



Website Development Service SLA

What is the service?

The service provides customers with a professionally-designed, responsive website that can be accessed on a wide range of devices. It can be updated directly by the customer, using a user-friendly interface, or by ICT Services on their behalf.

What is included?

- The build,
- An initial consultation to discuss content, design and functional requirements
- A professional, responsive and consistent design
- Transfer of content, where possible, from an existing website
- Integration of social media content such as from Twitter
- Training, guidance and support on the use of the content management system, allowing the customer to maintain their own images, documents and pages
- No fixed limit on how much content you can upload to your website, subject to a reasonable use policy
- Regular reviews of the website's content and structure to ensure it continues to meet statutory requirements and evolving best practice
- Telephone and email support including changes to structure and content

Exclusions

- This agreement relates only to websites built by ICT Services within our content management system, and not to those built by the customer or a third party on their behalf
- The customers is responsible for all content uploaded to the site, including pictures, text and documents
- Any non-standard functional or design requirements may incur an additional charge
- The customer must ensure they have the appropriate permission to use images and other content. This includes the written consent of the copyright holder and of the parent or carer of any child depicted
- Photographic images taken by ICT Services
- The provider will recommend appropriate file formats and settings for uploaded content to balance quality and the best use of resources in the system. The provider reserves the right to adjust any user-added content in line with these recommendations, such as reducing the resolution of pictures or converting documents to a more appropriate format, without notice.
- ICT Services registers domain names on behalf of it's customers, with Nominet. To view Nominet's terms and conditions please go to <http://www.nominet.org.uk/go/terms>
- The website design and code remain the property of ICT Services and cannot be transferred to any other hosting service
- The website will be permanently deleted on the termination date of this agreement. Any content which the customers wishes to retain must be downloaded by them before this date

Endorsements

I, (please print your name) hereby accept the terms of this

agreement on behalf of (name and address site)

.....

Contact telephone number:

Signed:

Date:

By signing this document you are also agreeing to the ICT Services standard service level agreement terms and conditions document.