Service Level Agreement (SLA) 2022 HdK Associates

Overview

This is a document that outlines our approach to requests for updates and support with regards to our web offerings. It aims to establish an understanding between HdK and the client, and provide you with an expectation of how your requests will be dealt with.

HdK responds to client requests according to priority, and uses a scale to measure the level of priority. We use our best judgement to assess where each request sits within the SLA scale. All support package clients are prioritised over non-support package clients. A request can move grades within the scale.

The priority assessment happens based on how the task affects your business, rather than how complicated the task is.

Please note, the above refers to problems within our skill-set. Anything that falls outside of our skill-set, we will assess on a case by case basis. If we do not feel your request is within our capabilities, we will let you know within 2-3 working days.

Our technical skill-set is:
- Web based technologies
  - WordPress
  - PHP
  - General JavaScript
  - MySQL
  - CSS
  - SASS
  - Products
  - Google suite (Google analytics/Google tag manager etc.)
  - Bespoke setups that we have designed

Requests should come through the agreed communication channel. If inside a project (one of our 5 website build phases) or inside a feature request or maintenance update, this will be through the related project manager. Outside of these phases, requests should come through the support desk (support@wearehdk.com). Timings will begin from when the request is received through the agreed channel.

Our Agreement To You

Shaping ideas into realities so that artists impact people's lives.

Transparency
We will show you how we have spent our time and can give you access to parts of the technical architecture if needed.

Diligence
We will assign the most relevant team member with the skill-set to respond to your request so that it can be completed within the most efficient time.

Sensitivity
We work in the arts and are sensitive to the importance and time constraints of your work. In light of this, we offer a roll-over service and flexibility within your support package, to ensure we can 'make it happen'.

Priority System

High

Examples:
- Website down
- Booking issue
- Database crashes
- Integration error (API not pulling correctly)
- Critical bug fix
  - We define critical as something that stops the website from completing its primary full funnel functions. For example:
    - Unable to purchase products on the site
    - Unable to interact with contact/sign up forms
    - Confidentiality breaches

Medium

Examples:
- Client requests for updates with urgency (i.e. for an internal deadline)
- Content updates that can only be done by HdK members
- Simple updates to branding
- Updating content for urgent matters
  - Job postings
  - Event details
  - Time sensitive content IE co-ordinating with press release
- Medium level bug fix
  - Removing unwanted content
  - Tracking pixels
  - High level optimisations
    - Refactoring of code

Low

Examples:
- Low level bug fix
  - Visual bug
  - Content updates that can be handled by website managers
  - Technical explanations
  - CMS assistance/advice
  - Technical advice
    - Examples
    - Cookies
    - Plugin assessments
    - Accessibility information
  - Technical audit of systems, technology, security, updates required and / or accessibility etc.
- Requests outside the skill-set of the web team