

2014

# EIT Service Level Agreement



**ROSE-HULMAN**  
INSTITUTE OF TECHNOLOGY

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Rose-Hulman Institute of Technology

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# EIT Services SLA

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This Service Level Agreement defines the levels of service provided by the Enterprise Information Technology Division of Rose-Hulman Institute of Technology in support of the institute's information technology requirements.

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## INTRODUCTION

### PURPOSE

The purpose of this Service Level Agreement (SLA) is to define the levels of services provided by the Enterprise Information Technology (EIT) division to students, faculty and staff of Rose-Hulman Institute of Technology (RHIT) in support of their information technology requirements.

This document:

- Summarizes the services as detailed in the EIT Services Catalog
- Describes the service management process
- Defines the service levels and performance measures for each service
- Outlines the reporting to be provided

### EIT CORE SERVICES CATALOG

This SLA should be read in conjunction with the EIT Services Catalog. The catalog describes each of the services provided by EIT in detail as well as any service exclusions.

### EIT CORE BUSINESS HOURS

EIT provides support during the core business hours of 8:00 AM through 5:00 PM Monday to Friday. All services described in this SLA are available and fully supported during core business hours.

**Note:** Core business hours exclude RHIT-observed holidays.

### SERVICE RELATIONSHIP

EIT is the in-house information technology service provider for Rose-Hulman. EIT supplies technology support services and is backed up by external service providers through support maintenance agreements.

EIT is committed to helping customers achieve their objectives using appropriate technologies. To achieve this, EIT has adopted a partnering approach to its customer relationships. This is based on:

- An open and constructive communication style
- A commitment to, and promotion of, a culture of customer service
- A proactive and shared approach to problem solving
- Ensuring each partner understands their roles and responsibilities in relation to this agreement

## SERVICES PROVIDED

A general description of services provided under this SLA are listed below. Please refer to the EIT Services Catalog for detailed service descriptions.

<b>Service</b>	<b>Description</b>
Account Management	This service provides secure user accounts with individual usernames and passwords for accessing institute IT services at RHIT.
Academic Software	EIT provides license management, network space for storing installation programs, as well as installation instructions and assistance for academic software packages. <sup>1</sup>
Productivity Software	EIT provides license management as well as support for the installation and use of desktop productivity software, including a word processor, spreadsheet, calendar & scheduling, email client, unified communications, etc.
Operating System Software	EIT provides support for the installation, management and use of the operating system selected as the institute standard by the Academic Computing Committee, as well as for any operating system required by approved enterprise software.
Enterprise Software & Services	EIT provides support for the campus student information system, including custom application development and third party application integration, as well as for systems providing learning management, unified communication, email, file storage and backup, and printing. <sup>2</sup>
Hardware	EIT provides support for computers and peripherals acquired through EIT, including student and faculty laptops, faculty and staff desktops, printers, and other EIT-approved devices. <sup>3</sup>
Networking	Connect institute-owned and personal computers and mobile devices to RHIT and Internet resources using the wired or wireless networks. Remote Access allows secure access to email, file storage, and some academic software from computers and mobile devices connected to the Internet while off campus. In addition, high speed internet access is available for guests and other non-institute persons.
Information Security	Provide a comprehensive framework for protecting the institute's physical and digital data throughout its lifecycle, including but not limited to data encryption, digital media disposal, vulnerability assessment, etc.
Policy Enforcement & Compliance	Provide guidance to departments and committees who establish information technology and security policies; manage the tools used to ensure enforcement of and compliance with policy.
Telephony	This service provides land-line telephone, voicemail, conference room phones, video phones and related services for communication and collaboration with individuals both on and off campus. <sup>4</sup>
Purchasing & Contract Management	This service includes identifying and ordering EIT supported computer equipment for various departments and assisting various faculty and staff with software and hardware contracts and maintenance renewals.
Consulting Services	EIT can assist with business needs analysis and identification of technology to automate business processes and increase efficiency.
Training	On-line and classroom training opportunities are available on a variety of software packages and services offered by EIT.
Computing Labs	EIT provides support for the Academic Classroom Lab (Olin) and the Public Lab (Logan Library). <sup>5</sup>

<sup>1</sup> Support for the usage of academic software is exclusively provided by the faculty proponent of each package.

<sup>2</sup> Advanced document printing/processing services, and MFD support provided by Administrative Services.

<sup>3</sup> AV services are provided by Instructional Services.

<sup>4</sup> Services for RHIT-issued mobile phones (Apple iPhone, iPad) are provided by Administrative Services.

<sup>5</sup> Academic departments that own their own computing lab equipment are not supported by EIT.

