

## Administrative Information Technology Services

### Standard Service Level Agreement (SLA)

#### Scope of SLA

This Service Level Agreement documents AITS' commitment to providing high quality IT desktop, server support, and custom services. It is to be used as a reference guide for AITS clients.

#### Agreement Overview

This agreement represents a Service Level Agreement ("SLA") between AITS and its clients for the provisioning of IT services required to support and sustain the clients' equipment and services. This agreement describes the IT services to be provided and commitments required to successfully meet clients' technology related needs within mutually agreed upon time and resources and reflects the objective that AITS will strive to partner with clients to achieve the highest level of affordable technology-enabled service delivery to the University community.

AITS will charge clients who subscribe to desktop, server support, and/or custom services based on a cost-recovery methodology. Fees will be charged and transferred once per fiscal year for server and desktop support and quarterly for customer services. If, during the fiscal year, there is a substantial increase or decrease (>20%) in the number of units or type of service provided, clients may request to have service reviewed and upon mutual agreement, the bill may be adjusted. If services are to be paid with funds from a sponsored project, notify the [AITS SLA Contact](#) prior to work beginning so we can set up monthly billing in accordance with OBFS policy.

#### AITS SLA Conditions

This document provides for a service level agreement from AITS. The initial SLA period is for a minimum of one year and will continue until either party terminates based upon the termination clause in this document.

The SLA limits service to those services for which AITS has qualified personnel and / or facilities to provide a necessary level of expertise for providing server support, desktop support, and custom services.

Aspects of support provided in each of these areas is provided as a complete package (i.e., units are not allowed to retain some aspects of support provided by AITS in the service area while AITS provides the remaining aspects of support). This condition exists to ensure that use of services under the AITS domain are supported in the most consistent, efficient and effective method as possible.

Please refer to the [IT Service Catalog](#) on the AITS internet site for complete descriptions of the service offerings.

#### General Service Information & Hours of Operation

**Availability:** AITS clients can report any service problem to our Service Desk by calling (312) 996-4806 (from Chicago) or (217) 333-3102 from Urbana-Champaign or Springfield. Clients can also email the Service Desk at [servicedesk@uillinois.edu](mailto:servicedesk@uillinois.edu). E-mailing this address will automatically generate a case in Service Desk Manager (SDM), AITS' problem tracking system. Clients will receive an automated response with a case number for follow-up reference.

The AITS Service Desk is fully staffed from 7am to 7 pm, Monday through Friday to assist with any service problems that may occur to AITS clients during traditional business hours. After hours, weekend, and holiday support calls are directed to AITS system operations and production monitoring staff, 7 days a week, 365 days a year, including holidays.

**Scheduled Maintenance:** Planned downtimes will occur on a scheduled basis between the hours of 0600 and 1200, central time. AITS will endeavor to provide 48 hours’ notice for any planned outages for those services and / or clients being affected.

**Emergency Maintenance:** When emergency maintenance is required, AITS will provide the greatest amount of reasonable lead-time and arrange, with client management or IT contact, a solution that minimizes the impact on clients.

**Service Availability Commitment**

AITS’ services are typically available 24 hours a day, 7 days a week, taking into consideration scheduled and emergency maintenance times. Systems are monitored and managed from our Service Desk to ensure an annual committed level of availability, in excess of 99.5% during business hours and outside of scheduled and emergency maintenance periods. AITS designed and built its infrastructure with redundancy to maximize reliability and network availability.

