

## IT Support Services - Service Level Agreement (SLA)

Executive Vice Presidential Level (for base services):	EVP/COO
School or Unit Level (for premium services):	Various
Agreement Published Date:	March 9, 2015
Agreement Period of Performance:	July 1, 2015 until changed
Related Service Level and Operating Agreements:	Various service/customer specific SLAs and MOUs are in place
Comments:	

### SLA Revision History

Date	Author	Version	Description

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## Scope

This SLA is made between the University Community (“Customer”) and IT Support Services (“Activity Center”). The areas reporting to the Chief Information Officer (CIO) support both strategic and routine operational needs for the University. The daily activities of the University depend on having a robust, efficient, and predictable IT infrastructure. This support includes providing over 120 different customer facing IT services to the University community. This SLA focuses on the baseline “common good” IT support services provided by the areas reporting to the CIO. The document also describes available “for fee” and “premium” services available to the University community, and provides links to specific service information. This agreement is valid for the period beginning on July 1, 2015 until changed. Addenda to this agreement may be appended, providing they are mutually endorsed by both the Customer and Activity Center.

## Governance

The Information Technology Advisory Committee (ITAC) serves as our primary operational governance group. ITAC’s charge is to provide guidance, advice, and assistance to the CIO and the CIO leadership team on matters affecting information technology operations and strategy. The focus of the committee is on the overall IT environment at the University. The work of the committee is outcome-based, collaborative, and focuses on common solutions for the University. The committee also takes a proactive role in advising the CIO areas on future projects and services. Members of the committee are responsible for representing the interests of the school/departments as well as the University as a whole. The committee has broad representation from the schools and major units.

The University Committee on Information Technology (UCIT) also provides guidance, advice and assistance to the CIO on matters affecting information technology and communication. The focus of UCIT is on the overall information technology environment at the University and on taking a pro-active leadership role in shaping University thinking on technology issues.

The CIO and ITS also forms various stakeholder groups, steering committees, and other advisory groups to provide advance and guidance on specific technology issues or strategic projects.

## Description of Service

The CIO and Information Technology Services (ITS) provide services through a hybrid model that includes an array of common good services, as well as direct billed “for fee” services provided through cost recoveries, or through the Communication Services self-supporting auxiliary. Examples of each follow:

- Baseline common good – support for institution-wide applications, such as email or the integrated system
- Cost recovery – development and support for custom applications designed to meet the needs of a specific unit or department, or individual faculty member.
- Auxiliary provided – direct bill to departments for access to and use of communication services. These can be as broad as basic phone service or use of the wireless infrastructure (currently included in a headcount fee), or as specific as long distance charges for an individual. *Schedule of “For Fee” or “Premium” Service Costs* section, page 5, for a more detailed explanation of auxiliary services.

For an overview of costs associated with each of these service types, see Appendix A.

### Baseline “Common Good” Services

Common good services provided to the University community are too numerous to list individually in this document; however, representative services are included below within major categories. Information specific to each service provided to the University community (both common good and for fee) is available within the ITS Services Catalog, <http://its.virginia.edu/services/>. The Service Catalog groups services within customer-oriented categories, with links appropriate for each service. See Appendix B, Part 1, for a sample Service Catalog entry.

*Security and Privacy* - We provide a set of common good services designed to ensure a secure and compliant UVa information technology environment, including:

- Security audits, awareness and education, risk analysis, compliance monitoring, and specialized security consulting
- Security incident response and investigation in cases of reported technology abuse, security incidents, and legal and internal investigations
- Access management, including the creation and maintenance of user accounts
- Develop, review, and update enterprise level information technology policies
- Records management services for the UVa community, including compliance training, consulting, and education and awareness events

*Basic User Support Services* – Provide user support services to the University community, including:

- Customer communications and outreach regarding new IT services and service changes, service status, develop customer communications and outreach strategies and events
- Local Support Partner (LSP) program—a central coordination point for LSPs in schools and departments; includes some training, peer networking, special events, etc. for LSPs
- UVa Help Desk for IT – 24 x 7 Tier 1 technical support for faculty, staff, and students via a number of interaction options
- Software license management (institutional licenses)

*Institution-wide Applications* – Support of the UVa enterprise administration systems, including:

- Financial Administrative Systems, including Procurement, Grants Management, Accounts Payable, Accounts Receivable, General Ledger and Fixed Assets
- HR and Payroll System
- Student Information System
- Document imaging
- Operational reporting
- State systems integrations and compliance
- Custom applications and interfaces for other institutional systems

*IT and Communications Infrastructure* – Base funded IT Infrastructure services and applications (note: infrastructure costs included in the Auxiliary managed Communication Services access headcount fee are not included here—see *Schedule of “For Fee” or “Premium” Service Costs* section, page 5 for a more detailed explanation of auxiliary services):

- Emergency preparedness
- Identity management
- Email and calendaring
- Server and storage services for institutional systems and applications
- UVa Network
- Commodity internet
- Research IT infrastructure, including support of higher performance computing clusters, advanced networking, Internet2

