



IT Support Contract

IT support contract

Introduction

This IT support contract describes the services that [company name] ('the client') will receive from [IT supplier name] ('the supplier').

This contract should be read alongside the service level agreement (SLA) that applies to it. The SLA describes what levels of service are acceptable and what penalties will apply should the supplier fail to meet them.

Purpose

The client depends on IT equipment, software and services (together: 'the IT system') that are maintained and supported by the supplier.

This IT support contract sets out how the IT supplier will provide maintenance and support services for the IT system. It describes for which items the supplier will provide support, what activities it will perform, and how the client can expect problems with the IT system to be handled.

Scope

Parties

This IT support contract is between:

The client:	The supplier:
[company name] [company address] [address line 2] [address line 3] Key contact: [name] [telephone / email]	Carlos R. Garcia [added upon signed contract] Key contact: Carlos R. Garcia 210-853-9255 / 2016freelancer@gmail.com

Dates and reviews

This contract begins on **[date]** and will run for a period of **[] months**.

It may be reviewed at any point, by mutual agreement. At the end of the contract, the supplier and client will discuss possible renewal terms.

Equipment, software and services covered

This contract covers the equipment, software and services listed in the table below.

This list may be updated at any time, with agreement from both the client and supplier.

[Edit this table to reflect your own business. Sometimes this information is contained in a separate database or document. Often, the supplier will include extra details, like hardware serial numbers or software license keys.]

Item type	Number of items
Hardware	
Desktop computers <i>Dell OptiPlex 3020</i>	10
Laptop computers <i>Apple MacBook Air</i>	3
All-in-one printer <i>Xerox Workcentre</i>	1
Tablet computers <i>Apple iPad Air</i>	3
Mobile phones <i>BlackBerry Z10</i>	7

Software

Accounting software <i>Sage 50 Accounts Professional</i>	1
Microsoft Office <i>Professional version — for Windows</i>	10
Microsoft Office <i>Professional version — for Apple Mac</i>	3

Services

Cloud backup <i>1TB service</i>	1
Internet connection <i>100Mbps fiber service</i>	1
Web hosting <i>Private Cloud package</i>	1
[Add extra items as required]	[Number]

Exclusions

As this IT support contract is written in a spirit of partnership, the supplier will always make the best-possible efforts to provide support and rectify problems as requested.

However, this agreement only applies to the parts of the IT system listed above.

Additionally:

- This contract does not cover IT system problems caused by using equipment, software or service(s) in a way that is **not recommended**.
- If the client has made **unauthorized changes** to the configuration or set up of equipment, software or services, this agreement may not apply.
- If the client has prevented the supplier from **performing required maintenance and updates**, there may be a delay in resolving issues.

This contract does not apply to circumstances that could be reasonably said to be beyond the supplier's control. For instance: floods, war, acts of god and so on.

This contract also does not apply if the client fails to pay agreed supplier invoices on time.

Having said all that, [supplier] aims to be helpful and accommodating at all times, and will do its absolute best to assist [client] wherever possible.

Responsibilities

Key supplier responsibilities

The supplier will maintain and support the IT system used by the client.

Additionally, the supplier will:

- Ensure relevant software, services and equipment are available to the client in line with the service level agreement (SLA) that accompanies this contract.
- Respond to support requests as described in the SLA — and within reasonable time, in any case.
- Do its best to escalate and resolve issues in an appropriate, timely manner.
- Maintain good communication with the client at all times.

Key client responsibilities

The client will use the IT system covered by this contract as intended.

Additionally, the client will:

- Notify the supplier of issues or problems in a timely manner.
- Provide the supplier with access to equipment, software and services for the purposes of maintenance, updates and fault prevention.
- Keep the supplier informed about potential changes to its IT system. For example, if staff are to begin connecting their own mobile devices to the company network, the supplier may be able to adjust its services accordingly.
- Maintain good communication with the supplier at all times.

Activities

The supplier will perform a number of specific activities for the client. Details of these activities are described in the table below, along with the purpose and frequency of each.

[Edit this table to reflect your own business. Sometimes this information is contained in a separate database or document. Often, the supplier will include extra details, like an explanation of why each activity is important.]

Some suppliers may combine details of items covered and activities into a single list. Others may take different approaches.]

