

# Service Level Agreement

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*Reviewed 10/2014*

## **Introduction**

Technology support means something different to every user, and every technician. In an environment where technology has become increasingly ubiquitous and necessary in the performance of everyday functions, support staff is expected to have a working knowledge of a variety of hardware, software, and peripherals, the possible combinations of which have become mind-boggling. The creation of a Service Level Agreement is necessary to define the range of expectations and responses to technical problems, which, in turn, produces an environment where support levels can be set, and the results judged against a qualitative standard. It is hoped the results of this effort will be efficient, high-quality support, and a better-served academic community.

## **Contact**

The CT HELP Desk, at 570-662-4357 is the primary point where the campus community receives assistance with regard to computing and telecommunications issues. CT Technicians provide end-user support at MU, through a host of services described in this document. These services include adds, moves, and changes, maintenance to university-owned computers, instructional equipment, computer labs, network and telecommunications services. CT and its partners also provide technical documentation, web development and oversight, administrative programming support and technical training. The CT HELP Desk is the central point of contact for these activities.

CT does not troubleshoot or repair faculty or staff's personal computers. Residence Life Technology Support (TechConnect) for students, at 513-5806, will assist in determining if a Resident student's problem is their PC or network connectivity. The student is responsible for identifying and contracting with an appropriate person or off-campus business if their personal computer requires repair. Connectivity and minor problems such as spyware will be coordinated by the Residence Life technician for resident students.

## **When Problems Occur...**

When a concern arises regarding the responsiveness of CT to a reported problem, or regarding the quality of service received, the persons listed may be contacted to expedite a resolution which meets the terms and spirit of this Service Level Agreement.

Michael Tharp  
Chief Information Officer  
Memorial 002  
570.662.4831

## **Failure Notification and Disaster Recovery**

In the event of unavailability or catastrophic failure of systems maintained by the CT Division, the user community will be notified through web alert, Voicemail and/or email as appropriate. The announcement will briefly describe the problem, and provide an estimate of time-to repair. If no time-to-repair can be ascertained, a follow-up message will be posted to advise when repairs are complete. For outages lasting more than one business day in duration, web services, if available, will be used to provide up-to-date status information. The CT Division has a disaster recovery plan in-place which will be activated if, in the opinion of the ranking available member of the CT Division, such a declaration is in the user community's best interest.

## **Requesting Assistance**

Assistance for any aspect of service provided by Campus Technologies may be obtained by contacting the CT HELP Desk. Assistance may be obtained in the following manner:

- **Via Phone:** The HELP Desk may be reached by dialing (570) 662-**4357**. Help Desk hours are from 8:00 AM to 12:00 PM and 1:00 PM to 4:00 PM Monday through Friday. The HELP Desk is not staffed on weekends or designated university holidays. If all technicians are unavailable, your call will be directed to Voicemail.
- **Via Email:** Non-emergency calls may be sent to the HELP Desk by Email to: [helpline@mansfield.edu](mailto:helpline@mansfield.edu). Calls placed via Email will be responded to by the next business day.
- **Via Voicemail:** During regular business hours when all available technicians are busy, or at other times, the HELP Desk is answered by Voicemail. Tickets are created by the HELP Desk, and your building technician will return your call during normal business hours. Calls received outside of regular business hours will be addressed the next business day.

## **Non-CT Support Services for Students / *TechConnect Carry-in Center***

Assistance for student's network connectivity problems are handled through the TechConnect Carry-in Center. This center is a service of Residence Life, not the Campus Technologies Division. For services other than network connectivity, viruses, or spyware, students will be required to make arrangements for repair with an off-campus provider. Any calls for student personal computing support placed to the CT Help Desk will be transferred to TechConnect Carry-in Center.

The TechConnect Carry-in Center is staffed by one fulltime technician and student technicians. Assistance is requested by calling 513-5806 and leaving a voice mail message. If the requestor has left proper information, including return phone number and time(s) when they may be contacted, their call will be returned within one business day. During the first few weeks of semester startup, additional time should be anticipated, due to high call volumes.