Service availability commitment summary

Availability	Exceptions
AITS business hours: Monday - Friday, 8:00 a.m. – 5:00 p.m., Central Standard Time (CST)	Posted University holidays (the following includes links to campus schedules): <a href="https://nessie.uihr.uillinois.edu/cf/leave/index.cfm?Item_id=1309#schedules">https://nessie.uihr.uillinois.edu/cf/leave/index.cfm?Item_id=1309#schedules</a>  Emergency service coverage for production-critical systems will be available during official university holidays and during planned events (e.g. support for i-Card during peak orientation/registration events; support for Banner during peak registration periods). Client will provide, in advance, a calendar of critical events.
Service Desk: 24/7/365	Emergency service coverage; clients may contact the Service Desk. UIC: 312-996-4806 UIUC/UIS: 217-333-3102

**a. System Service Availability & Maintenance**

Production Computing Environment	24/7/365 – except for scheduled maintenance
Maintenance Window	Sundays, 6am – noon; quarterly or regularly scheduled Service system maintenance Sundays, 6 a.m. – 6 p.m. A Business Process Continuance (BCP) exercise is also conducted annually which may include one Rapid Shutdown Procedure.
Automated Monitoring	24/7/365
Security Patching	Microsoft security patching will be done on an as needed basis on Wednesday evenings.

**b. Service Measurement & Reporting**

The following measurements will be reviewed by AITS and client to ensure optimal service provision to the client.

Measurement	Definition	Performance Target
Service Interruptions	Lack of availability of application, server, or network services during core University business hours (8 a.m. – 5 p.m. M-F).	Our initial goal is not to exceed 1 hour during core business hours per reporting period. 10 month averages: Total availability: 98.58% Availability excluding planned outages: 99.61%
Client Incident Reports – resolved and unresolved	Response to and resolution of support tickets	Within established prioritized standards (see below)

**Problem classification and notification**

When a problem is reported to the Service Desk, it is recorded in Service Desk Manager (SDM), the problem tracking system, regardless of whether the problem is solved immediately. SDM generates a number for the case, and as part of the problem reporting process, the analyst will also assign the case a severity level, indicating its impact on your work. The goal of prioritization and escalation is to assure delivery of prompt service as agreed and to offer a mechanism to accelerate support for high-priority issues and to provide a map for escalation, if required.

In support of services outlined in this agreement, AITS will respond to service related incidents and / or requests submitted by the client within the following timeframes to ensure optimal service provision to the client.

Priority	Response time	Description	Expected Resolution
High Severity	2 hour	Your department and/or you are unable to function due to the problem. AITS technical support should respond to you within two hours of filing time. (Response time means that you are called back to confirm your problem is being worked on and possibly to discuss it further).	Closure is anticipated within 24 hours.
Medium Severity	2 hours	The problem inhibits your and/or your unit’s ability to function. Response should be made to you within two working hours of filing time.	Closure is anticipated within 1 wk.
Low Severity	4 hours	The problem is routine, possibly even just an inquiry with no loss of computing function. Response should be made to you within four working hours of filing time.	Closure is anticipated within 2 wks.

Occasionally it is necessary to escalate a problem to a department outside of AITS. When this happens, AITS cannot guarantee the response time of other departments. AITS will continue to act as the contact point for cases filed through our Service Desk. Clients can call the Service Desk and the analysts will obtain an update on the case from the department or group working on the problem.

Cases requiring an application program change will require varying amounts of time to complete and could fall outside the service level parameters noted above. If possible, some cases may initially be addressed via a workaround rather than a program change. Projected completion timeframes will be developed and communicated to clients on a case-by-case basis.

## **Escalation/notification procedure:**

If a response is not received from AITS technical support within the timelines described or if a satisfactory resolution is not provided within a reasonable timeframe, please call the Service Desk to inquire about the problem and to report that no contact has been made.

In the event that satisfactory service is not received from the Service Desk staff or AITS staff, please escalate the problem as follows:

1. Contact the Service Desk Manager, Shawn Lee, at 217-333-4826 or email [lee13@uillinois.edu](mailto:lee13@uillinois.edu) .
2. Contact the Director of Strategic Budget & Finance, Karen Greenwalt, at 217-265-6375 or email [greenwlt@uillinois.edu](mailto:greenwlt@uillinois.edu).

