

UW Oshkosh Service Level Agreement between the UW Oshkosh Campus and Information Technology

Effective Date: 3/1/2018

Review Date: 3/1/2019

1. General Overview

This is a Service Level Agreement (SLA) between the UW Oshkosh campus community and the Information Technology department (IT) to document:

1. The technology services IT provides to the campus.
2. The general levels of response, availability, and maintenance associated with these services.
3. The responsibilities of IT as a provider of these services and of customers receiving services.
4. Procedures for requesting service.

This Agreement is valid from 1/1/2018. Review is every year, or as otherwise needed or requested.

2. Service Description

2.1 Service Scope

The IT and Campus SLA:

1. Defines a general level of predictability for IT communication and services.
2. Reflects how IT does business today and the direction IT is heading.
3. References the IT Service Catalog, <https://it.uwosh.edu/our-services/>, for clear service level descriptions.
4. Describes how work will be prioritized and predicts response times including a single outage notification process.

Anything not defined in this SLA or the Service Catalog is currently out of scope, which means not supported by IT. To request a change to the SLA or Service Catalog, please contact the CIO or one of the IT Directors.

2.2 Campus Standards

IT has defined standard software and hardware system requirements that are fully supported. IT cannot commit to supporting non-standard devices, systems, or software. Exceptions may be granted by the CIO in consultation with the division leader for justified use cases. Charges for parts, labor, or vendor consultation may apply to support of non-standard devices, systems, or software.

1. A list of hardware standards is maintained at <http://it.uwosh.edu/campus-computer-standards/>.
2. Standard software is defined as Adobe Acrobat Professional, Google Chrome, and Microsoft Office.

3. Software or hardware that has been de-supported by the vendor may be identified as a security risk and will require removal or upgrade.

Some software, such as remote support applications, software management applications, inventory management applications, and antivirus applications must be installed on every computer owned by the campus. Antivirus applications must also be installed on personally owned computers attached to the campus wired network.

IT may revise support standards at any time for security or other compelling business reasons. In that event, staff will work with the campus to explain and address the change in standards.

2.3 Assumptions

The following basic assumptions are made regarding IT services:

1. Services, access to services and accountability measures provided by IT are clearly documented in the IT Service Catalog, <https://it.uwosh.edu/our-services/>. The IT Service Catalog is continually updated with additional service information regarding what services are offered, how to get services, how to get help for services and if applicable, how much services cost.
2. Planned outages to services are communicated and documented to all stakeholders via the IT website, IT Maintenance calendar, or email announcements, depending on their impact.
3. Services are provided in adherence to any related policies, processes and procedures.

3. Responsibilities

3.1 IT Responsibilities

Responsibilities and/or requirements of IT in support of this agreement include:

1. Meet service delivery commitments outlined in the IT Service Catalog.
2. Meet response times associated with the priority assigned to incidents and service requests.
3. Implement defined processes to meet service level commitments.
4. Maintain and train staff to avoid single points of failure.
5. Appropriately notify clients of all scheduled maintenance via the IT Maintenance Calendar, IT web page and/or a communication to campus via the distribution lists.
6. Communicate changes in standard hardware, software, and procedures to campus.

3.2 Customer Responsibilities

Customer responsibilities and/or requirements in support of this Agreement include:

1. Use the defined processes for requesting help and services.
2. Monitor the IT Maintenance Calendar and/or IT website to be aware of planned outages.
3. Notify IT of upcoming events that require IT support or prohibit planned maintenance outages. Customers can call 424-3020 or send email to helpdesk@uwosh.edu with event information.
4. Respond in a timely manner to inquiries from IT staff who are resolving incidents and handling service requests.
5. Comply with campus (<https://it.uwosh.edu/policies/>) and UW System security policies (<https://www.wisconsin.edu/uw-policies/news/information-security-policies-and-procedures/>).

6. Maintain records of software licenses purchased by the individual or unit to ensure all specialized software is operating under the requirements of its licenses.
7. Consult with IT **before** purchasing or installing hardware, software, hosted solutions, software as a service, Google plug ins, and browser extensions.
8. Purchase appropriate hardware, within campus standards (<http://it.uwosh.edu/campus-computer-standards/>), for all staff.
9. Consult and coordinate with IT **prior to** having vendors work on campus or remotely on IT systems.

4. Requesting Service

A service request means a request is made by a customer to IT for a service as published in the IT Service Catalog. There are several methods of contacting IT for all requests.

4.1 Online Request using link on IT Web Site (<http://it.uwosh.edu/contact-us/>)

Requests made via the web interface will be processed during normal hours of operation.