TechConnect Carry-in Center is staffed by trained student technicians who work 7-10 hours per week, mostly nights and weekends and one fulltime professional. Calls are typically handled on a first-come, first-served basis. Students requesting service who do not provide complete information, do not return scheduling calls or are not available at the time mutually agreed upon for assistance will be moved to the bottom of the priority list. All attempts to return calls or provide service are logged, and 3 repeated failures to respond will result in service call cancellation.

After the initial call, a resident student may bring their PC to the Carry-in Center for diagnosis and triage problem isolation. The Carry-in Center is located in Pinecrest 115, near the Residence Life main office.

## **Priorities**

Requests for HELP Desk support are accepted on a first-come, first-served basis, excluding exceptional conditions and emergencies. When a call is reported to the HELP Desk that cannot be immediately solved by the attendant, a service ticket is issued for the technician responsible for that geographic area, and the ticket is tracked until the incident is closed. In the event of an emergency, the first available technician is dispatched to oversee repairs. With the exception of emergencies, which are declared by the HELP Desk coordinator, service call priority is initially set by the HELP Desk as “New”, and reprioritized by the receiving technician based on the following criteria:

- Urgent – Urgent Priority calls are defined as an incident where an individual’s computer or telephone equipment is determined to be completely unusable, with no availability of alternative accommodations. Urgent Priority calls will receive a response within four working hours.
- Medium – Medium priority calls are defined as routine requests for service that affect daily productivity of an individual. Medium priority calls receive a call back from the assigned technician within one business day, and service will be arranged as promptly as the technician’s schedule permits.
- Low – Low priority calls are defined as requests that have little impact on daily productivity. Examples are problems with individual’s printers or other non-essential peripherals, adds, moves and changes, non-essential hardware or software upgrades, and installation of new AV, lab, or classroom equipment. Low priority calls receive attention on a best-effort basis.

Emergencies – An emergency is defined as a situation where the entire campus, a building or group of buildings, an entire department serving the public, an entire lab, or classroom totally dependent upon technology is completely out of service. An emergency call occurring during business hours typically receives attention in 15 minutes or less.

In the event of Emergencies occurring outside of normal business hours such as a network outage, campus police should be contacted at 662-4900. They have a call-in list for the CT Division, and will alert the most appropriate person(s) for purposes of off hours diagnosis and repair. Because there exists no formal standby arrangements for CT staff, response times for emergencies occurring outside of normal business hours cannot be guaranteed.

## **Provided Services**

### **Software**

Microcomputer software is, for the purposes of this document, divided into four types, Fully-Supported, Limited Support, Special-Purpose and Unsupported.

- Supported Software – All software released by CT for general campus use, and not residing on the individual workstation is defined as Fully-Supported software. These products are funded by the institution for use on all university work stations. CT staff has working knowledge of these products, and provides technical support, patches, fixes, and upgrades. Training is either available on a regular basis, or by request through the CT Training Coordinator. This software is typically supported for a single version level. An example of a fully-supported product is the

Microsoft Office Suite.

- Limited Support – Software purchased for specialty use within a department or a clearly defined, limited group of users is defined as limited-support software. This software may be delivered via the network, or may reside on the local workstation. CT staff has sufficient information to install and insure the basic functionality of the product. Training and Documentation is not provided by CT except by special arrangement. The requesting department or group must provide a “super user” with sufficient training and application knowledge to use the product in the manner for which it was purchased. Patches, fixes, and upgrades are not funded as part of normal CT operations. Examples of limited-support products are Microsoft Visual Studio, Quark Express, and Photoshop.
- Special-Purpose – Special-Purpose software is acquired by an administrative division for specialty use by a clearly defined, limited number of users. This software is never delivered as part of a university software suite, but may be delivered by a specialized server. CT has no working knowledge of the software, but may work as a liaison between the user and the vendor to assist with support issues. Support levels must be negotiated **prior** to acquisition of the software, and these agreements stand apart from this SLA. The user is expected to receive training, documentation, and support from an external organization or directly from the vendor of the software. An example of special-purpose software is LiveText.
- Unsupported Software –Any software not listed in the campus computer lab directory is considered unsupported. CT offers no support for software in this category. Users install and/or use unsupported software at their own risk, and should always back up critical data prior to attempting to install unsupported software on their own. If found to be interfering with the normal operation of a workstation, unsupported software will be removed. Examples of unsupported software are Instant Messengers, Firefox, and Band in a Box.

