Service Level Agreement

Staff Desktop Support

EMORY | **UTS**
University Technology Services

This document outlines the Service Level Agreement (SLA) between University Technology Services (UTS) and our Customers for the delivery of Staff Desktop Support. The purpose of this agreement is threefold:

1. To clearly represent the capabilities of the service.
2. To establish a shared set of expectations regarding the operation and support of the service.
3. To provide a framework for bidirectional communication regarding overall satisfaction with the service.

Service Description

Desktop support assists with technical support of desktop computers, applications, and related technology. Support includes specification, installation, and testing of computer systems and peripherals within established standards and guidelines. Assistance includes interaction with application software and operating systems to diagnose and resolve unique, non-recurring problems.

Scope of the Agreement

The scope of this agreement includes the software, hardware, and infrastructure components (Configuration Items) operated and maintained by UTS to deliver the complete service.

Items included within the scope of this agreement	
Number of computers	XX
Printers	XX
In-scope applications	Desktop OS and applications installed by Staff Desktop Support
Dependent infrastructure services	Network, Enterprise Storage
Hardware and software components	Dell and Apple Desktops/Laptops as specified by DESKnet

Table 1.0

- ❑ Component refresh is included in UTS refresh budget
- ❑ Component refresh requires non-UTS funding [default]

Items and functional areas that are outside the scope of this agreement include the components listed below.

Items NOT within the scope of this agreement	
Applications and Hardware	1. Hardware or Software installed by customer 2. Skype (Staff Desktop will Install Only) 3. Non-Emory Owned Equipment
Office Equipment	Stand-alone Fax Machines
Cell Phone Services	1. Procurement (Use Emory Express) 2. Account Management (Verizon)

Table 2.0

Assumptions

1. UTS is responsible for professional development, equipment, and other non-salary expenses of the support personnel.

2. [Customer] is responsible for end-user training, hardware, software, and warranty costs associated with staff computing needs.

3. All supported hardware and software may be ordered centrally by the IT Support team or by [Customer] according to the defined desktop standards located at: http://it.emory.edu/desknet . Any independent purchases will be reviewed with UTS to determine if the hardware or software can be included in this support agreement. [Customer] acknowledges that said hardware or software may not be included in this service agreement.

4. [Customer] is responsible for hardware, software, and maintenance/support costs associated with in-scope server applications listed in Table 1.0. All vendor applications must have a valid support contract if applicable.

5. UTS will conduct a semi-annual inventory. If the number of desktops/laptops, servers, and/or applications increase significantly (10% or higher than the counts listed in Table 1.0), UTS may require additional funding to cover the increased scope, please refer to Attachment D.

6. Support is provided for Emory-owned equipment with a vendor warranty. Any machine in the [Customer] inventory that does not have a vendor warranty may be excluded from this agreement at the discretion of UTS or [Customer].

7. PCs that are out of warranty may still be supported provided that software patches can be applied. Out-of-warranty systems with a hardware failure must be replaced with a working system. UTS will notify [Customer] of any out of warranty machines. [Customer] will have final approval on replacement hardware and any associated costs.

8. All computers will be part of, or migrate to, the EmoryUnivAD domain within 180 days from the signing of this SLA. The Staff Desktop Support team will facilitate this transition where applicable.

9. All supported desktops and laptops will be moved into the Staff Desktop OU in the EMORYUNIVAD active directory structure.

10. All supported desktops and laptops will have AntiVirus and Desktop Management agents installed, where applicable, for remote administration (with user authorization), support, and virus protection. Usage of the Desktop Management Software tool is governed by the guidelines located at: http://it.emory.edu/desknet. Customer defined usage and security requirements regarding the tool will supersede the Desktop Management Guidelines.

11. Home and travel support is provided during normal business hours using the remote access/control capabilities for Emory-owned equipment and does not include personal equipment, home network, or provider assistance/issues.

12. Conference Room A/V equipment is supported as defined in Attachment C. Roomview hardware and software costs are the responsibility of [Customer].

Legal Requirements

This service must comply with the following legal/compliance regulations:

☑ None   ❑ HIPAA   ❑ FERPA   ❑ SOX   ❑ Other: _____

Service Hours

In addition to regular maintenance, there are other time periods when a service may not be required. For instance, some non-critical services may only need to be up and running during office hours. Selecting service hours has implications for engineers and customer support personnel. Excluding maintenance, this service is available:

☑ Monday – Friday, 8:00 am – 5:00 pm, excluding Emory holidays
❑ 24x7x365
❑ Other: _____

Service Level Reporting

UTS will gather the information on regular intervals and will consolidate the results into reports that are shared with the customer on a regular basis. Service Level Reporting is important to provide regular open communications with the customer, identify areas of improvement, agree upon any corrective plans, and generally review and align the service with the customer and business requirements. The reporting cycle for this service is as follows:

❑ Monthly   ☑ Quarterly   ❑ Annual   ❑ Other: _____

Service Performance Review

This document will be reviewed and amended based upon mutual agreement on an annual basis. This review will include updates to service level targets, effective dates, costs, and other specific items as required. The Desktop Manager is responsible for providing a service performance review with the customer.

