

# Service Level Agreement (SLA) for *Rutgers Business School*

Effective Date: 07-01-2016

**Document Owner:**

Associate Director, Technical Support

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## Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between *RBS Office of Technology and Instructional Services* and their clients (Faculty, Staff, Students and outside organizations using RBS facilities.) for the provisioning of IT services required to support and sustain [Classroom productivity, Typical office technology \(PC support\)](#)

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This Agreement outlines the parameters of all IT services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

### 1. Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the Customer(s) by the Service Provider(s).

The **goal** of this Agreement is to obtain mutual agreement for IT service provision between the Service Provider(s) and Customer(s).

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

### 2. Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the **primary stakeholders** associated with this SLA:

**IT Service Provider(s):** [Office of Technology and Instructional Services \(OTIS\)](#)

**IT Customer(s):** [Faculty, Staff, students, and users of RBS facilities.](#)

### 3. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The **Business Relationship Manager** (“Document Owner”) is responsible for facilitating regular 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. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

**Business Relationship Manager:** Senior Director, OTIS

**Review Period:** Annually

**Previous Review Date:** N/A

**Next Review Date:** 07/01/2017

### 4. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider (OTIS) in the ongoing support of this agreement. Retired Faculty and Staff, Alumni, any External Affiliates are not part of this agreement.

#### 4.1. Service Scope

Support is provided by the most efficient method, primarily over the phone with remote access services but also via email and on-site visits.

The following Services are covered by this Agreement;

- ***Plan and Purchasing***
  - OTIS will assist users and departments with the procurement of End-Users IT resources and software purchases. Contact the OTIS helpdesk for assistance with specifications and obtaining equipment quotes.
  - All computer and printer purchases must conform to a list of standardize models that have been selected for performance, reliability, cost, and security.
  - Computer standards are established and/or updated each year through negotiations with hardware vendors based on model availabilities and popular requirements of Rutgers University. This process also includes collaboration and consultation with IT Leads, and other IT representatives who work closely with staff and faculty across all areas. ☐ If advanced models or components are needed, OTIS will work with the client(s) and

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vendors to determine the specific needs to match the specialized or higher-level technology needs.

- Operating system and application software configuration are based on user needs, security standards, and the requirements of Pace-related systems.
  
- **Deployment**
  - New computers are configured with standard software and operating system, office applications, anti-virus software, and remote administration tools. Users can request additional software installations, see the ***Installation*** section.
  - Computers are configured to connect to the “Business” domain and network and in compliance with campus security policies.
  - Software not included in standard images are installed upon request, provided that the software is properly licensed. Users may be asked to provide proof of license in addition to the installation media or web location for software download.
  - For computer replacement, the user’s data will be transferred from the old computer to the new one. This will include “My Documents”, Files on the Desktop, and Favorites. Data will be retained for 14 business days. After the 14 business days, the data will be deleted, if on a computer the old hard drive will be securely erased and disposed of with University surplus property.
  
- **Software Support**
  - Support technicians will schedule and install or upgrade software upon user requests, changes to campus standards or security requirements.
  - Supported software is installed on University-owned computers used for research, instruction, and other University business, OTIS is not permitted to install software on equipment not owned by the University. Only software that is being actively updated/patched by the vendor will be installed.
  - Some software requires special customization. Desktop Support staff can configure software if documentation is provided by the user.
  - By default, all University-owned desktops and laptops are enrolled into automated software updates for patch management (KACE).

## Function/Usage Support

- First tier support will always be OTIS. OTIS will determine if subsequent support is required by third party or vendor and will manage the incident through the third party or vendor.
- Desktop Support staff will provide assistance for software that does not launch or function properly.
- Diagnosis will be performed by Desktop Support staff to determine the cause of the issue.
- Desktop Support staff does not provide tutorials or training in the use of applications, but can assist users by directing them to training resources both online and instructor-led. They can also refer them to the OIT/OIRT/TS Help Desk.
- In cases with specific business systems and specialized software issues, the end user may be referred to functional/support resources outside of RBS for those systems or applications. In cases where deemed necessary for OTIS to contact an outside source, the service call will be entered into the RBS incident tracking system and followed through resolution. An example may be when an application has an adverse effect due to system or server settings. This would not be the case for user support in function of an application or practical usage.

## **Hardware Support**

- First tier support will always be OTIS. OTIS will determine if subsequent support is required by third party or vendor and will manage the incident through the third party or vendor.
- Standard Desktop Support services are provided for University-owned computers that conform to standardized models, run supported operating systems, and which do not exceed 5 years of age. Computers older than 5 years of age are costly to maintain in good operating order and deliver poor performance with a new application. These aged pieces of equipment should be placed in a cycled replacement schedule. Otis will provide an annual report by department of equipment age and maintenance expiration.
- Support for warranty repairs includes equipment pickup, shipping, tracking and return. Desktop Support technician personnel will verify that the repairs have been completed before returning the computer to the user.

- Standard Desktop Support does NOT include non-warranty repair of computers for which the vendor warranty has expired. OTIS may trouble shoot an out of warranty device but redirect the owner to a repair facility where additional costs may apply.
  
