

Service Delivery Statement

Delivering Service
Providing Solutions

MLS Service Delivery Statement

MLS have a straightforward approach to Service and Support, essentially we treat our customers as we would hope to be treated ourselves and we sincerely aim to impress you along the way.

We aim to build and maintain strong working relationships with all our clients.

Our Service Team will take ownership of incidents and will strive to deliver a positive and supportive service.

In order to deliver the required standard of service we have presented our services, their corresponding channels, requirements and limitations. It is our sincere hope that this Service Delivery Statement will guide our customers to getting the best available service.

Service Availability:

Monday to Friday 0830 – 1630 GMT (Excludes English Public Holidays)

Outside the above times, telephone calls to the Helpdesk will be diverted to an answer phone where the client will be able to leave a message. Messages left will be prioritised, entered into the customer service system and dealt with as soon as the Helpdesk re-opens.

We strongly recommend using our online Service Portal to resolve or log any incidents occurring outside service hours and at peak times. www.microlib.co.uk/MyMLS

Service Channels: *Service will be available via the following channels:*

Website: www.microlib.co.uk/MyMLS

Email: Help Desk Support support@microlib.co.uk

Live Chat: www.microlib.co.uk/MyMLS/contact us

Live Chat is also available as a direct link from our web based applications. Please note that Live Chat is a limited support channel. It is best used for basic functional support queries. If your support issue is of a technical nature and you are unable to locate a suitable resolution within our knowledgebase, we strongly suggest that you raise a ticket via the Self Service Portal or call us.

Telephone: 0161 449 9357 (Select Option 1)

Mail: Help Desk, Micro Librarian Systems Limited, Arden House, Shepley Lane, Marple, Cheshire, SK6 7JW

Fax: 0161 449 0055 (Make Fax F.A.O. Helpdesk) Please note fax and mail communications requesting support should only be used where absolutely necessary. Response times to fax and mail communications may be delayed.

MLS Service Delivery Statement

Service Channels:

Incident Logging:

To assist MLS in delivering the best possible service we ask that the following information is provided for all support requests to be successfully logged and actioned:

- The name of the person logging the call
- Contact details including email and telephone number
- The customer account number, post code or organisations name
- The incident\call reference number for further contact regarding open or previously resolved incidents.
- A description of the issue with any error messages.

Response Handling:

The Helpdesk will both log and action where possible each support call immediately. Should the Helpdesk not be able to answer the support call, a member of the Helpdesk team will obtain full details and take responsibility for the resolution of the incident as soon as possible. The client will be kept updated during this process and response times will be adhered to in accordance with the following performance goals.

You can raise support tickets and track progress of any live incident by logging into our Service Portal!
www.microlib.co.uk/userarea

MLS Service Delivery Goals

General Service Performance Goals			
Severity	Example	Response Time\Method	Total Business Fix
1	Critical – Total System Unavailability as a result of the Supported System not being available	4 working hours My Mls Self Service Ticket Telephone\Email	2 Business Day
2	Severe – The Supported System and web interface not being available for multiple users or a significant incident affecting the integrity or security of the Supported System or serious disruption to the use of the Supported System	4 working hours My Mls Self Service Ticket Telephone\Email	3 Business Days
3	Moderate –An issue with minor impact on the availability or performance of the Supported System	4 working hours My Mls Self Service Ticket Telephone\Email	10 Business Days
4	Low - No impact on operational condition of product	4 working hours My Mls Self Service Ticket Telephone\Email	15 Business Days

Hardware Performance Targets		
Hardware Type	Response Time\Method	Replaced or repaired within manufactures original warranty
Standard Barcode Reader	4 working hours My Mls Self Service Ticket Telephone\Email	Same day of receipt
Portable Barcode Reader	4 working hours My Mls Self Service Ticket Telephone\Email	4 Business Days
PDA's and Laptops	4 working hours My Mls Self Service Ticket Telephone\Email	8 Business Days
Non MLS vended equipment such as and not limited to: Barcode Readers, Self Service Stations, RFID Readers.	4 working hours My Mls Self Service Ticket Telephone\Email	MLS can only assist with the configuration of 3rd party equipment and will deliver such service with the cooperation of the original vendors. For this reason no fix times can be given.

If an incident requires escalating due to the following reasons:

The response time detailed in this Service Delivery Statement is very near or has been exceeded.