## **Client Responsibilities & Requirements:**

Client responsibilities and/or requirements in support of this agreement include:

- Adherence to any policies, processes, and procedures outlined in the agreement.
- Maintenance of equipment to closely follow AITS' recommendations with regard to service life (e.g. servers 5 years, workstations 4 years, laptops 3 years) so that current Service system and security patches can be applied.
- Assigning appropriate priority to incidents and/or service requests.
- Advanced scheduling of service related requests and other special services with AITS.
- Creation and maintenance of all required project documentation.
- Appropriate use of support toolsets, including adherence to and utilization of the AITS change control process.
- Commitment to report service gaps with a constructive approach to solving the problem.
- Payment for all service-related setup and / or configuration costs according to agreed upon schedule.

## **AITS Requirements**

Service Provider responsibilities and/or requirements in support of this agreement include:

- Meeting response times associated with service related incidents in a manner that reflects AITS' commitment to provide customer-focused services to their clients.
- Generating periodic reports on service levels for clients, upon request.
- Adequately resourcing support and system services provided through this agreement.
- Training required staff on appropriate service support tools.
- Appropriate notification to the client for all scheduled maintenance.
- Facilitation of all service support activities.
- Demonstrating accountability by resolving service incident issues in a timely manner, using a forthright process.

## **Service Assumptions**

Assumptions related to in-scope services and / or components include:

- Services are provided to University of Illinois clients/affiliates only.
- Client user base will remain within 20% of beginning of year calculations before requiring adjustment.
- Unplanned, major upgrades, relocation or service changes will be treated as projects outside the scope of the agreement.
- Communications involving changes to production services will follow AITS' change control policy and will be communicated with clients using Event Notices.
- Upon client request to the AITS SLA Service Contact, meetings will be scheduled between AITS and its clients to provide an opportunity for planning and to raise issues with services provided. Clients may request meetings at any time.

- Client maintains departmental equipment to closely follow AITS' recommendations with regard to service life (e.g. servers 5 years, workstations 4 years, laptops 3 years). Workstations and laptops remain the property and responsibility of the client department.
- Servers and data center hardware will be purchased with the appropriate departmental or enterprise CFOAP. Asset inventory for equipment residing in the data center will be assigned to AITS for insurance purposes.

### **Review and Update of the Service Level Agreement**

AITS will periodically update this document and will post updates to the AITS internet site. Changes will be made at the discretion of AITS, with changes being made in the best interest of all parties. Some changes to this documentation may require contractual and pricing updates which will be reflected in the service catalog details on the AITS internet site.

This agreement is valid for the fiscal year, July 1 through June 30, and it remains valid until the date of termination. The AITS SLA document will be reviewed at least once per fiscal year; however, in lieu of a review during any period specified, the current SLA remains in effect. AITS welcomes the opportunity to meet with units to discuss the quality and effectiveness of services provided at any time. To request a meeting, please contact the [AITS SLA Contact](#).

### **Issuance of Future SLAs/Payment Expectations**

Toward SLA year end (May/June), AITS will document hardware counts and support hours, where appropriate, for the upcoming SLA year for each department to which AITS provides support. Within the first quarter of the fiscal year for which the SLA will be in effect, the SLA will be formally provided by AITS via email to individual SLA clients. The expectation is that SLA payment will be made to AITS within 30 days of receipt of the SLA.

If there are any concerns regarding the SLA services or counts, please contact the [AITS SLA Contact](#). Requests for any credit or debit based upon significant increases/decreases in services provided (i.e.,  $\geq 20\%$  increase or decrease in the number of workstations, servers supported, or custom services provided) will be reviewed. Significant changes and agreements will be documented, and a revised SLA will be issued to the requesting department. The expectation is that SLA payment will be made to AITS within 30 days of receipt of the revised SLA.

Adjustment for end-of-year equipment changes will be evaluated on a case-by-case basis.

### **Cancellation of SLA Services**

Cancellation of services for agreements involving ongoing staff support must be submitted and acknowledged in writing **at least one year in advance of the requested effective date**. Contents of the document may be amended as required, and all subsequent revisions are incorporated, providing mutual agreements / approvals from AITS and client are attained.