## SERVICE AVAILABILITY AND SUPPORT

EIT aims to provide a high level of service availability with no planned outages during core business hours. Most services are available after hours, however, only a few are supported. The services that are supported after hours are only for issues defined as priority Critical affecting a large group of individuals (see the priority table in the section entitled "Priority Levels" of this document).

## SYSTEMS MAINTENANCE

Events that may impact service availability are listed below.

- **Planned maintenance windows** — EIT is required to update and maintain the technical infrastructure on a regular basis. The agreed change windows for this work are Tuesday evenings from 5:30 PM – 10:00 PM. EIT will give notice as far in advance as possible of any Tuesday when planned maintenance is going to occur. Planned maintenance will not necessarily occur every Tuesday, and effort will be made to constrain scheduled maintenance to only Tuesdays.
- **Critical system maintenance** — From time to time critical maintenance, such as urgent security patches, may need to be performed within business hours which may impact service availability. Campus will be notified via email announcements and all attempts will be made to minimize the disruption to campus.
- **Unplanned outages** — Occasionally, unforeseen problems and technical issues arise that cause unplanned service outages. In such situations, EIT will notify campus (or the affected subgroup) via email announcement as soon as the scope of the outage is determined. EIT will send a follow-up notification via e-mail once the outage has been resolved.

## MANAGEMENT OF SERVICES

### OVERVIEW

All contact with EIT regarding services described in this SLA will be through the EIT Service Desk. This is to ensure all issues are logged and can be reported for performance reporting purposes and the agreed escalation and service levels can be instigated and managed.

### REQUESTS FOR SERVICE

Students, faculty and staff can request support from EIT via the following methods:

- Use the Online Support Request form at <http://servicedesk.rose-hulman.edu>
- Visit the Service Desk in Crapo Hall
- Telephone **812-877-8989**
- Send email to [servicedesk@rose-hulman.edu](mailto:servicedesk@rose-hulman.edu)

EIT Service Desk staff are trained in call resolution and are aware of call priorities and key business issues. EIT Service Desk staff will work with the customer to assign an appropriate priority and negotiate a resolution time at the time calls are logged. The assigned priority and promised response times will be stated to customers that call in, and can be viewed in the ticket details through e-mail and the customer self-help portal.

A number of self-help options are available to students, faculty and staff, and are available 24x7. The options include the following:

- The EIT web site contains extensive information regarding most of the services covered in this agreement. You can visit the EIT web site at [www.rose-hulman.edu/EIT](http://www.rose-hulman.edu/EIT)
- EIT maintains a Frequently Asked Questions (FAQ) list that provides answers to many of the most commonly asked questions. The FAQ is available at the EIT web site at <http://servicedesk.rose-hulman.edu>

### REQUEST FOR SERVICE ESCALATION

All enquires or issues regarding services supported by EIT at RHIT are logged via the EIT Service Desk.

The following table outlines the escalation path for RHIT customers of EIT related incidents or services that are not resolved within agreed service levels.

<b><i>Escalation Point</i></b>	<b><i>Description</i></b>
<b>Service Desk Coordinator</b> Mary Page – Ext. 8826	First point of escalation for incidents related to all services and service delivery issues.
<b>Director of Client Services</b> Jim Koutsoumpas – Ext. 8062	Second point of escalation for incidents related to all services and service delivery issues.
<b>Vice President of Information Technology</b> Dr. Wayne Dennison – Ext. 8858	Final point of escalation for all service issues.

If you are unable to obtain a satisfactory resolution to a problem after following the escalation path, please contact the Rose-Hulman Staff Representative (see Human Resources for information about the Staff Representative).



## SERVICE LEVEL RESPONSE TIMES

This section describes the priority levels and response times for all service requests logged with the EIT Service Desk.

### SERVICE REQUEST TYPES

There are two general types of service requests. **Incident Response Requests** are requests for support with a technology when it fails in the normal course of its function, and needs intervention to be restored to working order. Standard **Service Requests** are requests to add, discontinue, move or change a system or service for one or more customers.

### CUSTOMER RESPONSIBILITIES

This document is a two-way agreement between EIT and the customer. In order for EIT to uphold its obligations under this agreement, the customer is responsible for the following items.

#### GENERAL

- Customers will comply with the Institute's Information Technology Terms of Use and Security Policies and Guidelines.
- Customers will follow the appropriate procedure for contacting the Service Desk. Using the appropriate channels to submit a request helps ensure the customer will receive the quickest response.
- All customers must maintain a working knowledge of their computing equipment and applications, including acquiring training when available.

