



# Service & Support Information Guide

*(Current: July 2018 – December 2018)*

IBC gives you the choice of a Monthly Service Plan, a Pre-Paid Service Block or just Casual Service and Support. You have a simple and flexible basis to receive ongoing service and support as and when you need it.

With the options of a Monthly Plan or a Pre-Paid Block, you have a convenient choice to suit your own budgeting – and you benefit from reduced prices for your service and support work.

Service and support can cover a wide range of activities including ‘How do I do this?’ queries; website maintenance and updates; new user training; trouble shooting; changes to site graphics; design updates; and the work involved for detailed planning of technical quotations and programming enhancements that you may consider making to your site.

The Monthly Plan or Pre-Paid Block gives you specially reduced preferential rates and the minimum charge period is just 10 minutes. This is more cost-effective than the Casual Service approach as service and support work done on a casual basis has a minimum time charge of 60 minutes.

When service work is performed by IBC under a Monthly Plan or Pre-Paid Block option, time is recorded and charged in 10 minute intervals. Service work can often be done immediately by IBC, rather than waiting for purchase orders to be approved by your administration staff, whereas all Casual Service work needs to be authorised before work can commence. Monthly Plans or Pre-Paid Blocks mean you have a timely and very cost-effective method to ensure your site is being efficiently looked after on an ongoing basis – and you have the peace of mind knowing that you can easily and quickly tap into the expertise at IBC whenever you need it.

Under the **Monthly Service Plan**, you agree to purchase a set minimum number of hours per month which is charged at the Service Plan rate. As service time is used, it is drawn down against the number of hours that are held in credit. With the Monthly Service Plan, time that is not used within a month is automatically rolled forward and added to the next month’s allowance. Unused time is held in credit for future work and it never expires. In the event that excessive hours are accrued and held in credit, no more hours can be purchased until the accrued hours have been used. Any service work undertaken in a month that exceeds the time held in credit is invoiced at the end of the month at the same Service Plan hourly rate.

With the **Pre-Paid Service Blocks**, a specified ‘block’ of time is pre-paid in advance and time is then drawn against the pre-paid block. For any service work undertaken in a month that exceeds the time held in credit, clients will be offered the chance to purchase a new service block. If a client decides not to purchase a service block excess time will be invoiced at casual rates.

Both the Monthly Service Plan and the Pre-Paid Service Block give you access to a wide range of IBC resources for the same rate. Work performed by any of the following types of skilled resources is covered:

1. Web Programmer
2. Multimedia Developer
3. Application developer
4. Graphic Designer
5. Basic Training
6. Project Manager /Coordinator
7. HelpDesk Service & Support
8. Technical Support



## Monthly Service Plan Rates

Service Plan Allocation	Rate (ex GST)
Monthly Service Plan of 2 or less hours per month	\$150/hr
Monthly Service Plan of 3 hrs to 10 hrs per month	\$145/hr
Monthly Service Plan of 11 hrs to 29 hrs per month	\$140/hr
Monthly Service Plan of 30 hours or more per month	\$135/hr

- The Monthly Service Plan is pre-paid monthly or quarterly in advance.
- There is a minimum Service Plan term of 12 months
- Service time spent is rounded up to the nearest 10 minute interval.
- Time not used in the month will be carried forward into the next month and held in credit. However, plans that accrue excessive time will be asked to cease pre-paid monthly or quarterly payments until the accrued time is used.
- Any time used in excess of what has been purchased, is invoiced at the same rate as the Service Plan rate.
- Time purchased is non-refundable.

## Pre-Paid Service Block Rates

Service Block Size	Rate (ex GST)	Amount (ex GST)
10 Hour Block	\$150/hr	\$1,500
20 Hour Block	\$145/hr	\$2,900
50 Hour Block	\$140/hr	\$7,000
100 Hour Block	\$135/hr	\$13,500

- Service time spent is rounded up to the nearest 10 minute interval.
- Un-used time is held in credit and carried forward for future use. Time never expires however the anticipated use of purchased time should be within six months.
- As a standard, Service Blocks are automatically renewed when time in credit is less than 20% of the original purchased block. Alternatively, if you wish to not have auto-renewal, then excess time is invoiced at the casual rates below in the absence of other agreements.
- Time purchased is non-refundable.

## Casual Service Rates

- Applicable in the absence of a Monthly Service Plan or Pre-Paid Service Block or other agreed Project Rates.
- Minimum charge of 1 hour applies.