- Desk top printers may not be connected to the wireless network. Departmental and Pharos printers are serviced through OTIS. Personal desktop printers are not included in Standard Desktop Support. OTIS will provide trouble shooting. It is highly recommended that users purchase manufacturer's onsite or shipping included warranty services.
  
- Note: All PCs, laptops, tablets and servers purchased through the University supplied vendors must come with a minimum of a three-year hardware warranty. Extended warranties may be added to quotes and purchased at the time of procurement at the discretion of the buyer or department.

## **Classroom Support**

- Classroom equipment will be checked weekly and batteries for Mics replaced every 72 hours or upon request. All Classroom services calls are considered "Urgent" as described in the table under section 7.4
  
- Users/Instructors should use podium phones to call their local RBS helpdesk, or walk up service for the fastest service. Non-urgent incidents, where the user/instructor chooses to work around issues for the period, should be reported to [helpdesk@business.rutgers.edu](mailto:helpdesk@business.rutgers.edu) at their earliest convenience.
  
- Classroom support is limited to the quickest solution or work around that best avoid class interruption. Projector Issues such as lamp replacement will not occur until the next business day due to safety restrictions and student employment policies.
  
- All reported issues will be addresses as soon as possible based on classroom availability (to make the repair) and availability of parts if needed. Users can expect the resolution by the next class. In cases where incidents requiring additional time, OTIS will notify appropriate parties either by signage, emails to the departments or office, or by direct email to the user.

## **Repair/Replace**

- It is the responsibility of the PC owner's department to contact Surplus Property for the removal and disposal of replaced equipment. This will remove the item from the campus inventory. However, exceptions can be made where a department may choose to request that a system be redeployed or repurposed in order to retire older equipment when age/condition permit.
- Under no circumstance is any equipment to be disposed of without going through the University Surplus Property procedures.
- Desktop Support staff can re-image a computer when necessary to resolve an incident or complete a service request. The user will be notified prior to the re-imaging and their data will be transferred to the new image if recoverable. Data and/or program applications may not be recoverable in the cases of severe hard drive failure

### **University Services**

- In terms of University Services and Applications, OTIS may assist in the install and configuration of applications, software and services (if information is available) but has no responsibility in support, troubleshooting or upgrades. OTIS will direct clients to the proper University helpdesk for further assistance. This includes but is not limited to the following:
  - Wireless Networking
  - Wireless Printing
  - NETID & Passwords
  - University Email
- Applications:
  - Image now
  - Applications located at [aps.rutgers.edu](http://aps.rutgers.edu)
  - SAS, SPSS (on [aps.rutgers.edu](http://aps.rutgers.edu))
  - IMS

### **Cell Phone Configuration**

- OTIS will provide configuration information for Faculty and Staff to configure their own cell phones for RBS and University email. OTIS will not be responsible for assistance in physically and manually configuring each phone as this is personal property with configurations that vary from phone to phone and vendor to vendor. Faculty and Staff should reach out to their providers for further assistance.
- *Note: lost and stolen personal equipment should be report to OTIS helpdesk if they were configured with University email or may have contained NPPI*

*data. OTIS will report the lost or stolen equipment so that the university may wipe the data remotely. Personally owned equipment containing NPPI and University email configurations should be wiped clean and to original factory specs before disposal or resale.*

## **5. Roles and Responsibilities**

### **5.1 OTIS Responsibilities**

- OTIS will provide the infrastructure, technology, personnel, processes and monitoring tools necessary to deliver the Standard Desktop Support as described in this document, in addition to:
  - Meet response times associated with the priority assigned to individual incidents and service requests.
  - Appropriately notify users of all scheduled RBS maintenance.
  - Document the services provided in the KACE incident monitoring system.
  - Inform users when an incident is closed.
  - Maintain incident records of open and closed cases.
  - Follow through open incident cases.
  - Maintain manned telephone support helpdesk
  - Monitored email support
  - Remote assistance using Report Desktop tools in conjunction with Virtual Private Network where available.

### **5.2 User Responsibilities**

User responsibilities and/or requirements in support of this Agreement include:

- Reading and adhering to University policies which include but is not limited to:
  - Acceptable Use Policy <http://policies.rutgers.edu/sites/policies/files/70.1.1%20-%20current.pdf>
  - University Web Policy <http://ucm.rutgers.edu/web-ecomunications/university-web-policy>
  - University Email Policy <https://oit.rutgers.edu/official-email>
  - Information Security Policy <https://orra.rutgers.edu/information-security>
  - Utilizing standard contact methods for incident reporting (See *Requesting Services* section)
- Making themselves available to Desktop Support Technicians during the resolution of a service-related incident or request
- Contacting their local RBS helpdesk prior to ordering hardware (computers, printers, tablets, etc.) or software. OTIS will not support new hardware or software that does not



meet computer and printer purchasing standards. The University negotiates discount prices with vendors for both hardware and software, and in some cases may already have site licenses available for use on campus

- Paying all costs associated with planned and unplanned computer hardware replacement and software.
- Providing proof of license and/or installation media when requesting software installation if required.