Service and Support Requests

The customer may request a service, modify an existing service, or report a non-critical incident by directly entering their request at http://help.emory.edu or by calling the UTS Service Desk at 404-727-7777. Additionally, the customer may also view and check on the status of their request at this location. The Service Desk is staffed to respond quickly to customer requests and escalate to the appropriate team to restore to normal service as quickly as possible.

All service requests are addressed during normal business hours (Monday-Friday, 8:00 am – 5:00 pm, excluding holidays). Refer to Attachment A for the list of requests and their associated response times for Staff Desktop Support.

Incident Response Times

An Incident is any disruption to the normal operation of a service. UTS will accept and resolve incidents as defined at http://smcc.emory.edu/project_overview/incident/index.html. The standard UTS Incident Response Service Level Agreement targets apply to services provided within this agreement. The response time targets are based on the priority assigned to the incident in the UTS IT Service Management System.

Contact Points & Escalation

The primary contact points for the service are listed in the table below. These contacts will be notified by the UTS Service Desk as depicted in the Escalation Procedure when responding to service outages or other critical service impacts.

UTS Escalation Contacts

Role	Contact	Phone (Office, Mobile)	Phone (Office, Mobile)	Email
Service Owner/ Mgr	Richard Fischer	O: 404.727.3308 M: 404.790.6748	O: M:	rjfisch@emory.edu
Director	Michael Keown	O: 404.778.5430 M: 404.275.2459	O: M:	mkeowm@emory.edu

Escalation Procedure

The escalation process is managed by the UTS Service Desk. The customer may also escalate as needed by contacting the Service Desk or Service Owner as listed in the UTS Contacts to provide the necessary visibility and management attention to critical issues.

The following flow diagram depicts the workflow used when a service incident is not following the standard guidelines for resolution according to service tier and priority. The Service Desk monitors incidents for timelines and service levels and may escalate an incident when it is in jeopardy of exceeding its SLA for response time or resolution time.

```
                 Begin
                   |
                   v
   Critical    Yes    Page       10 Minute   No    2nd Page to
   Priority?  ----->  On-Call -->  response?  ---->  On-Call
                      Contact                        Contact
      |                             |                    |
      No                           Yes                   |
      |                                                  v
      |  <-----------------------------         Yes   10 Minute
      |  <-----------------------------        <----- response?
      |  <----------------------- Yes                    |
      v                                                  No
    End  <--- Escalate to  No  10 Minute  <--- Escalate to  <---
              Service     <---  response?       Service
              Director                          Owner
```
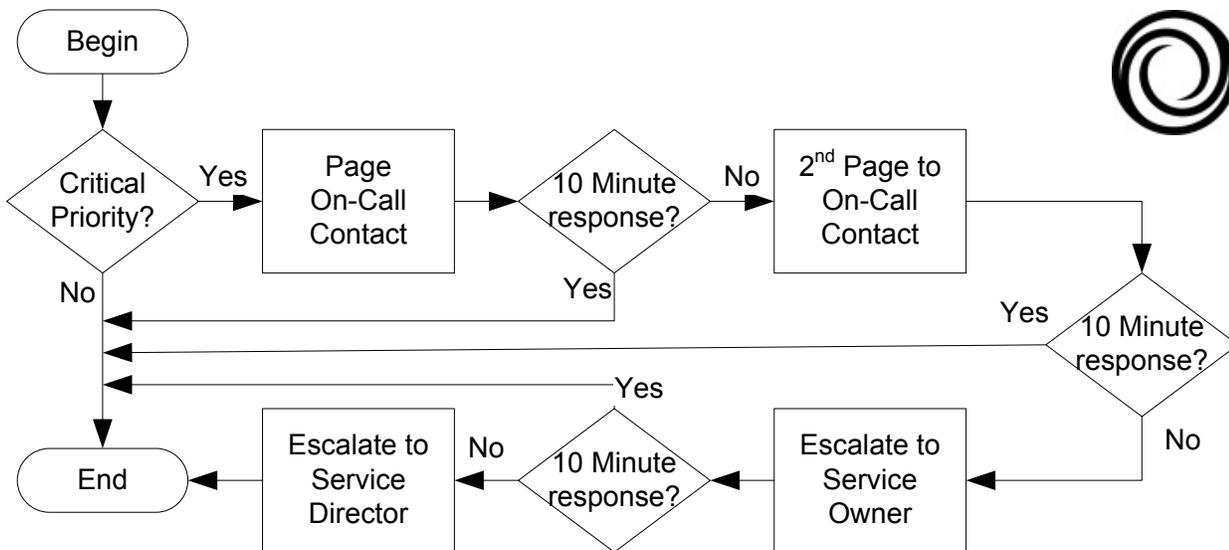
Cost of Service

The costs of many UTS services are met through the University allocation model. Some services with a delimited user base also have an additional cost.

