

# Service Level Agreement

## Desktop Services – (Customer Name)

This document outlines the Service Level Agreement (SLA) between OIT Client Services and (Customer) for the delivery of end-user support services. 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

Client Services 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 OIT Client Services to deliver the complete service.

Items included within the scope of this agreement	
Hardware	Emory-owned desktops, laptops, portable devices
Printers	Emory-owned network and local printers.
In-scope applications	Customer Services managed applications (SCCM, JAMF, O365, Zoom, etc.)
Dependent infrastructure services	Network, Enterprise Storage (data stored and mapped to on premise storage – department shares/home folders; doesn't include Box and One Drive)
Hardware and software components	DeskNet specified Dell and Mac systems

**Table 1.0**

- Component refresh is included in OIT refresh budget
- Component refresh requires non-OIT 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	<ol style="list-style-type: none"> <li>1. Hardware or Software installed by customer</li> <li>2. Non-Emory Owned Equipment</li> </ol>
Office Equipment	Stand-alone Fax Machines
Cell Phone Services – (Business Administration)	<ol style="list-style-type: none"> <li>1. Procurement and Account Management</li> </ol>

**Table 2.0**

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Office of  
Information Technology

## Assumptions

1. OIT is responsible for professional development, equipment, and other non-salary expenses of the support personnel.
2. (Customer) is responsible for 3<sup>rd</sup> party end-user training, hardware, software, and warranty costs associated with their staff computing needs.
3. All supported hardware and software may be ordered centrally by OIT Client Services or by i according to the defined desktop standards located at: <http://desknet.emory.edu> . Any independent purchases will be reviewed with OIT 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.
5. OIT may conduct a semi-annual inventory. If the number of desktops/laptops/mobile devices, servers, and/or applications increase significantly (10% or higher than the counts listed in Table 1.0), OIT may require additional funding to cover the increased scope, please refer to Attachment B.
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 OIT or (CUSTOMER).
7. Desktops 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. OIT will notify (CUSTOMER) of any out of warranty machines. (CUSTOMER) will have final approval on replacement hardware and 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 Client Services team will facilitate this transition.
9. All supported computers must adhere to the following configuration:
  - OIT Client Services base image installed.
  - Will reside in Active Directory location EmoryUnivAD→OIT Client Services OU.
  - OIT Enterprise Antivirus and Endpoint Forensics agent installed.
  - OIT Enterprise Desktop Management agent installed.
  - Laptops will have hard disk encryption enabled and have Network Access Control agent installed.
10. 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 internet carrier issues.

## Legal Requirements

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

- None       HIPAA       FERPA       SOX       Other: \_\_\_\_\_

## Service Hours

Excluding maintenance, this service is available:

- Monday – Friday, 8:00 am – 5:00 pm, excluding Emory holidays  
 24x365  
 Other: \_\_\_\_\_

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## Service Level Reporting

Service Level Reporting is important to provide 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. OIT will gather the information on regular intervals and will consolidate the results into reports that are shared with the customer, as requested.

## Service Performance Review

This document will be reviewed by Client Services and the (CUSTOMER) leadership prior to November 1<sup>st</sup> each year to assist with budget planning. This review will include updates to service level targets, costs, and other specific items as required. This agreement will go into effect on September 1, XXXX. Costs will be finalized based on the environment as of the effective date noted in the Cost of Service section below.

## 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 University 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 OIT Client Services.

### Incident Response Times

An Incident is any disruption to the normal operation of a service. OIT will accept and resolve incidents as defined at [http://smcc.emory.edu/itsm\\_process/incident/incident\\_process\\_guidelines.html](http://smcc.emory.edu/itsm_process/incident/incident_process_guidelines.html). The standard OIT 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 OIT 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 University Service Desk as depicted in the Escalation Procedure when responding to service outages or other critical service impacts.

### OIT Escalation Contacts

Role	Contact	Phone (Office, Mobile)	Email
Desktop Technician		O: M:	@emory.edu
Client Services Manager/ Service Owner		O: M:	@emory.edu
Director		O: M:	@emory.edu

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## Escalation Procedure

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

Client Services management 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.

