



## **MDA EO1 OPERATIONALISATION PLAN TEMPLATES**

### **Notes:**

The templates provided herein are for guidance purposes. MDAs are expected to adapt these templates in developing or reviewing their SLAs, Customer Service and Communication strategies. All Operationalisation Plans must be in Microsoft Word format and submitted to:

1. Office of SGF:
2. Office of HOS:
3. SERVICOM:
4. Enabling Business Environment Secretariat (EBES) at NIPC Building

Emails: [david.uzosike@ebes.gov.ng](mailto:david.uzosike@ebes.gov.ng)  
[nneka.ekwuozor@ebes.gov.ng](mailto:nneka.ekwuozor@ebes.gov.ng)

- MDAs are expected to submit a report on their level of compliance with the EO1 monthly to the above offices on the last Friday of every month.
- The performance of MDAs on the KPIs for the EO1 implementation would be assessed, ranked and reported to PEBEC at the monthly council meeting.
- MDAs are at liberty to reach out to the PEBEC Secretariat as well as third party consultants for additional support with respect to their Operationalisation Plan and implementation of the EO1.



## SECTION A: Service Level Agreements (SLA)

### Template for Service Level Agreement (SLA)<sup>1</sup>

Effective Date:

#### Version

Version	Date	Description	Author
1.0		Service Level Agreement	MDA

#### Approval

*(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)*

Approvers	Role	Signed	Approval Date
Name of approvers <sup>2</sup>	Head of MDA		
	Heads of Dept. within MDA		

<sup>1</sup> SLA template to be modified for Customer, Internal and Vendor SLA types

<sup>2</sup> One of the approvers must be the Head of the MDA. Departmental /unit heads within MDA would also sign off



## Table of Contents

1. Agreement Overview.....	3
2. Goals & Objectives.....	3
3. Stakeholders.....	3
4. Periodic Review.....	4
5. Service Agreement.....	4
5.1. Service Scope, requirements, costs, timelines, etc.....	4
6. Service Management / Default Approvals.....	4
7. Sanctions /Consequence Management.....	4



## 1. Agreement Overview

A detailed description of the Service Level Agreement (“SLA” or “Agreement”) is presented in this section stating who it is meant for, the validity of the agreement, etc.

For example, *“This Agreement describes the key services to be provided by the MDA and the quality standards we have committed to in terms of service delivery to our customers /end users/ stakeholders...”*

*“...This Agreement remains valid until superseded by a revised agreement...”*

## 2. Goals & Objectives

The goal and objectives of the SLA are stated in this section. For example, *“The purpose of this agreement is to clearly set out the services and the commitments of (insert name of MDA) to meet its obligations under the agreement”...”the end-user /customer is also expected to meet all requirements that are stated in the Agreement....”*

The **objectives** can be stated to also be to:

- *Provide clear reference to service ownership, accountability, roles and/or responsibilities.*
- *Present a clear, concise and measurable description of service provision to the customer.*
- *Match perceptions of expected service provision with actual service support & delivery.*

## 3. 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:

List of stakeholders should be presented here. For example, for FRSC:

- All drivers and learners
- All vehicle owners
- All cyclist
- All road users
- Etc.



## 4. Periodic Review

The effective date of the agreement and frequency of review are stated here.

*It is recommended that the SLA be reviewed a minimum of once per fiscal year, however, in lieu of a review during any period specified, the current Agreement will remain in effect.*

## 5. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

### 5.1. Service Scope, Requirements, Costs, Timelines, etc.

All the services provided by the MDA are outlined in this section as follows:

- List /description of services.
- Requirements / eligibility for the services. Regulatory framework can also be indicated at this point. A link to the relevant regulation online is a must
- The steps / procedures for service delivery
- Timelines for service delivery

*The above can be presented in a tabular format for clarity. Whatever, the form, it must be clear and easy to understand by all stakeholders.*

## 6. Service Management /Default Approvals

This section would detail out the impact /consequences of service breakdown /failure on the part of the MDA, applicability of the default approval directive and sundry implications.

For example, it could be stated that *“in the event that the MDA fails to meet the specified timelines in the SLA and did not provide any update to the customer prior to the end of the stipulated time, the MDA would issue the approval to the customer the day after the expiration of the timeline in line with the default approval directive...”*



All clauses relating to the service delivery timelines and costs should be clearly stated in this section. In other words, the conditions for validity of the timelines /costs should be clearly stated.

An example is *“if the cost requested at the point of application is different from the published costs, the published costs would supersede and the customer cannot be forced to pay higher...”*

MDAs have a responsibility to ensure that all changes in the conditions of service delivery are quickly reflected in the SLA and widely published, especially on its website.

## **7. Sanctions /Consequence Management**

The applicable sanctions and consequences of non-compliance /default by staff members need to be clearly spelt out in this section.



## **SECTION B: Template for Customer Service Interface**

The MDA should articulate its Customer Service (CS) outline /plan in this section. The CS plan should have the following components /headers:

### **1. MDA**

A brief description of the MDA and its mandates

### **2. Details of MDA Head of Customer Service Unit**

The name and contact details of the head of the CS unit should be reflected in this section. He/ she is responsible for the entire CS network and strategy and would report directly to the Head of Agency

### **3. Number of CS outlets (physical) and locations**

The number of physical CS points and locations would be outlined under this section

### **4. List of MDA CS email addresses – these must also be listed on the website and functional**

All the CS contact email addresses should be listed in this section. Please note that all emails must be functional and devoid of any downtime

### **5. List of MDA CS telephone lines – these must also be listed on the website and functional**

All the CS contact phone lines should be listed in this section. Please note that all phone lines must be functional and devoid of any downtime.

### **6. Availability of service – 24 /7 or not**

The availability of the CS infrastructure will be clearly defined here. Is it 8:00am – 5:00pm, 7:00am – 7:00pm, 24 /7, etc. The contact numbers and emails must be accessible to the public for whatever time is specified. The lines must be picked up after a maximum of 3 rings and the email must provide a response to the customer at most 2 hours after receipt of an email.

### **7. Escalation mechanism; i.e. levels of escalation should be clearly outline. E.g. front desk – technical – management**

There should be clearly defined levels of escalation whereby issues that cannot be resolved by the first level of customer service personnel are moved to a second level (technical support), and subsequently a third or higher level (management)

### **8. Number of CS staff – manpower resourcing plan**

The headcount and levels of the CS team should be indicated in this section. Also, recruitment plan should be included in this section.



**9. MDA social media platforms; twitter, Facebook, etc.**

The MDAs social media handles should be listed here. The statistics of usage as at the time of submitting the report should also be indicated

**10. Monitoring and supervision process for CS personnel**

The monitoring and supervisory mechanism must be clearly defined in this section. In the case of misconduct, what happens to the CS personnel. Plans for mystery shopping activities should also be articulated here.

**11. Training program for CS team**

The training program for the CS team should be detailed out in this section.





## **SECTION B: Communication Strategy**

The Communication Strategy must be robust with clear timelines for implementation /execution. The focus should be on the following:

- 1. Stakeholders' Fora and Roundtables**
- 2. Consultative panels**
- 3. Newsletters (Email and Physical)**
- 4. Infographics**
- 5. Adverts in media**
- 6. Active social media presence**
- 7. Radio, TV and newspaper interviews**
- 8. Press Releases**
- 9. Public speaking engagements**

For each of the above indicators, the plan should outline the frequency and existing statistics.