4.2 Phone (920-424-3020)

Phone service is available during regular hours of operation, Monday through Friday between 7:30am and 4:30pm. Messages left during off hours will be processed the next business day. Additionally, students living on campus can call the ResNet office, 920-424-0863, for more immediate service regarding technology in the residence halls.

4.3 Email (helpdesk@uwosh.edu)

Email requests will be processed during regular hours of operation, Monday through Friday between 7:30am and 4:30pm. Emails received during off hours will be processed the next business day.

4.4 In-Person

The table below indicates places that provide in-person assistance during the Fall and Spring 14-week sessions. In addition to the locations specified below, you can also find in-person assistance at each general access computer lab. Lab locations and hours are listed at <http://it.uwosh.edu/computer-labs/>.

Office	Location	Monday-Thursday	Friday
Classroom Technology Center	Halsey 259A	7:30 AM - 10:00 PM	7:30 AM - 4:30 PM
Classroom Technology Support	Clow C010	7:30 AM - 10:00 PM	7:30 AM - 4:30 PM
Event Support	Reeve 104	8:00 AM - 7:30 PM	8:00 AM - 7:30 PM
Help Desk	Dempsey 207	7:30 AM - 4:30 PM	7:30 AM - 4:30 PM
Residential Technology Support	Gruenhagen 103	8:00 AM - 6:00 PM	8:00 AM - 5:00 PM
Student Technology Center	Polk 5	7:30 AM - 6:30 PM	7:30 AM - 4:30 PM

4.5 Technology Project Requests

Requests for new services or additional IT resources that are not found in the IT Service Catalog should be submitted via email to the Help Desk, helpdesk@uwosh.edu. It will be forwarded to the IT Directors, who will either assign someone to meet with you and more carefully document your needs or, if it is found to be a simple operational request, assign staff to provide the service.

5. Response Times and Escalation

For all requests, the IT goal is to have a team assigned and **acknowledge** requests within 4 business hours of receipt. Acknowledgement may be as simple as the automated email you receive letting you know a service ticket has been entered on your behalf. Campus priorities may require exceptions to this goal during certain times of the academic year.

All issues will be resolved as expeditiously as possible. Variations in the complexity and range of issues prevent any reasonable blanket estimate of resolution time. Customer response in a timely manner is also essential to achieve the quickest resolution. Your assistance in this is greatly appreciated. If we do not receive a response from a customer within 15 business days, we will close the ticket.

5.1 Response

A response is defined as communication to either resolve the issue or provide an estimate for when service can be provided. Response is not the same as resolution. Resolution times depend on the complexity of the issue.

5.1.1 Incident Response

Target response time for incidents, which are defined as an interruption of normal functioning of a service or system causing work to be stopped or impaired, is within 1 hour of receipt. Actual response times may vary due to competing demands and incidents across campus.

5.1.2 Request Response

Target response time for service requests, such as a request to install new equipment, may take up to 5 business days. Actual response times may vary due to competing demands and incidents across campus.

For incidents that generate a large number of tickets, a mass mailing may be sent out using the distribution list or notification via campus alert systems, in lieu of individual responses.

5.2 Escalation

Customers can request escalation of the priority and response time by contacting the Help Desk to further explain the urgency of their request. If further escalation is needed, the customer should contact the Director of IT User Services at 920-424-2368.

5.3 Prioritization

If you consider your incident or request urgent, call 920-424-3020. This will ensure your ticket is routed as quickly as possible. Examples of urgent incidents include reporting a service outage or reporting an impact to instruction.

Priority within the IT Service Desk system is calculated by combining impact (entire campus, multiple departments, multiple users, single user) with urgency (work stopped, work impaired, work not impaired).

The following table shows the options for impact and urgency and how they translate into priority. Hours and days listed are business, not calendar time.

Type of Incident	Priority	Response	Resolve
Entire campus - work stopped	1	15 minutes	4 hours
Entire campus - work impaired	2	1 hour	8 hours
Multiple departments - work stopped	2	1 hour	8 hours
Multiple users - work stopped	3	4 hours	2 days
Single users - work stopped	3	4 hours	2 days
Multiple departments - work impaired	4	8 hours	3 days
Multiple users - work impaired	4	8 hours	3 days
Single users - work impaired	5	2 days	1 week
Entire campus - work not impaired	5	2 days	1 week
Multiple departments - work not impaired	6	4 days	4 weeks
Multiple users - work not impaired	6	4 days	4 weeks
Single users - work not impaired	7	5 days	none
Projects	7	5 days	none

5.4 Service Feedback

To provide feedback regarding the level of service on a request or incident, contact the Director of User Services at 920-424-2368 or use the online form (<https://it.uwosh.edu/contact-us/>). IT will categorize and process your input as appropriate and respond to you with the action taken.

