



Service Level Agreement (SLA)



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1.1 General Overview

The Facilities Call Center is providing high-quality support for facilities and general services as the main channel between QU members and the Department of Facilities and General Services.

Facilities Call Center support the vision of Qatar University to be regionally recognized for distinctive excellence in education and research, an institution of choice for students and catalyst for the sustainable socio-economic development of Qatar.

The mission of Facilities Call Centre as the leader in customer services, deliver maximum value on efficiency, customer satisfaction, and seek to reach a high level of value and commitment to effective communication that positively enhance the experience at Qatar University, as a place to study, work and live.

To achieve our mission we will:

- Focus on our customers
- Communicate successfully
- Work as one team
- Continually review and adapt our service

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between the department of facilities and general services at QU and Facilities Call Center for the provisioning of services required to support and sustain the department.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the both parties.

This Agreement outlines the parameters of all services covered as they are mutually understood by the. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

1.1.1 Terms & Definitions

Term	Definition
FCC	Facilities Call Center
SLA	Service Level Agreement
QU	Qatar University
Client	Facilities and General Services Department
Customer	QU members (Staff, Faculty, Student)

1.2 Goals and Objectives

The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent service support and delivery to the Customer(s) by the Service Provider(s).

The goal of this Agreement is to obtain mutual agreement for FCC service provision between the Service Provider(s) and Customer(s).

The objectives of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

1.3 Description of the services

Services are detailed in the service catalogue provided by the department to the FCC - دليل خدمات إدارة المرافق

And this shall include :

- What systems are supported?
- What services are included?
- What services are NOT included?
- How will service be delivered?
- What are the hours of operation (regular business hours and after hours support)?
- When will regularly scheduled maintenance be performed?

Main core	
Service Provided	Provision of Maintenance and General services for QU members.
Service Level	Working hours : Sunday to Thursday 07:30 AM – 2:30 PM External Number:+974 44033636 Internal Number: 3636 WhatsApp: +974 55155326 Emergency 24/7 : Control Room Ext.3600

1.4 Service levels \performance

CALL ANSWERING	
Service Provided	Calls take priority over any other channel. Handling calls and redirected to the concern section.
Service Level	Calls will be answered within 10 seconds and completed within 30 seconds. All calls will be registered, categorized and closed within 24 hours. To allow us to deal with calls effectively, calls are recorded and evaluated by Zoom Quality Management system.

Emails	
Service Provided	Receive, forward and follow up requests and inquires received through FCC email.
Service Level	Emails will be answered within 10 minutes and completed within 24 hours.

Oracle Maintenance requests	
Service Provided	The Oracle system allow the end-user to apply the maintenance request.
Service Level	<p>Requests will be received and forwarded promptly.</p> <p>Colleagues should check the availability of the information needed,(BLD cods, Room # and contact details and full description of the request)</p> <p>Requests will be forwarded to the Technical Sections through the system for action.</p>

Social Media	
Service Provided	<p>(Twitter @improvequ)</p> <p>Receiving comments, complaints from internal –external users</p> <p>Technical and general services area</p>
Service Level	<p>Account is monitor 24/7</p> <p>Receive and respond to the tweets within 24 hr.</p> <p>Monthly report submitted to the higher admin</p>

WhatsApp	
Service Provided	<p>WhatsApp service # 55155326</p> <p>Received QU student’s comments and complaint on facilities and general services.</p>
Service Level	<p>Students send pic or video of the issue with short description.</p> <p>FCC response to the message within 24 hr.</p> <p>Service available from 7:30 AM to 2:30 PM Sunday to Thursday</p> <p>Monthly report submitted to the higher admin</p>

1.5 Service Provider and Client Responsibilities

1.5.1 Service Provider

- Meeting SLA requirements
- Train employees
- Report to client
- Facilities Call Center will act as primary support provider of the services herein identified except when third-party vendors are employed who shall assume appropriate service support responsibilities accordingly.
- Facilities Call Center will inform the customer regarding scheduled and unscheduled service outages due to maintenance, troubleshooting, disruptions or as otherwise necessary.

1.5.2 Client

- Client should provide all necessary information and assistance related to service performance that allows the Service Provider to meet the performance standards as outlined in this document.
- Client shall inform Service Provider regarding changing business requirements that may necessitate a review, modification, or amendment of the SLA.

1.6 Review

This SLA is a dynamic document and will be periodically reviewed and changed when the following events occur:

- The environment has changed.
- The customer's expectations and/or needs have changed.
- Workloads have changed.
- Better metrics, measurement tools and processes have evolved.

This Service Level Agreement will be reviewed at a minimum once per fiscal year. Contents of this document may be amended as required, provided mutual agreement is obtained and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

1.7 Escalation

FCC has a Complaints handling Procedure, where customer or the Requesting Department can raise concerns regarding the process or their experience with the team. FCC is committed to high standard of service excellence.

1.8 Reporting

The FCC produce a monthly call report to summarize its performance during each month and send it to the client.

The FCC reports data and feedback of customer satisfaction surveys as well as complaints ratio as per the frequency mentioned on the scorecard.

1.9 Signatures



Sara Algharair
Section Head of Facilities Call Center

Date



Mai Hamad Faties
Director, Facilities and General Services Department

Date