

# Information Technology Department

## Infrastructure Service Level Agreement (SLA)

This document defines the parameters surrounding the various support functions in the Information Technology (I.T.) department. Scope, times and levels of support are detailed in addition to project handling and general management considerations.

### Issue Resolution (support@rmprohomes.com)

This section details the parameters around the customer service support function in I.T.

#### 1. Response Time Metrics

This section outlines the target response times for the different classifications of issues presented through the helpdesk system. A schedule of Response Times for issues reported by sending an email to support@rmprohomes.com is presented as well as a response time schedule for issues reported through other means (voicemail, walk ups, visit etc).

<i>Classification</i>	<i>Through Support@</i>	<i>Other</i>
Mission Critical (Staff Use)	N/A	90 minutes
High Priority Functionality (Staff Use)	4 business hours	8 business hours
Normal Functionality	8 business hours	2 business days
Expanded Functionality	10 business days	20 business days
New Hardware/Software Purchase	15 business days	30 business days

#### 2. Support Prioritization Schedule

This section details the priority assigned to the various tasks and issues presented to the department.

- a. **Definition of Mission Critical functionality**
  - Ability to leave messages for agents
  - Ability to send/receive email (company exchange server only!)
  - Ability to Schedule Showings
- b. **Definition of High Priority functionality**
  - Ability for Staff to Cut Checks
- c. **Definition of Normal Functionality**
  - Ability to perform established tasks and work (please see Covered IT Categories for these covered tasks and work)
  - Support of RE/MAX Pros family of Organizations (support for these are provided by Ilogiq)
- d. **Definition of Expanded Functionality**
  - Expansion of established tasks and work (please see Covered IT Categories for these covered tasks and work)
- e. **Definition of Communicative / Guidance Functionality**
  - Provide training to new / existing employees
  - Provide feedback on suggested, potential implementations

### 3. Support Hours

- Standard Support service hours  
**8AM – 5PM Monday - Friday**
- Emergency Support hours **\*\*Staff Use ONLY\*\***  
**8AM – 5PM Saturday – Sunday**  
**Emergency Support will only be accessible by a staff member calling the weekend support phone number.**

### 4. Scope of Service Schedule

#### a. Scope of Service:

The I.T. Department is responsible for the functionality of all Company owned computers and data handling devices with the following exclusions

- Payroll System
- General Ledger System

The I.T. Department is responsible for ensuring connectivity to RE/MAX Pros network resources from Agent Computers for the following functions;

- RE/MAX Pros owned/managed printers (must be using an supported operating system)
- RE/MAX Pros Exchanger server Email Access (only accounts @rmprohomes.com, @prestigiousdenverhomes.com or @prestigerealtygroup.com)
- Internet Access from RE/MAX Pros Office Locations
- Document Storage from RE/MAX Pros Office Locations (direct access is not available from all offices)
- MyBrokeragePortal

The I.T. Department is responsible for all telephony/voice communication technology and services owned or managed by RE/MAX Pros.

The I.T. Department is responsible for all company owned document handling devices including

- Copiers
- Fax machines
- Digital Senders

The I.T. Department is responsible for email connectivity for approved PDA models

# Infrastructure Services

## 5. Disaster Recovery

The I.T. Department is responsible for maintaining a infrastructure that is robust enough to support the following Disaster Recovery parameters.

### a. Maximum Downtime Schedule for Infrastructure Functions

Internet Access	no more than 2 business days
Telephony Communications	no more than 2 business days
E-Mail Access	no more than 4 business days
Pathfinder Access	no more than 4 business days
Document Storage	no more than 4 business days

## 6. Security/Risk Administration

### a. Access Control

The IT Department head maintains the responsibility for restricting access to the RE/MAX Pros network, identified electronic data stores and to Electronic Enterprise Systems to authorized personnel in compliance with or to exceed Regulatory requirements.

### b. Data Safeguarding

The IT Department head maintains the responsibility for ensuring that data stores are protected from undue compromise, loss and attack. This requirement extends to both active stores as well as back-up storage and data access methods.

## 7. Enterprise Support Systems

### a. Scope

The I.T. Department is responsible for maintaining Enterprise Support Systems, which include any system employed by RE/MAX Pros to perform core business functions on RE/MAX Pros owned and managed systems. These include but are not limited to;

- E-Mail
- Virus Protection
- Internet Access
- Software Utilities (Win-Zip, Acrobat etc)
- File Management Solutions
- Printing

The following Enterprise Support Systems Applications are supported by the I.T. Department on Agent owned computers

- Email – Outlook 2003 or later
- Web Browser – Internet Explorer 7 or Greater
- File Management –Windows XP Professional
- Printing to RE/MAX Pros owned/managed printers–Windows XP professional
- Network Connectivity –Windows XP Professional

### b. Responsibility

- The IT Department head is responsible for ensuring that all RE/MAX Pros Enterprise Support Systems meet the Disaster Recovery and Security/Risk Administration requirements outlined herein