#### INCIDENT RESPONSE

- Customers are responsible for ensuring their data is backed up, either by physically backing up their own data, or by understanding EIT data retention policies and ensuring that critical data is kept on network files storage subject to those retention policies. EIT is not responsible for loss of data when performing service or maintenance on customer devices.
- Customers are responsible for the security of their own data when it is stored outside the Distributed File System.
- Customers are required to provide a detailed problem description, including the exact text of any error messages received.
- Customers must allow support staff to have remote access to their system in order to diagnose and fix problems.
- Failure to provide adequate problem description or to allow remote access may result in support staff taking longer to resolve issues.

#### SERVICE REQUEST

- Customers will consult with EIT as a strategic partner when making decisions to change current or purchase new software or hardware that EIT will be expected to support.
- Customers will inform EIT as soon as new releases of software are planned to be implemented which may impact interfaces to other systems, and will provide EIT with interface change information and/or a technical contact with the vendor.
- Customers will inform EIT as soon as possible if support with an outside vendor will be required so that a time can be scheduled.
- Customers will provide adequate lead time on all requests to all EIT, so that resources can be scheduled appropriately.

**PRIORITY LEVELS**

<b>Severity</b>	<b>Incident Response Request Description</b>	<b>Standard Service Request Definition</b>
Critical	Problem or outage affecting a large group of customers (>50), institute critical or time critical functions or essential services.	n/a
High	Customer cannot perform normal function due to problem with no known work-around.	Required in order to perform academic or business function
Medium	Customer cannot perform normal function due to problem, but there is a work-around.	Enhances ability to perform academic or business function
Low	Customer is significantly inconvenienced by an issue but can work around it until resolved.	Routine service request

**Note:** EIT Service Desk staff will work with the customer to assign an appropriate priority and negotiate a resolution time at the time calls are logged.

**RESOLUTION TIME**

Resolution time is the time that elapses from when a Service Desk ticket number is assigned, until the restoration of the service. Where the resolution is dependent on the services of another external or internal provider, EIT will ensure that the resolution by the provider is not unreasonably delayed, but cannot guarantee the timeliness of the provider’s response.

## SERVICE LEVELS

Resolution times are fully dependent upon receiving complete and accurate information from the customer. Percentage Met values are initial goals that will be used until benchmarks can be evaluated, and will be adjusted as data is collected and re-evaluated.

**During Core Support Hours** — EIT will strive to achieve the following service levels.

<i>Measure</i>	<i>Critical</i>	<i>High</i>	<i>Medium</i>	<i>Low</i>
<b>Incident Response Resolution</b>	4 hours	1 bus. day	2 bus. days	4 bus. days
<b>Service Request Resolution</b>	n/a	1 bus. day	5 bus. days	10 bus. days
<b>Percentage Met</b>	95%	95%	95%	95%

**After Hours** — EIT will strive to achieve the following service levels.

<i>Measure</i>	<i>Critical</i>	<i>High</i>	<i>Medium</i>	<i>Low</i>
<b>Incident Response:</b>				
– <b>Response Time</b>	4 hours	n/a	n/a	n/a
– <b>Resolution Time</b>	Best effort	n/a	n/a	n/a

## PERFORMANCE MEASURES

The following tables outline the performance measures to be achieved by EIT in the delivery of services.

<i>Performance Measure</i>	<i>Performance Target</i>	<i>Quality Standard</i>
<b>Call Management</b>	✓ 100% of answered calls logged in the request ticket system	✓ Calls answered in a polite, professional, and helpful manner
<b>Incident Management</b>	✓ First point of contact resolution 50%	✓ Incidents managed in accordance with "Service Level Response Times" section
	✓ Agreed service level response times are met	✓ Agreed escalation procedures are followed
<b>Maintain Computing Labs</b>	✓ Standard Service Request timeframes are met	✓ Standard operating environment maintained to agreed standard
<ul style="list-style-type: none"> <li>• Academic Classroom Lab, Olin Hall</li> <li>• Public Lab, Logan Library</li> </ul>	✓ Upgrades, updates, and routine maintenance performed during breaks	✓ Major changes to the standard operating environment communicated to faculty
<b>Service Availability</b>	✓ 99.9% availability with no planned outages during business hours	✓ All outages are pre-planned and within agreed change windows or agreed to by interested parties
	(excludes agreed change windows)	✓ Systems perform to agreed standards

## REPORTING REQUIREMENTS

The following sections outline the reporting provided as part of the SLA. Report will be provided at the end of each academic quarter basis to the EIT Management Team for distribution to the IT Governance Committee and campus.

<b><i>Performance Measure</i></b>	<b><i>Reporting Requirement</i></b>
Service Availability	Availability statistics for each of the Email, File, Print , Internet and Network services
Response to requests covered in the Service Level Agreement	Respond within target timeframe for $\geq 95\%$ of requests
Percent of customers satisfied with the EIT service they received.	$\geq 85\%$

## **APPENDIX**

*EIT Services Catalog*