## 6. Requesting Service

### 6.1 Desktop Support Services

- Users should report incidents to OTIS through the following three methods:
  - Phone: Newark (973) 353-1821 New Brunswick (848)445-0430.  
Phone service is available through the OTIS Help Desk during normal hours of operation. Messages left during off hours will be processed the next business day
  - Email: [Helpdesk@business.rutgers.edu](mailto:Helpdesk@business.rutgers.edu) Email requests will be processed during regular business hours. Using the online ticketing system.
  - In Person  
In-Person service is available at our helpdesk centers:  
Newark: 1 Washington Park, room 526  
New Brunswick: 100 Rockafeller Road, room 4025

*After the incident is reported, an incident tracking number will be generated and automatically emailed to the reporting end user. The incident will be assigned to OTIS support personnel to address and follow up with the end user.*

### 6.2 Hours of Operation, Response Times and incident/complaint Resolution

#### Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Telephone support: 8:00 A.M. to 8:00 P.M. Monday – Friday. Calls received out of office hours will be forwarded to a mobile phone, and emailed to the helpdesk support.
- Email support: Monitored 9:00 A.M. to 8:00 P.M. Monday – Friday

- Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day
- Onsite assistance within 72 hours during the business week

### 6.3 Service Requests

- OTIS uses the following guidelines to prioritize and support requests. Response times will not exceed the times shown, and we will attempt our best efforts to respond sooner if possible. Depending on the issue, the time to resolve problems will vary; factors such as vendor hardware or software support are not always within OTIS control. Where suitable and based on available inventory, OTIS will take steps to provide temporary workarounds or equipment while a solution is being worked on

### 6.4 Off Campus Service Requests

- Service requests for off campus sites such as Jersey City are limited to phone support, remote desktop support (when available), and next day service. This is primarily due to accessibility and travel to and from the locations.

### 6.5 Classroom Service Requests

- Classroom service requests should be reported to the local RBS helpdesk as soon as possible via the podium/classroom phone or walk-in service. Non-urgent incidents should be reported via email to [helpdesk@business.rutgers.edu](mailto:helpdesk@business.rutgers.edu).

Note: Severity is based on the condition.

Severity	Condition	Response
URGENT	<p><b>Time Sensitive – Requires immediate resolution</b></p> <p>The loss of service affecting classroom activities, without a workaround available and where a degraded level of operation is not available or acceptable. Example: Required Instructional software such as Blackboard is unavailable for all users</p>	<p>Respond and work towards a solution within 30 minutes, These incidents should be reported immediately via phone or in Person at one of the walk in centers.</p>

High	<p><b>Service impacts a group (more than 10) – requires priority resolution</b></p> <p>A software or hardware issue might be preventing the user from working on their workstation. Example: Printer services will not work, however, users are still able to work on their computers and print to alternate locations.</p>	Respond and work towards a solution within 1-2 hours
Medium	<p><b>Service impacts a few users (less than 10) – immediate resolution is not essential</b></p> <p>Services or applications are not accessible for a few users. Users are still able to perform job function. Example: Audio is non-functioning, however computer is still usable.</p>	Respond and work towards a solution within 1 business days
Normal	<p><b>Low impact – the user has the ability to work</b></p> <p>While the user may be experiencing issues with software or hardware, it is not preventing them from accessing information or completing work on their workstation. Example: Requests for software, software upgrades, additional accounts. Etc.</p>	Respond and work towards a solution within 2-3 business days

Remote assistance will be provided in-line with the above timescales dependent on the priority of the support request.

**6.6 Escalation**

- If there are issues with the processing of a service request, contact the OTIS Help Desk. They will review and appropriately take the necessary escalation actions. Unresolved incidents are automatically escalated to a supervisor if no resolution has been met within 3 business days.

**6.7 Other Requests**

- Requests for service features and functions not provided in this document can be placed through [helpdesk@business.rutgers.edu](mailto:helpdesk@business.rutgers.edu) for review.

## **7. Maintenance and Outage Communications**

- OTIS strives to minimize unintended service disruptions. OTIS monitors, manages and evaluates changes to maximize service and will inform the RBS community in advance of known procedures, maintenance and service interruption via the RBS “Everyonemaillist”

There are 2 categories that result in system downtime:

**Planned Maintenance:** This is scheduled maintenance work that is required for system maintenance or upgrade. These are generally scheduled at least one week in advance whenever possible and emailed to the appropriate lists.

**Unplanned Outage:** This is an unplanned service outage that is due to an unforeseen event or urgent repair need in order to prevent system failure. These will be posted or emailed to the appropriate methods of communication immediately upon OTIS becoming alerted to the need for the outage. When possible OTIS will attempt to estimate an expected time of resolution. All updates will be posted to OTIS System Status Page.

## **8. SLA Review**

This document will be annually reviewed. Based on needs, it may be amended provided mutual agreement is obtained from the primary stakeholders and communicated to all areas.

## **9. Approvals**

Senior Director of OTIS and Computer Policy Committee approves this document. It will be published on the website where appropriate.