SERVICE LEVEL AGREEMENT

Kawader - Centralized Human Resources Management System (CHRMS)

General Overview

This **Service Level Agreement** (**SLA**) is established between the **University of Technology and Applied Sciences** (**UTAS**) and the stakeholders of the **UTAS Al Mussanah**. The agreement details the **Kawader System** the **Centralized Human Resources Management System (CHRMS)** and its available features. The SLA also outlines the procedures for the **Kawader System** services while establishing expected service levels. Specific commitments regarding service levels are included. The agreement is effective from the specified Effective Date and will remain in force until it is revised or terminated.

In this SLA, the term "customer" refers collectively to the UTAS Branches, Colleges, Departments, and Centers. Meanwhile, the term "end-user" includes the Staff (teaching and non-teaching) or any authorized individual utilizing these services.

1. Service Description

1.1 Service Scope

This service aims to provide the Centralized Human Resources Management System to the stakeholders of UTAS Branches. This agreement includes the essential activities that facilitate the delivery of **Kawader** and its features.

- Employee Dashboard;
    - o Profile and Financial Details
    - o Credit and Emergency Balance
    - o Staff Requests
    - o Staff Attendance
    - o Staff Asset
    - o Statistics

External Link:
- Mawred;
- Ejada;
- JRS System;
- Service Desk.

1.2 End-user Requirements to Use the Service

- End-users will use the ISETC Service Desk System for initial triage of incidents and service requests;
- Use a UTAS Account to authenticate access to the system;
- Adhere to the UTAS Acceptable Use Policy; and
- Avoid bypassing or disregarding security protocols.

1.3 Boundaries of Service Features and Functions
- The speed of connectivity will vary based on the local network or wi-fi connectivity.
- Accessibility and connectivity to external services (e.g Ejada, Mawred) beyond UTAS control will also be a factor.

1.4 Service Level Performance
- Planned and scheduled maintenance periods;
- Continuously observe the servers for occurrences that may impact the service;
- The service's uptime is 99.9%, subject to the exclusions outlined in Section 4 below.

2. Roles and Responsibilities

2.1 Responsibilities in Support of the Service
- The Human Resources Department is responsible for the management and maintenance of the systems
- The Information Systems and Educational Technology Centre (ISETC) is the one responsible for any system technical issue that may arise while using the system

2.2 Customer Responsibilities in Support of the Service
- UTAS Branches, Colleges, Departments, and Centers will work together with the HR Department and ISETC to meet the business needs of UTAS in line with HR Services;
- Adhere to the SLA and utilize the escalation process if service levels are not being achieved.

3. Hours of Coverage and Escalation

3.1 Coverage Hours
The Kawader Systems is accessible 24 hours a day 7 days a week, with the exception of scheduled maintenance periods. Regular service hours are from Sunday to Thursday, 8:00 AM to 3:00 PM, and monitoring or incident response is unavailable outside those times.

3.2 Coverage Limitations
Exceptions to coverage include catastrophic events like floods, fires, storms, accidents, or disruptions in transportation, as well as issues related to any vendor infrastructure where the system is hosted.

3.3 Escalation and Exceptions
If you are not satisfied with the service quality or the process for incidents/requests, please contact the Service Owner or the Service Manager.

ISETC Services Contacts:

Service Owner	Name: Mr. Mohammad Khalid Al Badaai Title: Head of the Information System and Technical Support IP Phone Nos.: 399 Email: Sultan.Alharrasi.act@utas.edu.om
Service Manager	Name: Mr. Abdul Aziz Abdul Rahman Ahmed Al-Abri Title: Head of ISETC IP Phone Nos.: 320 Email: abdulaziz.alabri@utas.edu.om

To request exceptions to defined service levels based on exceptional business needs, you may email Dr. Monia Mohammed Alfarsi (monia.a.alFarsi@utas.edu.om) the Deputy of the Assistant Vice Chancellor for the Electronic Systems and Student Services (DAVC-ESSS). The Office of DAVC-ESSS and ISETC will respond to the message within 3 working days and escalate any mutually agreed upon exceptions for review, and approval, if necessary.

