

CITES-Departmental Services (DS) Service Level Definition/Agreement with

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1.0 Statement of Intent

This service level definition/agreement (SLD/SLA) documents the characteristics of an IS service that is required by a business function as they are mutually understood and agreed to by representatives of the customer groups. The purpose of the SLD/SLA is to ensure that the proper elements and commitment are in place to provide optimal data processing services for the business function. The customer groups use this SLD/SLA to facilitate their planning process. This agreement is not meant to override current procedures, but to complement them. Service levels specified within this definition/agreement may be discussed at anytime with DS management.

1.1 Approvals

Table A.1 shows which business groups and IS groups share ownership of the service, and their representatives have reviewed and approved this SLD/SLA.

Ownership Type	Organizational Group	Representative
Business Unit or Customer	Administrative Contact	
	Customer Representative	
IS Services Management	DS Management	Brad Horn
	DS Coordinator	
Computing Services	DS Consultants	
	DS Backup Consultant	

Table A.1 Organization Representation

1.2 Review Dates

Last Review:

Next Review:

2. About the Service

This section provides a description of the service and the user community, including their physical location.

2.1 Description

DS consultants provide the following service:

- Maintain and support server platforms including hardware, Windows 2003 operating systems, and services. Services are limited to file, print, DHCP, backup, and web hosting (no active content is supported).
- Maintain and support departmental desktop and laptop hardware, Windows XP and network to the wall.
- Desktop application support of departmentally approved software including the installation and functionality. This does not include development or formatting of departmental documents and databases or training of application usage to the end user. Also not supported are personal applications installed by end users.
- Maintains basic printer device functionality including installing drivers on departmental workstations, network connectivity, and clearing of paper jams. Cleaning and hardware repairs are performed by a third party contracted by the department.
- Provides resources for technology planning and purchasing decisions such as designs, specifications, and costs.
- Administration of the unit Local Area Network (LAN). This includes physically enabling network connections in the network closets, authoritative assignment of network addresses and registration of host systems to the campus UIUCnet network, and overall administration of the unit LAN consistent with the Campus Network and Computing Policy on appropriate use, information security, and authorized users and services.
- Create and manage user groups and machine accounts within the departmental OU in the UIUC Active Directory.
- Maintains and supports Instructional Lab systems and printers.

2.2 User Environment

The business function is conducted in the following data processing environment as shown in Table A.2.

Eligible Users	Members of department
Where Service is Delivered	
Computer Platforms Required to Use the Service	Client owned server platforms, end user desktops and laptops, and printers
User Background or Training Required to Use the Service	Customer representatives are eligible to request services and set priorities for support tasks

Table A.2 Service User Community Characteristics

2.3 User Support Services

Phone Assistance	Requests for assistance via phone are only recommended when service disruption makes it impossible to submit an e-mail request.
Walk-in Assistance	Requests for assistance via walk-in are only recommended when service disruption makes it impossible to submit an e-mail request.
E-mail Assistance	Requests should be made to the ticket queue via the following e-mail address: . Requests made in this manner are automatically added to the queue and can be easily tracked; This type of assistance is open to all supported end users. Exception to this is when service disruption makes it impossible to submit an e-mail request.
Documentation/FAQ	Consultants will supply server and Infrastructure documentation content only and through the request of the department head. DS Consultant will document all changes to servers and services.
Notification to Users of Service Changes	Consultants will notify customer representatives of service changes; Customer representatives will notify department users of service changes.
Service Status Information	Consultants will supply a weekly status report to department head and customer representative detailing status of service efforts and support tasks; Customer will communicate issues with service status directly with consultants through weekly status reports, meetings, and email.
Reporting Problems with the Service	Department Users will report problems with the service to the designated customer representative. Consultants will report issues with services to the customer representatives for further action.

Table A.2.1 Support Services for the User Community

3.0 About Service Availability

This section provides information about the normal schedule of times when the service is available. It also describes the process for enhancing or changing the service.

3.1 Normal Service Availability Schedule

Table A.3 shows the times the service is available for customer use.

Times	Monday	Tuesday	Wednesday	Thursday	Friday
Start	8:30	8:30	8:30	8:30	*8:30
Stop	17:00	17:00	17:00	17:00	17:00

**Fridays are normally reserved for DS admin time. DS consultants are required to attend the weekly Friday DS meeting from 10-12 unless their client unit has an emergency. DS admin time is adjusted when necessary for scheduled outages, non-emergency enhancements, meetings and other authorized events.*

Table A.3 Service Availability

3.2 Scheduled Events That Impact Service Availability

Regularly scheduled events can cause a service outage or have an impact on performance (such as slow response time).

DS consultants will work 32 hours per FTE per week for departments.

Vacation or sick time for up to two consecutive weeks is covered by DS with emergency and maintenance response only. Department head or customer representative will contact DS designated back up consultant for emergencies. DS will provide up to date contact information for designated back up.

Vacation or sick time over two consecutive weeks is covered with either DS or Onsite consultants to be placed with the unit until regular DS consultant returns to work.

Emergency work required outside of business day may be replaced with compensatory time or charged at the DS Technical Consulting rate.

3.3 Non-emergency Enhancements

All changes that take more than four hours to implement or that impact user workflow are reviewed by the customer representative for approval and prioritization.

Enhancements and changes that require a service outage may be scheduled outside business hours. Customer representative is notified at least two business days in advance when a non-emergency service outage is required to implement an enhancement or change. Comp time policy: If the enhancement or change requires that the DS consultants schedule work outside of the business day or outside the DS consultants' scheduled time with the unit, compensatory time will be scheduled with the customer to be taken no more than two weeks after the accrual of the compensable time.

3.4 Change Process

Changes to any hardware or software affecting services as defined in Section 2 should be requested by the customer representative.

4.0 Service Measures

The internal customer representative monitors and reports the service quality. Table A.5 shows the service measures that are reported along with the performance targets.

Measurement	Definition	Performance Target
Problem Response	The time required for customer representative to receive a response after reporting a problem to the DS consultants	1-High Priority One Business Hour 2-Normal Priority One Business Day 3-Low Priority Two Business Days
Problem Circumvention or Resolution Time	The time required for customer representative to receive a circumvention or an action plan after reporting a problem to the DS consultants	1-High Priority One Business Day 2-Normal Priority Two Business Days 3-Low Priority Three Business Days

Table A.5 Service Quality Measurement

The customer representative prioritizes requests for support according to the following priority-level guidelines:

1-High Priority

During business day (Section 3.1) and emergency arises. See compensatory time policy under section 3.3.

2-Normal Priority

During business day (Section 3.1) and non-emergency situation arises.

3-Low Priority

Not during business day (Section 3.1) and either emergency or non-emergency situation arises.

5.0 Signatures

DS Manager of Services _____ Date _____

Customer Representative _____ Date _____