Access to the Help Desk is unavailable or you have an increase in severity

MLS Service Delivery Goals

Hardware Performance Targets							
Service Delivery Issues	If you have an existing incident which is close to or has missed the Service Delivery Goal then please report this immediately to the contact below.						
Increase in Severity	If you wish to report an increase in severity please report this immediately to support@microlib.co.uk. Please ensure to quote your existing incident reference number, failure to do so can lead to a delay in service.						
Stage 1	If no response has been received from the MLS Help Desk in the defined response time please contact the Help Desk Again.						
Stage 2	A member of the Help Desk team will respond within 4 working hours of a stage 1 escalation						
Stage 3	If a response has still not been provided within 4 working hours the Customer Services Manager should be contacted directly by phone or email. In their absence please contact the Senior Help Desk Advisor						
Stage 4	The Help Desk Manager will ensure a quick and appropriate response is delivered.						
Contact Details	<table border="0"> <tr> <td>Customer Services Manager</td> <td>Senior Help Desk Advisor</td> </tr> <tr> <td>Colin Lloyd</td> <td>Ben Potts</td> </tr> <tr> <td>Email: colin@microlib.co.uk</td> <td>Email: ben@microlib.co.uk</td> </tr> </table>	Customer Services Manager	Senior Help Desk Advisor	Colin Lloyd	Ben Potts	Email: colin@microlib.co.uk	Email: ben@microlib.co.uk
Customer Services Manager	Senior Help Desk Advisor						
Colin Lloyd	Ben Potts						
Email: colin@microlib.co.uk	Email: ben@microlib.co.uk						

MLS Service Communications

Continuity:

From time to time it will be necessary for our service team to raise system errors or flaws with our Development Team. It will remain the duty of our Service Team to keep the customer informed of progress. Online tracking of incidents is available from the MyMLS website up until the point that an issue is resolved or has become a Development job. Once an incident becomes a job it will be queued into the soonest possible release schedule. Wherever possible the Development and Service Teams will endeavour to provide solutions immediately via release on request.

Change request:

MLS have an innovative approach to product improvements and development and recognise that there may be cases where our customers need to request significant changes or additional features to our products. Any requests for changes to MLS products will be evaluated on an individual basis. All requests for change will be acknowledged within 3 working days. MLS will consult with its customers upon receipt of change requests to ensure a true understanding of needs is reached. A standard evaluation process will determine the priority of requested changes. MLS will report the outcome of the evaluation process to all customers who submit a change request.

Suggestions:

As well as meeting your needs via change request, MLS are always receptive to ideas. All the suggestions we receive are dealt with on an ongoing basis. Due to the number of suggestions we receive it is not possible to guarantee response times. However we endeavour to keep our customers informed and will publish all successful suggestions in the MLS forum.

Complaints :

If we have let you down we would be very grateful for the opportunity to rectify the situation. All complaints will be fully investigated by the Customer Services Manager and a detailed response will then be provided to the client.

Responsibilities:

It is our responsibility to deliver service to all our clients as follows:

- To provide appropriate support of our products and services in accordance with this Service Delivery Statement
- To respond to support requests in a timely manner in line with this Service Delivery Statement

In order that MLS can deliver the service level described in this Service Delivery Statement we ask our clients to take responsibility as follows:

- Whilst receiving support from the MLS Help Desk it may be necessary for our client to carry out tasks requested by the Help Desk. We ask that such tasks are carried out within reasonable time frames and that feedback on progress is provided as soon as possible
- Maintain and operate any locally installed software in correct and prudent manner in accordance with such advice and instructions as issued by MLS and allow its use by competent, trained and authorised personnel. This applies to the installation, administration, maintenance and integration of other products and does not apply to the day to day use of the software as carried out by student librarians.

MLS Service Communications

Responsibilities (Continued):

- *Make available to MLS, without charge, any information or facilities to enable MLS to discharge its obligations under this Service Delivery Statement. This may include and is not limited to, computer print outs, screen shots, error logs, event logs, data backups. In all cases MLS will hold any such information as confidential*
- *Be responsible for ensuring the software is used for the purpose intended*

Exclusions:

MLS will at all times endeavour to deliver a service as described in this Service Delivery Statement, however service delivery will be reduced or even unavailable where the following exclusions apply:

- *Failure of the customer to fulfil their obligations as specified in this Service Delivery Statement*
- *Where failure is as a result of other work carried out on the clients systems requiring re-installation of the Supported System*
- *Information from the client which is inaccurate, incomplete or not supplied in a timely manner*
Where the client is running the MLS application on systems below the current minimum specification
- *Any part of the Application Software which has been changed, altered, added to, modified or varied by anyone other than the Company, or at the direction of the Company using the formal Change request procedure*
- *Problems not reported promptly by the Client or where a support incident/ticket number has not been obtained*
- *Failure, miss-configuration or incompatibility of third party software*
- *For incidents caused by hardware or software problems not included as part of this Service Delivery Statement, assistance is not provided directly on problems relating to the client's own computer hardware, operating systems and network configurations.*
- *Force Majeure events beyond the Company's reasonable control, including but not limited to Acts of God, government regulation, labour strikes, sabotage, natural disaster and national emergency*