



This document outlines the Service Level Agreement (SLA) between University Technology Services (UTS) and [Customer] for the delivery and support of desktop and departmental application administration. 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

The UTS IT Support service provides desktop and peripheral (i.e. PDA, AV Equipment, Printer, Scanner) support to specific business units including all F&A units as well as other defined administrative units. This includes activities relating to desktop support and hardware/software management, peripheral support, and in some cases server and application administration as defined in the Scope Agreement section below.

## Scope of the Agreement

The scope of this agreement includes the software, hardware, and infrastructure components operated and maintained by UTS to deliver the complete service. The desktop support service catalog in Attachment A contains a detailed list of standard services and support targets included within the scope of this service offering. The specific support needs for [Customer] are listed in Table 1.0. Please note it is assumed the estimates provided in this table are +/- 10%.

Recognizing business units and users within each division have unique needs, the support requirements will vary based on the blend of various users and system configurations. Business units with a majority of Basic configurations have a higher desktop support ratio. Conversely, units with a majority of Executive configurations have a lower desktop support ratio.

*Basic* A fully locked down system with minimum software installed; such as Internet Explorer

*Standard* A system with restricted access and standard business software; such as MS Office

*Advanced* A system with power user access and/or specialized software; such as Crystal Reports

*Executive* A system specifically configured and reserved for executive users only

One of the initial tasks of the new IT Support team is to complete a full inventory of hardware and software for all supported desktops, laptops, and servers. This includes installing the LANDesk agent on each system to set an accurate baseline and allow for an on-going automated inventory capability. After the inventory is complete, the number of systems contained in Table 1.0 will be updated with the final counts.

Items included within the scope of this agreement	
Number of desktop/laptops	
Desktop refresh cycle	<input checked="" type="checkbox"/> 3 Years <input type="checkbox"/> 4 Years
Percentage of basic systems	
Percentage of standard systems	
Percentage of advanced systems	
Percentage of executive systems	



Number of servers	
In-scope applications	
Other	

Table 1.0

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	
Out-of-scope applications	
Infrastructure services	
Other	
Other	

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 training, hardware, software, and warranty costs associated with staff desktop computing needs.
3. All supported hardware and software is ordered centrally by the IT Support team according to the defined desktop standards located at: <http://it.emory.edu/desknet>. UTS will adhere to the Department’s approval process.
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. 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 B.
6. Support is provided for Emory-owned equipment with a vendor warranty.
7. PCs that are out of warranty may still be supported provided that they can be patched. Out-of-warranty systems with a hardware failure will be replaced with a working system.
8. All users will migrate to the EmoryUnivAD domain. The IT Support team will facilitate this transition where applicable.
9. All supported desktops and laptops will have the LANDesk and Symantec agents installed, where applicable, for remote administration (with user authorization), support, and virus protection. Usage of the Desktop Management Software tool (LANDesk) is governed by the desktop management guidelines located at: <http://it.emory.edu/desknet>. Customer defined usage and security requirements regarding LANDesk will supercede the Desktop Management Guidelines.
10. Home and travel support is provided by using the remote access/control capabilities of LANDesk for Emory-owned equipment and does not include personal equipment, home network, or provider assistance/issues.

### Legal Requirements

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

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



## Availability

Availability, maintenance windows, and change management are applicable to any servers and departmental applications listed as in scope in Table 1.0. *Availability does not apply to general desktop support services.*

Availability is the percentage of time the service is operational and ready for use. Some services can be designed for high availability by increasing the reliability, scalability, and fault tolerance of the individual components. Because high availability always comes at a cost in both money and additional complexity, organizations must make careful tradeoffs.

At times, services may be partially available, meaning that some customers are working and others are not. Alternatively, it could be that some features are working while others are not. Adjusting for partial availability gives a more accurate reflection of how well the service is performing but is more complex to calculate. Refer to Attachment C for a diagram of department applications and the method(s) used to calculate availability.

## Maintenance Windows

All applications and servers require regularly scheduled maintenance windows in order to:

1. Apply required security patches and updates
2. Keep the application current and up to vendor supported patch levels.

UTS will make every effort to minimize the impact of maintenance on the availability of the service. However, the customer should be aware that the service might be unavailable during a portion or the entire maintenance window.

The standard maintenance period begins at 6:00pm on Saturday and extends until 6:00am on Sunday (12 hours). The schedule for the current academic year is listed in Attachment D. Not every service undergoes maintenance every month. Specific service outage timeframes are listed on the Change Management calendar posted at: <http://cm.service.emory.edu>.

In addition to the defined maintenance windows, there may be specific scheduled events that require additional maintenance outside of the normal windows. All scheduled events are communicated with the customers well in advance to allow for proper planning.

