

Research Applications & Data Management Team SLA

The Research Applications and Data Management Team provide both Application Support (1st Line – Incident/request management and User advice, 2nd Line – Incident fix and Problem resolution) and Application Development (Project Initiation, solution design, build, test and deploy) to Research Groups from all areas on the University..

In line with IT Services SLA the team aim to acknowledge 90% of queries within 4 hours. However, during busy periods, depending on the urgency of the query, it may take up to 24 hours for a response from a member of the team.

The team can be contacted in three ways:

Emails to: researchapps@abdn.ac.uk

Telephone Calls: The team’s numbers can be found here www.abdn.ac.uk/it/services/data-management/service-level-agreement, if a member of staff is out of the office then their voice mail will state this and you can either leave a message for when they are back or contact another member of the team.

Personal Queries: You are more than welcome to visit our offices but you may want to phone to check that the person you want to see is around.

Incident Response Time

Time frame	Type	Severity Level	Examples of queries			Exemptions
			Access	Web	Record Linkage	
Within 4 hours	Incident	1 – Unavailability of Service	Errors preventing continued use of a database, Urgent change required to satisfy a 3 rd party, request to revert back to a previous database state.	Site wide error	Unable to open file	Database/webserver/network issues resulting in loss of connection.
Within 2 working days	Incident	2 – Interruption to Significant Business Process	Non-Urgent change required to satisfy a 3 rd party, errors occurring within a database preventing process.	Database changes that aren’t handled correctly within the sites codebase resulting in errors within certain areas of the site	Missing variables/value labels which prevents process	Database/webserver/network issues resulting in interruption of connection.

Within 7 working days	Incident	3 – Fault with manual work around	Errors occurring within a database but not preventing process.	Users browser not in line with current university standard browser causing display/functional problems	Missing variables/value labels which does not prevents process
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Request Response Times

Time frame	Type	Severity Level	Examples of queries			Exemptions
			Access	Web	Record Linkage	
Within 4 hours	Request	1	N/A	N/A	N/A	
Within 2 working days	Request	2	Additional fields required, Adhoc Queries, Change to mailmerge text, deletion of a field, change to an entry in the database.	Add additional field to a form, change text or image which is hard-coded	Add an additional field, request of file to be added to Safe Haven	Text or image changes which are dynamic (ie stored in a database and changeable by application users) If a query is estimated to take longer than half a day to be produced then this will become project work and allocated a PID with a more detailed time scale.
Within	Request	3	Quotes for new	Web		Staff

7 working days			projects, project forecasts, costings	application quotes, costings and advice	holidays result in full costings not being able to be established
As Per PID	Request	4	All New Projects and any major modifications to a current Database estimated to take longer than a day to complete	All new projects and any major modifications to a current application estimated to take longer than a day to complete	All new projects and any major modifications to the data set estimated to take longer than a day to complete