IT support contract

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Introduction

This IT support contract describes the services that_____('the client') will receive from American Computer Repair ('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:
_____ _____ _____ _____ _____ _____	American Computer Repair 4913 Vallery Pl Raleigh NC, 27604 919.696.8025 www.ncdecalpros.com/NC-PC-Pros

Dates and reviews

This contract begins on _____ 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.

Item type	Number of items
Hardware	
Desktop computers	
Laptop computers	
All-in-one printer	
Tablet computers	
Mobile phones	
Software	
Accounting software	
Microsoft Office	
Microsoft Office	
Services	
Cloud backup	
Internet connection	
Web hosting	

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.

Activity	Frequency	Notes
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.
Perform system and server reboots	As necessary	Non-essential reboots will be performed at convenient times, agreed between client and supplier.
Let client know of any potential issues	As necessary	For example: • Disk space running low • Equipment showing signs of failure

Create, remove and maintain employee user accounts and permissions	As necessary	For example, when employees: • Join or leave the company • Require access to additional resources
Assist users with support queries	As necessary	For example: • How to connect to VPN • Where to save shared files
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: • 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	
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	As necessary	The supplier will investigate any activity that could be the result of malicious software or individuals, such as viruses or hacking attmpts.

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 prioritise 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:

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 9am — 5pm on weekdays (excluding 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: $175.00 per hour
    - Onsite visits: $50.00 per hour (standard hours)
                                        $175.00 per hour (outside standard hours)

All prices shown exclude VAT.

Signatures

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

Signed on behalf of the client:

Name: _____

Position:_____

Date:_____

Signed on behalf of the supplier:

Name: Anthony S. Owens

Position: Owner / Lead Technician

Date: _____