



# Websites Service Level Agreement (SLA)

## **Mariannahill Mission Press**

This agreement covers the service level for the provision and support of the *Websites-Design & Hosting* Service provided by the **Mariannahill Mission Press (Mhmp)**. This agreement remains valid until revised and will be reviewed at least annually by the Service Owner (**Catholic Directory – SACBC**).

## Service Description

The Websites Service provides solutions to Domain Registration, Web / Email Hosting, Designing and Managing websites-content in order to facilitate the exchange of information on the internet. This service is intended for public-facing informational content in support of the **Catholic Directory – SACBC**.

## Service Offerings

### Included Services:

- Website support, such as bug fixes and access changes, for one instance of the website, either on the legacy Web CMS or on the new Web CMS, but not both, for the duration of this agreement.
- Creation and maintenance of Standard Content and the Standard Layout.
- Email Creation and Function support.

### Cost:

**Mariannahill Mission Press** designed and manages the (**Catholic Directory – SACBC**) Website platform as a common good service. **The Catholic Directory – SACBC** will be responsible for paying *Domain Renewal and Annual Hosting fee* to **MHMP** on the due date set on: 01/03/every-year). Web Hosting / Services status will be available on our new **Web Hosting Management System** <https://mariannahillmedia.org/clientarea> (logins will be shared separately) **The current Website Link:** [www.catholicdirectory.org.za](http://www.catholicdirectory.org.za) .

**Service Inactivity and Deactivation:** If at any time during a website hosting and domain renewal there is no response from the Service Owner (**Catholic Directory – SACBC**) for 1 month after the annual-payment due date (01/03/every-year), the Web-service or domain will be **closed and marked as suspended**. Any work that has been done by **Mhmp** on the Web CMS may be wiped/ removed to serve our hosting disk-space. If the **Catholic Directory – SACBC** wishes to re-open the website or domain, **R300** will be charged per *every skipped month* from the previous **invoice due date**.

### Service Levels:

#### **Standard Website Service Included:**

- A new modern website scope utilizing **the Standard Content Types:**
  - o Planning and coordination for the project.
  - o Creating the shell website layout.
  - o Performing design, build and accessibility quality assurance reviews of sites and pages
  - o Email Function Management





## Website Service

The Website service level is offered to provide a framework to rapidly create very simple, templated new websites, pages that have limited resources and modest website needs. Significant limits are placed on the scope and features offered under this service level to ensure a predictable workload. **No changes to the website layout or content will be permitted out of Mhmp consent**, for any damages or distortion of layout and content **Mhmp** will charge for reinstating / restoration (**R800**). Subsequent requests for enhancements and updates in excess of the activities listed below are not covered under the Basic Website service level and instead fall under either the Standard Website or Custom Website service level, depending on the nature of the request.

### Website Service Included:

- Creation of a single, new basic website, Basic Pages and Announcements.
  - The homepage of the website included a full-page width “hero” image and other welcoming sections.
  - The website included internal Basic Pages. All internal pages are identical in layout and content types. No changes to the basic layout or Standard Content Types will be permitted.
  - **The Catholic Directory** website was primarily registered / developed from 01/03/2019. In future requests from (**Catholic Directory – SACBC**), **Mhmp** will be able to add or create unlimited additional pages at a cost of **R400** per each page. A new **Website Design Service** will come together with **Quote or an Invoice**.
- Granted access to the website editor for up to 1 content contributor.
- Embedding of Google analytics code on the website.
- Indexing of the web site to collect, parse and store key information to facilitate fast and accurate searching of web pages and documents using the standard web search engine.

### Website CMS Update:

If the WordPress / Plugins are not updated for a period of time. The website will be outdated and it might result in a crash. *Note:* **Mhmp** will take responsibility or practice of updating the website Content Management System (CMS) on a 3 months basis at **No Cost!!**

### Backups & Data Retention

Web CMS websites include “Revisoning” which allows content contributors (**Diocese of Kokstad**) to compare current and previous versions of each page. The backup will be kept and provided by **Mhmp**.