CT will not maintain or assist in the troubleshooting of software or systems not part of the university’s standard software suite that have not had a support agreement negotiated prior to purchase and/or installation. CT and the IT Committee regularly evaluate and modify the Supported Software list to meet the changing demands on the campus.

### **New Software Evaluation/Requests**

New software may be requested for inclusion in the Supported Software or Limited Support suite. Software must be requested at least 75 days prior to semester start to insure its inclusion in the standard software suite for that semester. The funding source and size of the intended audience may determine whether CT can fully support the product or must limit support. A fully functional copy of the software must be provided by the requestor. CT requires 45 days to fully evaluate the software prior to making a determination of whether or not the software is supportable. A funding source must be located by the requesting individual for the number of copies requested. Sufficient copies must be planned to fully populate a lab: partial software loading in the labs will not be considered.

CT may, at its discretion, move software from Limited Support or Special-Purpose to Unsupported if the software is allowed to fall more than two major releases behind current levels, is no longer compatible with currently-supported operating systems, and upgrade funding has not been secured by the requesting end-user.

For additional information, see the Instructional Equipment Request Policy at <http://ct.mansfield.edu/policies-procedures/>.

## **Hardware**

CT has been charged with approval of all campus computing-related hardware and software purchases where there is an expectation of end-user support or network attachment. CT will provide general consultation and recommendations for application hardware and systems not included in a standard support suite upon request. (See also: [Multifunction and Other Network-Attached Devices Support Policy](#))

## **Supported Hardware**

CT will install, upgrade and support university-owned personal computers, printers, network cards, scanners, and other hardware not specifically exempted from such support at the time of purchase. CT will also maintain any cabling required to connect the work station to the local-area network.

## **Non-supported Hardware**

CT may, at its discretion, refuse to support hardware purchased without prior approval or bill time for services rendered. Non-supported hardware may not be connected to the university's network without prior, written approval of the Director of Information Technology. Some equipment may require service agreements with a vendor of record, and calls for problems with those products will be directed to that vendor. CT's time to assist an outside vendor is billable to the requesting department on a per-hour basis. CT does not offer support to faculty, staff, or students for non-university-owned, personal equipment.

## **Expendables**

Expendables, such as fusers, toner and print cartridges, paper and media, such as tapes, diskettes, blank CDs and blank DVDs, are the responsibility of the end-user or department. CT does not provide a "buy-back" of expendables purchased in advance of need. Printer expendables will be provided for open-access computer labs when print cost-recovery is in place.

## **Replacement-Cycle Hardware Upgrades**

It is the intent of the CT Division to upgrade most personal computers on a 4-year replacement cycle. General-purpose computer labs are upgraded on a 3-year cycle. Availability of funding, intended use of the equipment and the needs of the end-user determine actual replacement schedules year-to-year. Replacements are prioritized in the following sequence:

- Users requiring equipment for instructional development, as determined by annual survey.
- New, full-time faculty
- Department Secretaries
- Full-time faculty and staff
- Part-time faculty and staff

The annual replacement schedule is announced by the CT division as soon as possible after funding has been determined for a given fiscal year, beginning July 1. Hardware replacements are not scheduled or funded for GA or work-study equipment. The administration reserves the right to reprioritize the replacement schedule based upon availability of strategic funding initiative requests for that year.

### **Hardware Repair and Replacement**

CT may, at its discretion, remove malfunctioning hardware to a central repair facility to expedite troubleshooting and hardware replacement. If circumstances dictate that a personal computer critical to a person's job function requires more than 24 hours to repair, a replacement computer, loaded with a base image, is provided. Certain system failures require replacement of the system, or parts thereof, and loss of personal data: CT personnel will make a reasonable effort to locate, backup, and restore personal data, but make no guarantees as to what, if any, data may be recovered during repair of a failed personal computer: **Maintaining adequate backups of critical files is always the responsibility of the user of University computing facilities.** Computers may be returned with a base image installed; it remains the end-user's responsibility to reinstall any unsupported software on the replacement or repaired unit.

### **Telecommunications**

The HELP Desk provides problem resolution for telephone and voicemail services. The CT web site under Telecomm Services contains information about our phone/voicemail system. Users should consult this site prior to placing a service call.