- ☑ All costs paid through the standard University allocation model
- ❑ Additional costs are assessed for this service (details included in Attachment D)

Approval

Name	Title	Date	Signature
Richard Fischer	**Service Owner**		
Michael Keown	**Division Director**		
Brett Coryell	**Deputy CIO**		
	Document Version: 1.0 **Effective Date: 01/01/2010**		

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Attachment A – Service Requests

Service Request	Target*	In Scope	Out of Scope
New software package**	2 days	Order new software	Application training
		Deploy software to desktop	Installation on non-Emory owned equip.
		Test and validate	
New hardware rollout**	5 days	Order new equipment according to standard	Hardware and software costs
		Configure with standard image	Non-standard hardware or peripherals
		Setup Windows and other accounts	Requesting NetID or email account
		Add non-image applications	
		Setup and test network connectivity	
		Map network drives/printers	
		Install standard peripherals	
Replacement rollout	5 days	Configure new system (New rollout tasks)	Manage/coordinate surplus of old system
		Delivery of new system	Re-deployment of retired / replaced system
		Copy local data to new system	
		Reinstall existing peripherals	
		Wipe/clean hard disk / PDA	
Re-image	1 day	Critical failure, system unusable (no loaner avail.)	
	2 days	Critical failure, system unusable (loaner available)	
	5 days	Work around or performance issue	
	5 days	Re-assign system to new employee	
Computer move	10 days	Coordinate phone and network connectivity	Physical move of equipment to different building
		Instructions for disconnect/reconnect	
		Test network connectivity	
		Troubleshoot/assist with connection issues	
Hardware repair	2 days**	Coordinate loaner equipment if available	On-site hardware repair
		Troubleshoot and diagnose problem	Out of warranty hardware
		Order/coordinate replacement parts	Non-Emory owned equipment
		Vendor liaison	
Loaner equipment	4 hours	Delivery of system from loaner pool if available	Copy of local data to loaner system
		Connect critical peripherals	Installation of non-image software
		Map critical network drives/printers	
Central file management	2 days	Create folder and access structure	Backup/restore of local files
		Daily backups of centrally stored files	
		Restore corrupt or lost files/data	
Asset management	Semi-Annual	Collect data with Management Tool	
		Generate report	
		Hardware - computers, monitors & Software	

Note: Response times are normal business days M-F, excluding Emory holidays

**From receipt of Hardware or Software*

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Attachment B – Detailed Cost of Service

For new departments or customers, there is a per system annual cost. The cost of the service for [Customer] is:

The cost for the support services defined in this agreement for [Customer] is based upon a per-system cost for the inventory figures listed in Table 1.0: **$XX,XXX**.

In the event the support needs of the business unit expand from the in scope requirements defined in this document, UTS may require additional funding from [Customer] to provide consistent quality support. This cost is included in Table 3.0 along with the current annual costs for the support options.

Option	Annual Cost	Qty
Desktops/Laptops	$900/year per Advanced system	
Desktops/Laptops	$500/year per Managed system	
Desktops/Laptops	$250/year per Kiosk System	
Printers	$250/year per Printer	

Table 3.0

[Customer] agrees to assist UTS with the management and forecasting of the incremental growth of desktops and laptops, and when it appears that a new FTE is needed, UTS will request for new funding from Ways & Means as part of its annual budget presentation. If such a resource is not approved during that budget cycle, [Customer] agrees that the target time frame will need to be increased to offset in the increased workload.

Finally, if an existing unit adds a significant, one-time increase in staffing (e.g., existing unit absorbs another unit or receives permission for one-time staffing ramp up), that until will be expected to provide intermittent bridge funding or an FTE from the acquired unit to alleviate the burden on the team since such a dramatic change could not have been reasonably forecasted by UTS. If UTS seeks and receives new funding in the next budget cycle, this bridge funding will terminate.

Attachment C – Conference Room A/V Equipment

Staff Desktop provides different levels of support for customer conference rooms based on whether they are Managed or Unmanaged as described below.

Option	Requirements	Target
Managed	1. Attached Desktop is fully managed with LANDesk 2. A/V equipment is installed with Roomview management hardware and software.	10 minutes
Unmanaged	A/V system is not remotely managed with Roomview and requires an on-site visit.	45 minutes

Attachment D – Desktop/Laptop Systems

Staff Desktop provides different levels of support for customer desktops and laptops based on whether one or more of the conditions exist as described below.

Option	Requirements	Cost
Advanced	1. User may have Admin rights on the computer with approved business justification 2. System contains complex software that requires special management, installation and upkeep. 3. System has Locally attached printer or scanner	$900/Year
Managed	1. System is fully locked down and managed with LANDesk or equivalent. 2. All changes (configurations, software/hardware installs, patching, security) made to the system are handled by Staff Desktop.	$500/Year
Kiosk	1. Designed for labs and classrooms, support consists of swap from an inventory funded by [Customer]. 2. No troubleshooting is performed. Faulty system is exchanged for one with a new image.	$250/Year
Printers	1. Support includes installing networked printers on a UTS Print Server and troubleshooting network connections (or USB)	$250/Year