



جامعة قطر
QATAR UNIVERSITY

FACILITIES AND GENERAL SERVICES DEPARTMENT (FGSD)

QUALITY AND FACILITY MANAGEMENT SYSTEM

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SLA-FGS-10

Quality and Facility
Management System
(QFMS)

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01. Purpose

The purpose of this document is to ensure that the proper elements and commitments are in place to provide consistent Facility and Maintenance service support and delivery to the End-User(s) of Qatar University (QU) by Facilities and General Services Department (FGSD) and its sections.

The goal of this Agreement is to obtain mutual agreement for Facility and Maintenance service provision between the Provider, represented by FGSD and its sections, and the End-User(s) of Qatar University (QU).

The objectives of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise, and measurable description of service provision to the End-User.
- Match perceptions of expected service provision with actual service support & delivery.
- Complying with the requirements of ISO 182945:2017 – Customer Contact Centers

02. Scope

This document is applicable on all the services provided by the Facilities Call Center with the Facilities and General Services Department (FGSD) in Qatar University (QU).

03. References

SLA of FGSD' Call Center

04. Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the primary stakeholders associated with this SLA:

1. Facilities Call Center Service Provider(s): Facilities & General Services Department (FGSD) in solidarity with its affiliated section(s) ("**Provider**").

* Note:

The delivery or execution of the service might be done by any **contracted outsourced company/service provider** other than the Facilities & General Services Department (FGSD).

2. Customer(s): End-User ("Customer").

The End-User might be any **department/college/unit/Employee**/etc. that located in the Qatar University Camps and one of the contents of its Organizational Structure (OC).



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05. Services Level Agreement

5.1 Facilities Call Center Service Level Agreement

1 Service Scope				2 Service Management		
				2.1 Service Response	2.2 Service Level Performance	
What services are NOT included?	What services are included?	How the service will be delivered?	Who will provide the service? Section, Technician or/and Outsourced contractor	Expected Time for Response (RFT)	Expected Time for Delivery/ Completion	Service Availability
	Provision of call center services of Facilities and General Services Department within Qatar University	<ul style="list-style-type: none"> • Calls • Emails • WhatsApp • Oracle 	Facilities Call Center (FCC) Agent	<ul style="list-style-type: none"> • Calls: 10 sec. • Email: 15 min. • WhatsApp: within 24 hr. • Oracle: within 24 hr. 	<ul style="list-style-type: none"> • Calls: within 24 hr. • Email: based on client SLAs (mentioned in the Service Catalogue) • WhatsApp: based on client SLAs (mentioned in the Service Catalogue) • Oracle: within 24 hr. 	<ul style="list-style-type: none"> • 99% or 7/5 <p>Sunday to Thursday 07:30 AM – 2:30 PM</p>

3 Service Category

In support of services outlined in this Agreement, the **Call Center** "Service Provider" will respond to service-related incidents and/or requests submitted by the End-User "Customer" within the following time frames:

<p>1. Critical priority:</p> <ul style="list-style-type: none"> ▪ Within 2-4 hrs. <p>A complaint that has immediate and higher than the perceived impact on the customer's life, project financial losses, site or department damage unless not resolved within the expected timelines.</p>	<p>2. High Priority:</p> <ul style="list-style-type: none"> ▪ Within 24 hrs. ▪ A Complaint that may or may not have immediate and higher than perceived impact on the customer's life, project financial losses, site or department damage but still needs to be resolved at the earliest. ▪ Customer dissatisfaction with an element of departmental 	<p>3. Medium Priority:</p> <ul style="list-style-type: none"> ▪ Response time: within 5 working days. A complaint that has intermediate and has expected impact on the customer. This might lead to disgruntled customer exceed the period of a service, or complaint. 	<p>4. Low Priority:</p> <ul style="list-style-type: none"> ▪ Response time within 10 working days. A complaint that had low impact and no serious implication on the retention of the customer. The low priority complaints may be vague in nature or lack specifics, but contain sufficient information to determine they are service standard related
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			or related to poor service in general terms.
<p>This is resultant of any long pending service request, observation issues or lack of maintenance.</p> <p>Examples of complaints Reporting of:</p> <ul style="list-style-type: none"> ▪ Power shutdown of: ▪ Building ▪ Elevator (especially if there are people inside) ▪ Water leakage: ▪ Inside building or outdoor. ▪ On electricity or devices. ▪ Power socket, electrical extension or any electrical device making electricity sound ▪ Reptiles or dogs in campus. ▪ Door handle stopped working /office locked down and there are people inside. ▪ Fire or smoke coming from device. ▪ Gas or radiation leaks. ▪ Operations; services provided is unsatisfactory. Ignorance of service request or complaint by agent. ▪ Example: AC off/ hot (especially in class rooms) 			Normal service request

4 Service Request and Service Support

Working Hours	Working Days	External Numbers	Internal Numbers	Emergency Numbers	Control Room Ext	Service Request Channels
07:30 AM – 2:30 PM	Sunday to Thursday	+974 4403 3636	3636	- For sections - For Outsourced Service	- Emergency 24/7 - Control Room Ext.3600	- List of Emails here: fgsc@qu.edu.qa - List of WhatsApp numbers here: +974 55155326 - Oracle accounts



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Providers/
Contractors

- Other systems might be used for recording tickets/incident: hp management system

5 Service Requirements

Service Provider Requirement

End-User Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include but not limited to:

- Meet/commitment to the response times associated with service-related incidents.
- Appropriate notification to End-User (2:3 days prior) to all Scheduled Maintenance.
- Appropriate notification to End-User (1 day prior) to expected Service Failure/Cut Off and Expected Service Restoration Time.

End-User responsibilities and/or requirements in support of this Agreement include but not limited to:

- Using the proper channels for ticketing and using the designated forms for requesting the services of the sections.
- Availability of End-User representative(s)/Building Coordinator when resolving a service-related incident or request.
- Evaluating and giving feedback about the quality of the service provided by the section on the designated form(s)

6 Service Assumptions

Assumptions related to in-scope service and/or any of its components include:

- ✓ Check FCC Business Continuity Plan (Doc Ref: FCC-ISO-PLN-02 REV 00)

7 Service Monitoring and Tracking

List of Tools/ Technologies used for monitoring the performance of the service:

- Dashboards (SharePoint).
- System (ZOOM quality management, QU Surveys, IBM Cognos Analytics).
- Periodical Audit Times (monthly/ yearly/ quarterly).
- Who is authorized to review the results/outcomes of monitoring/audits (for internal use only).

8 Service Terms & Conditions

List here the Terms & Conditions of the service, that include:

- Special Conditions.
- General Conditions.
 - ✓ Ex. Cases for breaching of the Service (service abusing; service misuse).
 - ✓ Ex. Cases might lead to Service Termination.

9 Pricing and Service Cost (could be excluded)

- Service Cost (total/installments) : NOT APPLICABLE.
- Cost in case (service abusing/service misuse): NOT APPLICABLE.