Service Desk (Core Services)

Service Level Agreement (SLA)

By

Information Technologies (UNM IT)

For

University of New Mexico (Customer)

Effective Date:	
Document Owner:	TJ Martinez

Version	Date	Author	Revision Notes

Related/Referenced Documents:

Table of Contents

1   General Overview

This is an SLA between the Customer and UNM IT to document the provision of:

- The Service Desk;
- The general levels of response, availability, and maintenance associated with these services;
- The responsibilitiesof UNM IT as a provider of these services;
- The responsibilities of the End-Users and Customers receiving these services;
- The financial arrangements associated with the service.

This SLA shall be effective as of the Effective Date set forth on the cover page and will continue until revised or terminated.

2   Service Description

UNM IT documents services and associated fees in the UNM IT service catalog,

2.1   Service Scope

UNM IT Service Desk is the first point of contact for UNM IT core services at the University of New Mexico. Support is available to all UNM Staff, Faculty, Students, and Retirees for IT issues through phone, self-service web portal, knowledgebase, remote and walk-in.

Service Desk features include:

- Single Point of Contact ("SPOC") to meet the communication needs of both users and UNM IT staff;
- Real-time tracking and processing of service requests and incidents;
- Lifecycle facilitation of content and end-user knowledgebase;
- Service Points:
    o Lobo BrainBar;
    o IT Rescue;
    o Online Knowledgebase (FastInfo);
    o Walk-in support;
    o Web portal;
    o Telephone.
- Communication of UNM IT outages and changes via IT Alerts;
- Alignment with and staff certification in industry best practices;
- Triage, troubleshoot and resolve incidents;
- Fulfillment or escalation of service requests.

2.1.1   End-User Requirements to Use the Service

- End-users will utilize departmental (local) IT contact for first level triage of incidents and service requests, when available;
- Utilize established Service Points for incidents and service requests;
- View IT Alerts for scheduled maintenance and outages;
- Provide their NetID when calling in to the Service Desk;
- Provide proof of identity (Full legal name, date of birth, and UNM ID number, or, as a last resort, Social Security Number for password resets.);
- Provide contact and all required information for the service request or incident including billing index for billable services;
- Be prepared to engage in troubleshooting steps with the goal of resolving an incident faster.

2.1.2   Boundaries of Service Features and Functions

- Lobo BrainBar support may be limited by device model and operating system;

IT ⋙ UNM

- Service request and incidents will be delayed if all required information is not provided;
- After 5 days of no response, the service request or incident will be canceled;
- If trouble shooting steps are not followed as instructed, incidents may be canceled;
- Contact made to UNM IT Service Desk outside of established Service Points may not receive a response;
- Escalation of service requests and incidents is based on a pre-defined set of criteria and processes;
- Approvals, authorizations and/or contact information for approvals may be required for some service requests.

2.2   Service Level Performance

2.2.1   General Service Levels
- ITIL v3 (Information Technology Infrastructure Library) certified full-time staff;
- Adhere to ITIL v3 processes;
- Service Points will utilize trained IT staff.

2.2.2   Specific Service Levels
- The Service Desk will fulfill 50% of inbound service requests;
- Incidents and Service Requests will be reviewed within one business day.

3   Roles and Responsibilities

3.1   UNM IT Responsibilities in Support of the Service

UNM IT responsibilities and/or requirements in support of this SLA include:

- Educate staff on ITIL and Service Desk best practices;
- Develop business processes in alignment with ITIL and Service Desk best practices;
- Publish hours of operation;
- Use a Service Management tool that is in alignment with industry Best Practices;
- System operations, administration and network connections;
- Web access to include service catalog, billing portal, self-service portal;
- Friendly, courteous and efficient service;
- Prompt referral of any inquiries/complaints to the appropriate responsible team;
- Continuous effort to develop and improve services for all service users;
- Meet response times associated with the priority assigned to Incidents and Service Requests;
- Generate reports on service level performance;
- Adhere to established Maintenance windows;
- UNM IT will bring to the Department's attention any situation in which extra time is being required of UNM IT staff to support services due to lack of Department staff knowledge, planning or poor implementation practices. In these situations, UNM IT reserves the right to bill, at our standard hourly rate or expedited service rate, for additional time spent in support of services being delivered to the Department;
- Publish all scheduled maintenance via:
  - IT Alerts at http://it.unm.edu;
  - LoboMobile;
  - SYSINFO-L listserv email.