For any suggestions and recommendations for system update, you may contact the HR Department:

4. Service Requests

A Service Request is defined as a request for any technical issues that may arise while using the Kawader System

4.1 Service Request Submission
Service Requests can be submitted by creating a support ticket in the UTAS Service Desk.

4.2 Service Request Response
For all requests, UTAS Services' objective is to acknowledge and assign requests within an hour of receipt. UTAS Services' goal is to fulfill requests within two (2) days; however, this may be impacted by factors including:

- Requests involving vendor assistance;
- Requests impacting multiple functions or processes;
- Requests that impact a large number of users.

The Branch priorities may require exceptions during certain times of the Academic year.

Services that are integral to the Kawader system, such as Credit Leave Applications or Staff Profile Updates are handled by the authorized representative of each department, and the task completion depends on the approval cycle. Please see Appendix 1 for Kawader Services

5. Incidents

An incident is defined as any interruption in the normal functioning of the system.

5.1 Incident Report

Incidents can be reported by creating a support ticket at the Service Desk or by calling the Service Desk Helpline of the respective branches during office hours.

5.2 Incident Response

It is the goal of UTAS Services to respond to incidents as quickly as possible.

Given that complete resolution of an incident may require equipment replacement, repair, or vendor assistance, technicians may prioritize restoring functionality to reduce the impact on end users

Level of Incident	Response Time*	Resolution Time**	Functionality Restored	Communication
L1: No Error – System is functional, user needs support	Within 60 minutes	5-10 minutes	Time of resolution	
L2: Minor Error- System needs minor updates	Within 60 minutes	1-4 hours	Time of resolution	Users will be notified if needed
L3: Major Error- System needs major updates	Within 60 minutes	1-2 working days	1-2 working days	Users will be notified
L4: Device Failure – Specific device is not working; repair/replacement required	Within 60 minutes	1-2 working days	1-2 working days	Users will be notified, and alternative equipment provided

* Response time is dependent on the immediate availability of technicians.
** Resolution time is dependent on the severity of the required service

5.3 Prioritization

Every reported incident is assigned a priority number (service ticket) according to the impact and urgency of the service disruption. The impact is evaluated by considering how many individuals, and departments are affected.

6. Maintenance and Service Changes

The Maintenance Window for Kawader Systems can be found in the ISETC iPortal (https://utasoman.sharepoint.com/sites/isetc)

The HR Department and ISETC reserve the right to modify the maintenance window.

7. Performance and Review

7.1 System Performance and Availability

Reporting Service Performance and Availability reports will be provided with the release of the annual report.

7.2 SLA Reviews

HR Department is responsible for overseeing the reviews of this document. The information within this document can be modified as needed, as long as there is mutual consent from the main stakeholders and all impacted parties are informed. This SLA represents the entire agreement between the involved parties and can only be changed, modified, or altered in writing with the signature of each party.

8. Signatories

Service Provider:

DR. MONIA MOHAMMED ALFARSI
DAVC-ESSS

MR. SULTAN KHAMIS AL HARRASI	**MR. ABDUL AZIZ AL-ABRI**
Head of NISD	Head of ISETC

For UTAS- Al Mussanah Stakeholders:

DR. NASSER SALIM AL-BIMANI
Assistance Vice Chancellor – UTAS Al Mussanah

Appendix 1: **Kawader Services**

Nos.	Task	Approval	Duration
1.	Profile Update	Center/Department Head	Within 2 working days
2.	Request for Credit Leave	Department Head	Within 1 working day
3.	Request for Emergency Leave	Department Head	Within 1 working day
4.	Request for Salary Certificate	Finance Department	Within 1 working day
5.			