At times, a mission critical service or infrastructure component may require an exception to the standard maintenance schedule. The maintenance agreement for this service is:

- Standard UTS monthly maintenance window
- Quarterly maintenance
- Other: \_\_\_\_\_

## Service Hours

In addition to regular maintenance, there are other times 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:

- Platinum (7 x 24 x 365)
- Gold (Monday – Friday, 7:00am – 9:00pm excluding Emory holidays)
- Silver (Monday – Friday, 8:00am – 5:00pm excluding Emory holidays)



Other: \_\_\_\_\_

Two options are available to augment the standard business hours to address the specific needs of the Executive staff. Both options require additional funding as depicted in Attachment B.

24x7: The service includes extended support hours (Platinum) for senior executives or for other extreme emergencies. The [Customer] executives included in this coverage are:

[Executive A]

[Executive B]

[Executive C]

Home (On-Site): For Emory owned equipment located in an Executive's home within a 10-mile radius (Monday – Friday, 8:00am – 5:00pm excluding Emory holidays). The [Customer] executives included in this coverage are:

[Executive A]

[Executive B]

[Executive C]

## Service Changes

For department and enterprise application support, there may be times when you request new capabilities or other changes intended to improve the service. All service changes (except for emergencies) must be scheduled through the UTS Change Management process, described in Attachment E. Emergency changes are those required to restore the service to normal operations, such as dealing with an outage. Emergency changes are executed as quickly as possible, without the need for a Change Committee.

## Service Target

Desktop support is a service that currently has no baseline of availability data; therefore, it is not possible to make an availability guarantee. However, specific response time targets are contained in the Desktop Support Service Catalog contained in Attachment A. For any applications identified in this agreement, refer to Attachment C for availability targets.

## 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 a bi-annual basis. This review will include updates to service level targets, effective dates, costs, and other specific items as required.

## Problem Reporting

Customer should report all critical problems to the UTS Service Desk at 404-727-7777. 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.



## Service Requests

The customer may request a work order or report a non-critical problem by directly entering their request at <http://help.emory.edu> or by calling the Service Desk at 404-727-7777. Additionally, the customer can also view and check on the status of their request at this location. All service requests are addressed during normal business hours (M-F, 8:00am – 5:00pm, excluding holidays).

## Incident Response Times

An Incident is any disruption to the normal operation of the service. UTS will accept and resolve incidents as defined in the UTS Incident Management process included in Attachment F. 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 Management software, Remedy. Specific priority examples for desktop support are listed below:

- Critical** Generally reserved for a full service outage of an enterprise or departmental service affecting the entire campus or numerous customers. In the case of desktop support, an example is a complete desktop failure for one of the executives.
- High** An issue, which completely impacts the user’s ability to do work, such as a desktop or business application failure. Additionally, an issue that partially affects an executive is also a high priority.
- Medium** This priority is used when the user’s ability to do work is only partially impacted or one in which a work around exists. Examples of medium priority are either performance issues or a problem printing to the user’s primary printer (alternate printer is available).
- Low** This type of incident has no impact on the user’s ability to do work such as the failure of a spare port.

## Contact Points & Escalation

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

### UTS Contacts

Role	Contact	Phone	Email
Service Owner / Manager	Richard Fischer	404-727-3308 (o) 404-790-6748 (m)	richard.fischer@emory.edu
Director, Enterprise Services	Michael Keown	404-778-5430 (o) 404-275-2459 (m)	michael.keown@emory.edu
Director, IT Service Management	Karen Jenkins	404-712-9475 (o) 404-606-2429 (m)	karen.jenkins@emory.edu

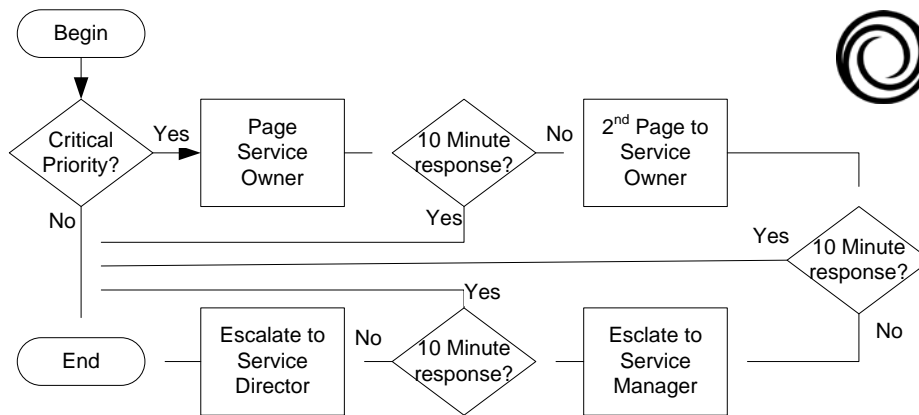
### Customer Contacts

Role	Contact	Phone	Email
Advisory Committee Member			
Vice President			



## Escalation Procedure

When there are critical service-impacting events, there is an escalation procedure in place to provide the necessary visibility and management attention.