3.2   Customer Responsibilities in Support of the Service

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

- Provide approvals and authorization as needed for end user service requests;

- View IT Alerts for scheduled maintenance and outages;
- IT Strategic Advisory Committee to collaborate with UNM IT on the service framework to satisfy the University of New Mexico business requirements;
- Comply with UNM Business Policies 2500, 2520, 7215.
    https://policy.unm.edu/university-policies/2000/2500.html
    https://policy.unm.edu/university-policies/2000/2520.html
    https://policy.unm.edu/university-policies/7000/7215.html

4   Hours of Coverage and Escalation

4.1   Hours of Coverage
Service Desk hours are posted here for convenience.

4.2   Service Exceptions to Coverage
Refer to the Service Desk hours of coverage.

4.3   Escalation
If you are not satisfied with the performance of the service or incident/request process, please contact the Service Owner or Service Manager.

UNM IT Contact	
Service Owner	Tammy Jo Martinez Director, IT Customer Support 505-277-0960 tjm@unm.edu
Service Manager	Ann Swancer Assoc. Dir., IT Customer Support Services 505-277-0622 aswancer@unm.edu

To request exceptions to defined service levels based on exceptional business needs, please email cio@unm.edu. The Office of the CIO / UNM IT will respond to the message within 5 business days and escalate any mutually agreed upon exceptions to the IT Strategic Advisory Council (ITSAC) and UNM's Senior Administration for review, approval, and funding, if necessary.

5   Service Requests
A Service Request is defined as a request for information, advice, or for access to a service.

5.1   Service Request Submission
Service Requests can be submitted by calling 505.277.5757. Current hours of operation are listed on the Customer Support Services website, http://it.unm.edu/support.

Online Service Requests can be submitted at the following URL: https://help.unm.edu.

5.2   Service Request Response
For all requests, UNM IT's objective is to acknowledge and assign requests within twelve (12) business hours of receipt. Requests will be fulfilled within seven (7) days.

Campus priorities may require exceptions during certain times of the Academic year.

6   Incidents

An incident is defined as any interruption in the normal functioning of a service or system.

6.1   Incident Report

Incidents can be reported using Help.UNM at https://help.unm.edu or by calling the UNM IT Service Desk during business hours at 505.277.5757.

For service outages after hours, call 505.277.5757 and select Option #3 to leave a message for the Manager on Duty (MOD). The MOD will contact the appropriate service technician to help resolve the service outage.

Time spent on resolving incidents that are end-user caused will be billed to the appropriate party at current hourly rate, including travel time. Material will be billed along with any associated expenses incurred to remedy the Incident.

6.2   Incident Response

Response time objectives for incidents reported to UNM IT are as follows:

Priority 1 (P1) is acknowledged, accepted and resolved within four (4) clock hours.

Priority 2 (P2) is acknowledged, accepted and resolved within one (1) business day.

Priority 3 (P3) is acknowledged, accepted and resolved within four (4) business days.

Priority 4 (P4) is acknowledged, accepted and resolved within nine (9) business days.

6.3   Prioritization

All reported incidents receive a priority number based on the impact and urgency of the service interruption.

Impact is determined based on the number of people/departments/buildings that are affected by the interruption or outage. Life-Safety issues are taken into consideration for assessing and assigning priorities.

Urgency is based on the acceptable delay to restore the service. Urgency can be critical or high and is determined based on the nature of the service outage.

UNM IT may prioritize incoming incident requests as P1 or P2 priority if it meets one or more of the following criteria:

- Significant number of people affected;
- The level to which work is impaired for individuals;
- Academic and Administrative Calendar deadlines;
- Significant impact on the delivery of instruction;
- Significant risk to safety, law, rule, or policy compliance.

7   Maintenance and Service Changes

The Maintenance Window for Service Point can be found on the UNM IT website, http://it.unm.edu/availability.

UNM IT reserves the right to modify the maintenance window.

8   Pricing and Billing

Charges for UNM IT services are billed monthly in arrears and post automatically to UNM departmental indices on the 1st business day of each month. Monthly bill detail for UNM IT charges can be accessed using the UNM IT Billing Portal at http://it.unm.edu.

9 Reviewing and Reporting

9.1 System Performance and Availability Reporting

Service performance and availability reports will be provided for review monthly.

- The Service Desk will fulfill 50% of inbound service requests;
- Incidents and Service Requests will be reviewed within one business day.

9.2 SLA Reviews

UNM IT is responsible for facilitating 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.

This SLA contains the complete agreement between the parties and shall not be changed, amended or altered except in writing and signed by each party.

10 Approvals

UNM IT: University of New Mexico CIO   **CUSTOMER:**

By: Gilbert Gonzales_____   By:_____

Title: Chief Information Officer___   Title:_____

Signature:_____   Signature:_____

Date:_____   Date:_____