### Supported Web Browsers:

The Website is accessible everywhere and supported on computers and mobile versions of the following web browsers:

- Google Chrome
- Microsoft Edge
- Apple Safari
- Mozilla Firefox

### Eligibility:

This service is available to faculty and staff. Website content provided by a permanent faculty or staff member with budgetary authority, and the person agreed to take responsibility for the content and oversight of the website. This service is not available for course materials, personal use such as a personal portfolio of work, or a personal website but for the **Diocese**.





### Customer Responsibilities:

Client (**Catholic Directory – SACBC**) is responsible for the following activities associated with the Web Content Service:

- Creating, updating and posting of website content.
- Approval of website designs and website launches.
- Storing archives of decommissioned websites.
- Allocating sufficient time to collaborate and continuously engage with **Mhmp** throughout the entire website project.
- Designating Website Owner(s)
- Approval of overage hours once the initial allocation is depleted

### Static Website

**Mhmp** designed a static website on the WordPress CMS platform. This service is limited to the use of further programming languages e.g php, python or JavaScript-based etc. This service is not intended for use as an *archive of old websites*, hosting of course materials, file storage or any personal use, such as a personal portfolio of work or a personal website.

**Benefit.** This Agreement shall be *binding upon and shall inure* to the benefit of each of the parties hereto, and to their respective heirs, representatives, successors, and assigns.

**Counterparts.** This Agreement may be executed in counterparts, all of which shall constitute a single agreement. The Agreement shall be effective as of the date set forth above.

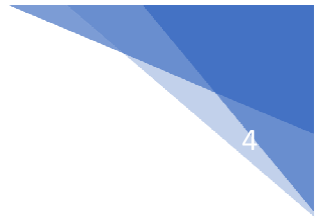
**Notices.** All notices, requests, consents, claims, demands, waivers and other communications hereunder (each, a “Notice”) shall be in writing and addressed to the Parties at the addresses set forth on the first page of this Agreement. All notices shall be delivered by email or at the address which the parties may designate to each other through personal delivery, nationally recognized overnight courier (with all fees prepaid), or certified or registered mail (in each case, return receipt requested, postage prepaid). Except as otherwise provided in this Agreement, a Notice is effective only if (a) the receiving party has received the Notice and  
(b) the party giving the Notice has complied with the requirements of this Section.

**Force Majeure.** Developer is not liable for any failure to perform due to causes beyond its reasonable control including, but not limited to, acts of God, acts of civil authorities, acts of military authorities, riots, embargoes, acts of nature and natural disasters, and other acts which may be due to unforeseen circumstances.

**Headings.** Headings to this Agreement are for convenience only. Headings shall in no way affect the provisions themselves and shall not be construed in any way that would limit or otherwise affect the terms of this Agreement.

**Entire Agreement; Modification.** The agreement embodies the entire agreement between the Client and Designer relating to the subject matter hereof. This Agreement may be changed, modified or discharged only if agreed to in writing by both parties.





Support Contact Information

To make a Service Request or report an Incident, **Catholic Directory – SACBC** will be expected to send an enquiry or report to **MHMP** for solution.

- **Send an email to:** [web@mhmp.co.za](mailto:web@mhmp.co.za) / [evans@mhmp.co.za](mailto:evans@mhmp.co.za)
- **Call:** 031 700 4251

It is advised to call the service desk for High Priority technical errors.

How We Communicate with Customers

Depending on the request we use following methods:

- Email
- Phone Calls

**IN WITNESS WHEREOF**, the Parties execute this Agreement. Signed and witnessed by the Service Owner.

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**For Service Owner**

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**Witness:**

**Signed and witnessed by the Service Provider.**

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E Karume  
**For Developer / Service Provider**

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Fr. Proud Mukamba  
**Managing Director /Witness:**