CT responds to telephone and voicemail problems received via the HELP Desk by issuing a trouble ticket, prioritized as described in the **Priorities** section of this document.

### **Training**

#### **Microcomputer Software**

The CT Division supplies microcomputer training on all fully-supported software. Group trainings for the most popular software products are regularly scheduled and announced monthly via our Daily Digest Email. Training may be scheduled for any fully-supported products not on the monthly schedule by arrangement with the training coordinator. Training for other software products may be arranged with the training coordinator, but are not included in this SLA and must be negotiated separately. Specialized software specifically for student use, and unsupported products, are specifically excluded and will not be supported by CT.

#### **Telecommunications Products and Services**

Telecommunications training is performed on an as-needed basis and may be scheduled for individuals, groups, or departments by contacting the HELP Desk.

#### **Adds, moves, and changes**

CT does not move equipment, but will disconnect equipment upon request, and reconnect equipment at its new location. CT does not provide wire and cable construction, so adequate time must be anticipated to place work on the Electrical Department's schedule, if required.

CT expects that equipment moves will be scheduled at least two working days in advance of the move. Moves not scheduled in advance may result in delay. Personnel requesting equipment moves need to insure that services are available at the new equipment location; CT will provide assistance in determining need for services and creating appropriate work orders upon request.

Moves and changes may result in charge-backs to requesting departments. Telecommunications equipment adds will result in charges to the requestor for actual costs incurred for supplying new services. Most adds of computer equipment require funding by the requestor. CT will advise the requestor of charges, and obtain a cost center for funding prior to placing orders or scheduling work.

### **Online Services**

Online services refer to those services requiring web access.

1. **Email:** Email is provided to all faculty, staff and currently registered students. Space for all mailboxes is 10GB for faculty and staff. Faculty and staff are eligible for courtesy mail forwarding, and in some cases, courtesy accounts, which may be continued on request; otherwise, mailboxes are removed after termination. Any account not used for 60 consecutive days may be removed without notice. Mail unread for 90 days may be deleted without notice. A full Email policy statement is available on the web here: <http://ct.mansfield.edu/policies-procedures/>.
2. **Web Interface for Email:** CT provides a web interface for Email as an optional method for faculty and staff. Email attachments are limited to 25MB by the web interfaces. Student Email is supplied by agreement with Microsoft using a standard web browser.
3. **WebAdvisor:** WebAdvisor provides online registration for classes. Besides registration, students can access class schedules and grades. Faculty use WebAdvisor to check Advisees, class rosters, Program evaluations, and enter grades. Information available on and access to WebAdvisor is the responsibility of the Records Office.
4. **My.Mansfield:** My.Mansfield is the University's Intranet, providing access to information and services not available to the general public. Under the My.Mansfield heading users may access Intranet Mail Services, Campus Directories, and Address Change Forms, as well as academic forms for course changes. My.Mansfield is also the location of student time entry for payroll. Information on the My.Mansfield site is gathered from a variety of sources; additions or changes can be requested by contacting the Webmaster.
5. **Web Accounts:** Web accounts are provided to staff for maintenance of their division's web site(s) and to faculty as a repository for materials to support their coursework. The specific server where the user account will be held depends on the type of services anticipated, with a final determination made by the Webmaster. The web space provided for web accounts is not to be used for personal file storage or as a repository for copyrighted materials. Staff may not have personal accounts. No GAs or student workers are to have passwords to university web space; the person responsible for the site should personally perform uploads.

### **Local Area Connectivity**

This portion of the SLA refers to issues of local-area network performance and reliability. Access to the local-area network and the basic suite of applications supported by the CT Division is considered basic to

our mission, and so receives a high priority in our maintenance structure. CT will provide ongoing maintenance, and will manage, troubleshoot and repair all network file and print servers, directory structures, network printing devices and other network hardware and software components during normal university business hours. Maintenance requiring business hours downtime will be scheduled as far in advance as practical. Whenever possible, all maintenance and hardware replacement activities will be scheduled with a minimum of two business day advance notice. Individual problems with connectivity will be ticketed by the HELP Desk, with priorities established per rules previously described in the PRIORITIES section of this SLA; with response based on the affect of the problem on the overall University operations.

