of hardware and confirm if done after checking by Technical Support.
3. Preventive Maintenance Schedule (PMS) on hardware and software is done after office hours and will be received by user the next work day.
4. IT Helpdesk to send advisory letter on basic troubleshooting (e.g. No Internet Connection).
5. Regular sending of IT Advisory.
6. Individuals must declare files to be backed up which limited to

- My Documents Folder (Must have a password).

Note:

- Personal files shall be saved in other drive.
7. Business Units to declare files for Back up (Official Files) and also must indicate naming convention per department (e.g. ITD_File.Name_Date_Owner, e.g. FIN.Revenue_Jan2017FT)

DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

Any printed and saved copy of this document is considered uncontrolled

	Information Technology and Business Units Service Level Agreement		Document Number: SLA-SS-07.02
	Department: Information Technology	Effective Date: June 19, 2017	Revision No 0

8. IT to release the computer unit to new hire with email, antivirus, at least 24 hours after turnover from MMD.
9. Email address will be installed/deactivated within 24 hours upon receipt of request from HR.

DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

Any printed and saved copy of this document is considered uncontrolled