## 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 B)

## Approval

<b>Service</b>	IT Support	<b>Version</b>	1.0
<b>Service Owner</b>	Richard Fischer	<b>Effective Date</b>	9/1/2008
<b>Customer(s)</b>	[Customer]	<b>Termination Date</b>	8/31/2009

### Approval:

Name	Title	Date	Signature
	Customer Manager		
	Customer Director / VP		
Karen Jenkins	UTS Director		
Brett Coryell	Deputy, CIO UTS		



## Attachment A – Desktop Support Service Catalog

Service Request	Target*	In Scope	Out of Scope
<b>New software image</b>	20 days	Create new image	Application training
		Test image with UTS enterprise applications	Images for non-standard software
		Software license verification	Images for limited support software
	10 days	Deploy software to desktop	Images for non-standard hardware
		Update/revise image	Images for non-Emory owned equipment
		Test new software versions	
<b>New software package**</b>	2 days	Evaluate new/upgraded products	
		Vendor liaison	
		Order new software	Application training
<b>New hardware rollout**</b>	5 days	Deploy software to desktop	Installation on non-Emory owned equip.
		Test and validate	
		Order new equipment according to standard	Hardware and software costs
<b>Replacement rollout</b>	5 days	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	
		Configure new system (New rollout tasks)	Manage/coordinate surplus of old system
Delivery of new system	Re-deployment of retired / replaced system		
<b>Re-image</b>	5 days	Copy local data to new system	
	5 days	Reinstall existing peripherals	
	5 days	Wipe/clean hard disk / PDA	
	1 day	Critical failure, system unusable (no loaner avail.)	
<b>Computer move</b>	2 days	Critical failure, system unusable (loaner available)	
	5 days	Work around or performance issue	
	5 days	Re-assign system to new employee	
	10 days	Coordinate phone and network connectivity	Physical equipment disconnect/connect
<b>Hardware repair</b>	2 days	Instructions for disconnect/reconnect	Physical move of equipment
		Test network connectivity	
		Troubleshoot/assist with connection issues	
		Coordinate loaner equipment	On-site hardware repair
<b>Loaner equipment</b>	4 hours	Troubleshoot and diagnose problem	Out of warranty hardware
		Order/coordinate replacement parts	Non-Emory owned equipment
		Vendor liaison	
		Delivery of system from loaner pool	Copy of local data to loaner system
<b>Central file management</b>	2 days	Connect critical peripherals	Installation of non-image software
		Map critical network drives/printers	
		Create folder and access structure	Backup/restore of local files
<b>Asset management</b>	Semi-Annual	Daily backups of centrally stored files	
		Restore corrupt or lost files/data	
		Collect data with LANDesk	
<b>Troubleshooting</b>		Generate report	
		Hardware - computers, monitors & Software	
		See Incident Management	

\*Business Days (Monday – Friday, excluding Emory Holidays)

\*\*From receipt



## Attachment B – Detailed Cost of Service

The IT Support service has two possible funding approaches. For the initial set of customers, the cost is met by an initial budget transfer. 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 the initial budget transfer included as part of the overall consolidation initiative. For [Customer], this cost includes X% of the salary and non-salary cost for [employee(s) or partial FTE].
- The cost for the support services defined in this agreement for [Customer] is based upon the per system cost for the inventory figures listed in Table 1.0: \$XX,XXX. Please note for smaller departments, there is a minimum annual cost of \$20,000/year regardless of the number of devices.

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
Additional desktops/laptops	\$900/year per system
24x7 Executive Support	\$10,000/year per named Executive
Home Executive Support	\$5,000/year per named Executive

Table 3.0

## Attachment C – Availability

[list any availability figures for supported departmental or enterprise applications]

## Attachment D - Monthly Maintenance Windows

The maintenance schedule for the 2008/2009 academic year is:

### 2008

September 13-14  
October 11-12  
November 22-23  
December 13-14

### 2009

January 10-11  
February 14-15  
March 14-15  
April 18-19  
May 16-17  
June 13-14  
July 11-12  
August 8-9





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You can view specific services affected each month and planned changes online at: <http://cm.service.emory.edu>

### **Attachment E - Change Management**

The UTS Change Management procedure is described at: <http://it.emory.edu/itil-change>

### **Attachment F - Incident Management**

The UTS Incident Management procedure is described at: <http://it.emory.edu/itil-incident>

### **Attachment G - Application / Server Administration Catalog**

{insert to be defined catalog here}

### **Attachment H - Purchasing Process**

{insert to be defined process here}