General		
Document software and hardware changes	As necessary	
Send client log of work performed	Monthly	
System maintenance		
Check backups are running properly	Daily	This is a simple check that backups are running with no errors reported.
Perform backup test	Monthly	This is a full data restore test.
Monitor and maintain server uptime	Constantly	
Install software patches, service packs and other updates	As necessary	Updates will usually be tested before being rolled out across the IT system.
Install software upgrades	As necessary	Upgrades that incur costs — and other major upgrades — will only be installed after consultation with the client.
Monitor server event logs for potential problems	Daily	
Monitor status and availability of cloud services	Constantly	Automated systems will be used to check cloud services used by the client are available.
Monitor available disk space on servers and company computers	Daily	

Activity	Frequency	Notes
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Perform system and server reboots	As necessary	Non-essential reboots will be performed at convenient times, agreed between client and supplier.
General server maintenance	As necessary	To be performed out of hours or at mutually agreed times.
Let client know of any potential issues	As necessary	For example: <ul style="list-style-type: none"> • Disk space running low • Equipment showing signs of failure • Deteriorating broadband speed
Create, remove and maintain employee user accounts and permissions	As necessary	For example, when employees: <ul style="list-style-type: none"> • Join or leave the company • Require access to additional resources

Assist users with support queries	As necessary	For example: <ul style="list-style-type: none"> • How to connect to VPN • Where to save shared files
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Fixing problems

Disaster recovery of core systems	As necessary	In the event of a significant IT failure or problem (e.g. complete server failure or security breach), the supplier will do everything possible to restore service. A separate disaster recovery plan should be maintained.
Fix user errors / mistakes	As necessary	For example: <ul style="list-style-type: none"> • Accidental file deletion • Forgotten password
Raise support requests with third-party providers	As necessary	Where cloud services and other aspects of the IT system are not in the supplier's direct control, the supplier will take responsibility for liaising with third-parties to resolve issues.

Managing networks

Maintain internet connection	Constantly	Automated monitoring will be used to identify performance issues with or availability of the client's internet connection(s).
Monitor router logs	Weekly	

Monitor network capacity and performance	Weekly	The supplier will endeavor to identify where network capacity is reaching its limit.
Maintaining security		
Monitor firewall logs	Monthly	The supplier will attempt to identify and address any unusual or suspicious activity.
Check status of security software updates	As necessary	The supplier will verify that all updates are installed in a timely manner.
Investigate any suspicious activity or unexpected software behaviour	As necessary	The supplier will investigate any activity that could be the result of malicious software or individuals, such as viruses or hacking attempts.
Manage file and folder permissions	As necessary	
Enforce password policies	As necessary	
Managing apps and services		
Create, manage and remove mailboxes	As necessary	For example: <ul style="list-style-type: none"> • Creating email addresses for new users • Increasing mailbox size if required
Managing mobile devices		
Mobile device management for BlackBerry devices	As necessary	For example: <ul style="list-style-type: none"> • Rolling out new apps to handsets • Updating handset software

Reactive support

The supplier will also provide reactive support services to the client. When the client encounters an issue with the IT system, it should raise this with the supplier. The supplier will then investigate the problem and respond appropriately.

All support issues should be raised via the supplier's online ticketing system, available at: [insert website address]. Raising issues in this way enables the supplier to prioritize and handle them correctly.

It also ensures required information about the issue is captured efficiently, and that the supplier's response times (important for the SLA) are measured fairly.

Support tiers

Support requests raised by the client will be handled by three tiers of support:

- **Tier one.** This is where all support incidents begin. The issue is clearly recorded and the supplier performs basic troubleshooting.
- **Tier two.** If an issue cannot be resolved in tier one, it will be escalated to tier two. At this point, the supplier will perform more complex support, using specialist staff where appropriate.
- **Tier three.** Issues that cannot be resolved at tier two will be escalated to tier three. At this level, support is provided by the supplier's most-experienced staff, who can draw on a range of expertise from third-parties when needed.

Charges and conditions

The monthly price for these services is: **[enter price]**

This is an all-inclusive charge that covers everything described in this contract, with the following conditions:

- Support will be provided **during working hours**. These are also referred to as 'standard hours' and are 8.30am — 6pm on weekdays (excluding English Bank Holidays).
- Support will be provided on a **remote access basis**. Visits to the supplier's premises (or to other sites) are charged separately.
- Additional charges apply for these items:
 - Support outside of standard hours: £[amount] per hour
 - Onsite visits: [amount] per hour (standard hours)
[amount] per hour (outside standard hours)

Signatures

This IT support contract is agreed between [client name] and [supplier name]:

Signed on behalf of the client:

Name: Click here to enter text.

Position: Click here to enter text.

Date: Click here to enter a date.

Signed on behalf of the supplier:

Name: Click here to enter text.

Position: Click here to enter text.

Date: Click here to enter a date.