In the event of catastrophic failure of the local-area network, an EMERGENCY, as defined in the PRIORITIES section of this SLA, will be declared. Outside of normal business hours, users should call campus police at 662-4900 if they believe an emergency situation exists. The call-in list supplied by the Division will be used to notify the most appropriate staff.

### **Wide Area Connectivity**

For the purposes of this SLA, wide-area connectivity is divided into two distinct services.

- Services delivered to the campus via SSHENet, which may consist of services deployed by PASSHE, or services delivered by entities outside the PASSHE system, through the Internet or Internet2 gateway.
- University services utilized by users through their personal connection to the Internet, provided by their personal Internet Service Provider (ISP).

Once connectivity extends beyond the campus borders, the university loses control of the delivery of products and services. Service-Level Agreements are in place between the university, the SSHENet Network Operations Center (NOC) and SSHENet's service providers, guaranteeing a level of responsiveness. No such agreements extend beyond the borders of the SSHENet.

In the event of connectivity issues with SSHENet-supplied services on-campus, CT will initiate appropriate trouble tickets and monitor progress, representing the university community until such time as the problems have been defined and resolved.

In the event of performance problems for campus services being used at off-campus locations, CT will verify the functionality of the service, and assist the user in identifying best procedures for access. Connectivity problems are the responsibility of the end-user and their ISP; CT cannot guarantee either availability or response times of external networks.

### **General Computing**

#### **Personal equipment**

CT does not troubleshoot or repair faculty or staff's personal computing equipment. Some troubleshooting is available to Residence Hall students through the TechConnect Carry-in Center by separate Residence Life agreement. Although certain contracts allow home use of specific university-purchased software, and CT provides basic instructions for a typical installation, technical support and repair services must be obtained through non-university sources. CT may, at its discretion, suggest local support resources, but these should not be construed as recommendations, or as a guarantee of quality

of service to be expected of an outside support entity; Individuals must take responsibility for determining their personal computing environment, and the appropriateness of any contracted support.

## **CT Division Performance Monitoring**

### **Internal Review**

CT managers review open work order status on a regular basis to insure that a balance between all aspects of CT operations is maintained, and problems are corrected in a timely manner.

### **Reviews and Amendments**

The IT Committee is an advisory committee of the Faculty Senate, consisting of members of the CT Division, faculty and students. The committee periodically reviews this SLA to determine if it meets the ever-changing needs of the campus. At such time as the IT Committee concludes that these standards require amendment, the SLA will be updated. All faculty and staff are welcome to contact one of the Points of Contact listed previously, to request changes. Faculty and staff may also contact their representatives on the IT Committee to request changes. Additionally, the university administration reserves the right to supersede the IT Committee and make amendments at-will.

### **Change Management**

This SLA and the service levels described will change as new technologies emerge and priorities change. The result of these changes will be that some services will benefit from increasing levels of support, and other services will receive less support, or may no longer be supported. Changes to CT's support commitments, and amendments to the SLA will be published in the "News from CT" newsletter as they occur, and the most current revision of this SLA will be maintained online at:

<http://ct.mansfield.edu/policies-procedures/>.

### **Expectations**

#### **CT Expectations of Faculty and Staff**

It is expected that Faculty and Staff will:

- Familiarize themselves with University procedures, this SLA and University Acceptable Use Policy. Questions or concerns should be directed to one of the points-of contact listed herein.
- Avail themselves of training opportunities to improve personal efficiency and minimize false trouble reports,
- Provide prompt notification of service needs via the HELP Desk, including as much pertinent information as possible,
- Understand and adhere to notification and review deadlines for requesting new products for lab and classroom use, and
- Treat the HELP Desk and CT support staff with patience, courtesy and respect.

## **Client Expectations of IT and HELP Desk Staff**

The campus community can expect HELP Desk and CT support staff to:

- Work, to the best of their ability, to provide support in full accordance with the letter and spirit of this SLA,
- Work diligently and proactively to identify and resolve problems, and improve the overall technological climate of the campus,
- Keep users informed of the status of any open trouble tickets,
- Proactively inform the user community of upgrades, procedural changes, or problems that may affect CT's ability to deliver an acceptable quality of service to the community, and
- Treat each user with patience, courtesy, and respect.