IBC Resource Type	Rate (ex GST)	IBC Resource Type	Rate (ex GST)
Web Programmer	\$160/hr	Software Engineer	\$160/hr
Senior Web Programmer	\$180/hr	Senior Software Engineer	\$180/hr
Multimedia Developer	\$160/hr	Business Analyst	\$180/hr
Senior Multimedia Dev.	\$180/hr	System Trainer	\$160/hr
Graphic / Interface Designer	\$160/hr	Project Manager	\$170/hr
Creative Director	\$190/hr	Project Director	\$180/hr
HelpDesk Services	\$160/hr	Technical Consultant	\$180/hr
Technical Support	\$160/hr	Senior Technical Consultant	\$200/hr
Senior Tech Support	\$180/hr		

## Routine Service Work

If you have either a Monthly Service Plan or a Pre-Paid Service Block, then in the absence of any other agreement such as a specific purchase order for specific work, the time taken to work on and complete any requests made by your organisation for service or support will be allocated to the relevant plan.



It is not always possible to accurately assess the time needed for completion of service jobs. If substantial work (i.e. typically a service job likely to exceed 2 hours) is being requested and any such job is non-urgent and may be likely to exceed the current time in credit, then IBC may advise you of this prior to the work being undertaken so that you can determine if the requested work is to be carried out, or done as separately invoiced work - or not proceeded with.

### After Hours & Urgent Service Work

Monthly Service Plans and Pre-Paid Service Blocks are ideal to ensure urgent work is undertaken quickly, efficiently and at a low cost. Urgent service work can generally be undertaken at short notice between 8.30am to 5pm (WST) on standard working days. After hours work attracts a loading of 50%. After hours work will only be done at your request.

It is not always possible to advise you prior to us commencing or completing urgent work. We undertake to do urgent work for you at our earliest convenience – and we do this as part of our service and support relationship with you.

### Emergency Work

For your organisation’s benefit, IBC may undertake emergency work to maintain the operational continuity of your online systems, and such work may be charged to the Service Plan, Block or casually. This work may be done at IBC's discretion in emergency circumstances - rather than from a request from you. If your organisation wishes to remove IBC's discretionary ability to do any emergency work that may be billable to you, then please advise IBC accordingly.

### Target Response Times

Severity	Definition	Target Response	Target Resolution
<b>1 – Critical</b>	<p>Where there is an outage that impacts an entire business function, application or a group of users, and where there are adverse effects on business, public or political repercussions.</p> <p>For example: Hardware failure, corruption, or loss of master database, software failure, corruption or loss of a critical application on Production servers.</p> <p>Critical Issues require phone notification to meet target response times.</p>	15 minutes	4 business hours
<b>2 – High</b>	<p>Where there is a single outage that impacts a group of services but may not be causing adverse effect to business, loss of revenue, public or political repercussions.</p> <p>An outage affecting the majority of users on any production server where no work around is available.</p> <p>Backup failure that compromises recoverability of a critical server or database.</p>	1 business hour	6 business hours
<b>3 – Medium</b>	Where there is a single outage that affects a group	4 business hours	2 business days



	<p>of users but does not completely stop their services. Any outages affecting a majority of users on any production server with a work around available.</p> <p>Backup failures that compromises recoverability of non-critical server or database.</p>		
<b>4 – Low</b>	<p>Where a single individual has an outage with a device or application, which does not affect their complete service.</p> <p>Single user affected.</p> <p>For all outages on non-critical environments and applications.</p>	1 business day	5 business days
<b>5 – NA</b>	<p>A request that does not impact current system operation. For example, this will apply to change requests such as the development of a new report or enhancement to an existing system.</p>	5 business days	TBD

### Processing Service Requests

When a service request is received from a client, the assumption on IBC's part is that this work has been requested to be done. IBC does not generally refer back to a client to advise that such work is chargeable on the Service Plan or Pre-Paid Block if such a plan or block has been established by you. The work is allocated within our team and then completed. The concept of service work is that our client requests it and we do it - fast throughput, minimum delay and low admin overheads. We seek to always look after your best interests - which is doing high quality work cost-effectively as quickly as possible with the minimum of admin overhead.

### Providing Quotes & Estimates

You may request a quote or estimate for specific service work prior to authorising IBC to do the work. We generally recommend not doing this for minor service jobs as the time involved to give a 'quote' can often be as long as actually doing the work.

IBC can provide two types of estimates: Ball-park Estimates and Technical Estimates. IBC provides Ball-park Estimates of proposed work at no charge to you. The time involved to provide a Technical Estimate of requested or proposed work is considered part of IBC's Technical Consultancy Services and is therefore generally a chargeable service.

### Reports

As part of our reporting to you, IBC provides Service Plan & Pre-Paid Service Block clients with monthly reports detailing the work done as part of the Plan or Block.

### Validity

The rates on this document are valid from 01 July 2018 to 31 December 2018.