Many of our tickets offer an opportunity to provide feedback via survey when the ticket is resolved. Information Technology also sends out an annual survey on service satisfaction.

6. Maintenance and Service Changes

IT works to minimize unintended service disruptions or other impacts to the campus as a result of changes in production services university staff, faculty and users depend on to complete business and academic tasks and objectives. Production services include campus-wide programs or services, such as

- PeopleSoft SIS
- PeopleSoft Shared Financials
- D2L/Canvas

IT does this by monitoring, managing, and evaluating changes to maximize the service benefit to the customer, while minimizing the risks involved in making those changes.

6.1 IT Maintenance Calendar

All scheduled IT related service outages are published in the IT Maintenance Calendar which is accessible via Google calendar. The IT Maintenance Calendar currently serves as the official outage and maintenance schedule for IT.

Campus departments and colleges are responsible for monitoring the IT Maintenance Calendar and for notifying IT of forthcoming local events with IT dependencies. In most cases, IT will communicate service outages and changes to the IT department, service groups, and to the campus as necessary.

There are two categories of service outages:

1. **Planned Outages:** work that is planned and scheduled at least 24 hours prior to the scheduled outage. IT will be communicate as needed to the appropriate audience a minimum of 24 hours prior to the scheduled outage.
2. **Unplanned Outages:** work that is unplanned due to an unforeseen event or urgent repair to prevent failure. Unplanned service outages are given priority on a case-by-case basis depending on the type and urgency of the service failure.

6.2 Guidelines for IT Maintenance Windows

A maintenance window is a defined period of time during which planned outages and changes to production services and systems (see definition above) may occur. The purpose of defining standard maintenance windows is to allow clients of the service to prepare for possible disruption or changes.

Planned outages will be performed outside of regular business hours when possible. Outages will not be scheduled during defined blackout periods. It is the responsibility of customers to make IT aware of blackout periods. These are stored on the IT maintenance calendar and include common events in the academic calendar, such as:

- First/last week and grading period of a semester/summer session
- New student registration days
- Fiscal year end close
- Commencement and other significant campus events

7. Costs

7.1 Basic IT Service at No Additional Cost

The following items are basic services delivered at no cost:

1. Help Desk call center support
2. Troubleshooting and repair of standard campus hardware
3. Troubleshooting of standard campus software
4. Consultation on technology purchasing, lifecycles, and projects
5. Installation and setup of computers, printers, and other standard technology
6. Backup of campus server systems and data
7. Provisioning and maintenance of campus accounts

7.2 Basic IT Services Delivered at Cost

The following items are basic services that are delivered at cost:

1. Data jack installation and connection
2. VoIP phone service
3. Parts or cost of replacement for devices that are out of warranty
4. Parts or cost of replacement for devices damaged by user accident
5. MPS assessment for printer usage
6. Third party consultant fees

7.3 Unit Cost Responsibilities

It is the responsibility of each department to pay for:

1. Computer, printer and other equipment purchase and regular replacement in accordance to campus standards and in consultation with IT.
2. Consumables for equipment owned by the department, such as projector bulbs and printer paper. Also, printers not on MPS will need to provide toner and other printer consumables, such as maintenance kits.
3. Support for technology purchased outside of campus standards and/or without IT consultation.

7.4 Exceptions

Exceptions to the charges listed above will be defined within the various Service-Based agreements for custom services.

1. *Program revenue areas*, such as Reeve Union, Gruenhagen, and AWCC, may charge for use of technology and support as part of event or room reservations.
2. *Off-site use* of and support of technology will require agreement between IT and the requester. This agreement may include charges for staff time and/or equipment.
3. *Projects* may include costs for hardware, software, or third-party staffing that will be the responsibility of the requesting department. These costs will be discussed with the department prior to incurring any costs. Example of projects that may include additional departmental costs are:

- Integration with campus systems
- Departmental server systems
- Storage beyond standard quantity or requirements
- Programming and development needs beyond staff capacity
- Third-party hardware installation
- Digital signage
- Card access controls
- Video security cameras

Major upgrades to a service are treated as projects outside the scope of this service level agreement. Funding for major updates is negotiated on a service-by-service basis.

8. Reviewing and Reporting

8.1 SLA Reviews

The Designated Review Owner (“Document Owner”) is responsible for facilitating annual reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

Designated Review Owner: Anne Milkovich

Previous Review Date: none

Next Review Date: 3/1/2019

This Agreement is posted to the following location and made accessible to all stakeholders:

<http://it.uwosh.edu>

8.2 Requesting a Change

If you would like to request a change to be included in the next review, please email your recommendation to ocio@uwosh.edu.