## Cost of Service

The costs of many OIT 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 recharge model
- Additional costs are assessed for this service (details included in Attachment B)

## Approval

Name	Title	Date	Signature
	Deputy CIO		
	SpeedType:		<b>Document Version: 1.0</b> <b>Effective Date: 09-01-2020</b>

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## Attachment A – Service Requests

Service Request	Target*	In Scope	Out of Scope
<b>New software package**</b>	2 days	Order new software	Application training
		Deploy software to desktop	Installation on non-Emory owned equip.
		Test and validate	
<b>New hardware rollout**</b>	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	
<b>Replacement rollout**</b>	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	
<b>Re-image</b>	2 days	Critical failure, system unusable (no loaner avail.)	
	3 days	Critical failure, system unusable (loaner available)	
	6 days	Work around or performance issue	
	6 days	Re-assign system to new employee	
<b>Computer move***</b>	2 days	Disconnect, Reconnect and Test Network connectivity	Physical move of equipment Coordinate phone and network connectivity
<b>Hardware repair**</b>	2 days	Coordinate loaner equipment if available	Extensive on-site hardware repair
		Troubleshoot and diagnose problem	Out of warranty hardware
		Order/coordinate replacement parts	Non-Emory owned equipment
		Vendor liaison	
<b>Loaner equipment</b>	4 hours	Delivery of system from loaner pool if available and no re-image required	Copy of local data to loaner system
		Connect critical peripherals	Installation of non-image software
		Map critical network drives/printers	
<b>Central file management</b>	2 days	Create folder and access structure	Backup/restore of local files
		Daily backups of centrally stored files	
		Restore corrupt or lost files/data	
<b>Asset management</b>	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

\*\*\*3 or more computers may require additional days and/or customer assistance / See Tech for new equipment

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### Attachment B – Support Options and Cost

Client Services provides different levels of support for customer devices based on whether one or more of the conditions exist as described below:

Option	Requirements	Cost
Advanced	<ul style="list-style-type: none"><li>User may have Administrator rights on the computer with approved business justification.</li><li>System contains complex software that requires special management, installation and upkeep.</li><li>System has locally attached printer or scanner.</li></ul>	\$900/Year
Managed	<ul style="list-style-type: none"><li>System is fully locked down and managed with SCCM/JAMF.</li><li>All changes (configurations, software/hardware installs, patching, security) made to the system are handled by Desktop Support.</li></ul>	\$500/Year
Kiosk	<ul style="list-style-type: none"><li>Designed for labs and classrooms, support consists of swap from an inventory funded by (CUSTOMER).</li><li>No troubleshooting is performed. Faulty system is exchanged for one with a new image.</li></ul>	\$250/Year
iPads/Mobile Devices	<ul style="list-style-type: none"><li>Managed devices with standard software/apps</li></ul>	\$250/Year
Printers	<ul style="list-style-type: none"><li>Support includes installing networked printers on a OIT Print Server and troubleshooting network connections (or USB).</li></ul>	\$100/Year
Server Applications	<ul style="list-style-type: none"><li>Provide consultation, implementation, management and support of server applications.</li><li>Must use OIT Enterprise data center or approved cloud hosting provider.</li><li>All new applications must be approved by ART Review Committee.</li></ul>	\$65/hour

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### Attachment C – Detailed Cost of Service

There is a per-system annual cost for this service:

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 3.0: \$\_\_\_\_\_. This is an annual fee that is billed monthly.

In the event the support needs of the business unit expand from the in-scope requirements defined in this document, Client Services may require additional funding from (CUSTOMER) to provide consistent quality support. This cost is included in Table 3.0 along with definitions provided in Attachment C.

Device	Quantity	Total	Annual Cost	Total Annual Costs
Kiosk/Basic			\$250	
Managed			\$500	
Advanced			\$900	
<b>Other Devices</b>				
iPads/Mobile Devices			\$250	
<b>Other Services</b>				
Printers			\$100	
Storage				
Systems and Applications Maintenance				
<b>Total</b>				

**Table 3.0**