*IT Support for Institutional Projects and Initiatives* – Current examples include:

- Managerial Reporting
- Organizational Excellence Projects

*General IT Management* – Incorporating current best practices in service delivery and planning

- Governmental relations
- Strategic planning
- IT Services Management
- Strategic project management
- Disaster recovery and business continuity planning

## Service Expectations

Service expectations for specific baseline IT support services may be found in the ITS Service Catalog <http://its.virginia.edu/services> . See also Appendix B, Part 1. The following information is provided for each of the 123 listed services (common good and for fee):

- Service overview
- To whom the service is available
- Requirements for the service
- Related options
- Fee, if appropriate
- A link for requesting the service
- Estimated delivery time
- Service home page
- How to obtain service support
- Support response targets
- Service availability
- Category of service
- Service owner
- A link for providing feedback about the specific service

## Support and Service Availability

The UVa Help Desk for IT provides the first level (Tier 1) of support for most services, and it is available full-time (24 x 7 x 365), with an availability target of 99% or higher, a first call resolution percentage of 80%, and an overall target customer satisfaction rating of 3.5 out of 5. Standard business hours for Help Desk referrals are 8 AM to 5 PM Monday through Friday.

## *Services (monitored and measured) for 24 x 7 x 365 Support Coverage and 99% Availability –*

- Institution-wide Applications in support of the UVa enterprise administration systems
  - o Financial Administrative Systems, including Procurement, Grants Management, Accounts Payable, Accounts Receivable, General Ledger and Fixed Assets
  - o HR and Payroll System
  - o Student Information System
  - o Document imaging
  - o Operational reporting
- IT and Communications Infrastructure
  - o Email and calendaring
  - o Server and storage services for institutional systems and applications
  - o UVa Network
  - o Commodity internet

Other services have support and availability targets shown in the ITS Service Catalog <http://its.virginia.edu/services> . The ability to measure against targets is not yet in place for all services.

## Customer Responsibilities

Customer responsibilities are highly dependent upon the specific service(s) provided. We ensure that each of our customer groups is involved appropriately in advisory groups and service specific steering committees and project teams. The ITS Service Catalog provides a mechanism for customers to provide feedback on each service: <http://its.virginia.edu/services/> . Specific MOUs or SLAs are developed with stakeholders and customers as appropriate.

### **Schedule of “For Fee” or “Premium” Service Costs**

For fee and premium services, such as support for custom applications designed to meet the needs of a specific unit or individual faculty member, and basic phone service, are also included in the ITS Services Catalog:

<http://its.virginia.edu/services/> . . See also Appendix B, Part 2 for a sample “for fee” Service Catalog entry.

The following information is included for each service:

- Service overview
- To whom the service is available
- Requirements for the service
- Related options
- Fee, if appropriate
- A link for requesting the service
- Estimated delivery time
- Service home page
- How to obtain service support
- Support response targets
- Service availability
- Category of service
- Service owner
- A link for providing feedback about the specific service

We are currently reviewing each service definition to ensure appropriate categorization as either a baseline common good, or a for fee service. The Communication Services headcount fee, for example, appears to meet the criteria for baseline common good, but is currently a for fee service:

- Access to the Communication Services infrastructure (basic phone service, network and wireless infrastructure) is available to all units in the University community
- Fees are assessed based on school and department headcounts, similar to common good cost allocation methodologies

Over time, and especially during the initial transition years to the UFM, we will continue to assess service categorization and ensure they are properly placed with respect to the principles of the UFM.

### **Service Level Agreement Quality Review**

The CIO will annually review with the Information Technology Advisory Committee (ITAC) performance against agreed upon service level expectations. Discussions for the annual review will include:

- Service delivery since the last review
- Major deviations from service levels
- Conflicts or concerns about service delivery
- Planned changes to improve service effectiveness
- Negotiation of changes to the Agreement
- Review feedback from constituents, including
  - CIO-wide satisfaction surveys, conducted on an ongoing basis
  - Help Desk point-of-service surveys
  - Customer feedback from ITS Services web pages

Additional/partial service level reviews (as needed or as deemed appropriate) with the ITAC will occur on a quarterly basis.

**Contact Information**




Customer School/Unit/Department Name		Customer School Affiliation	
Various		Various	
Customer Billing Account Number (if required)		Other Accounting Information (if required)	
N/A		N/A	
Contact		Phone Number	E-Mail
Customer Sponsor (Deans, other Unit Heads)		Multiple	Multiple
Primary Customer Contact			
Secondary Customer Contact			
Customer Financial Contact			
Customer Escalation Point			
Primary Activity Center Contact - CIO		243-6628	Veb5u
Service Provider Owner			Varies by service
Service Level Manager			Varies by service
Service Provider Escalation Point			Varies by service

**References**

Reference	Location
ITS Services Catalog	<a href="http://its.virginia.edu/services/">http://its.virginia.edu/services/</a>

**Approvals**

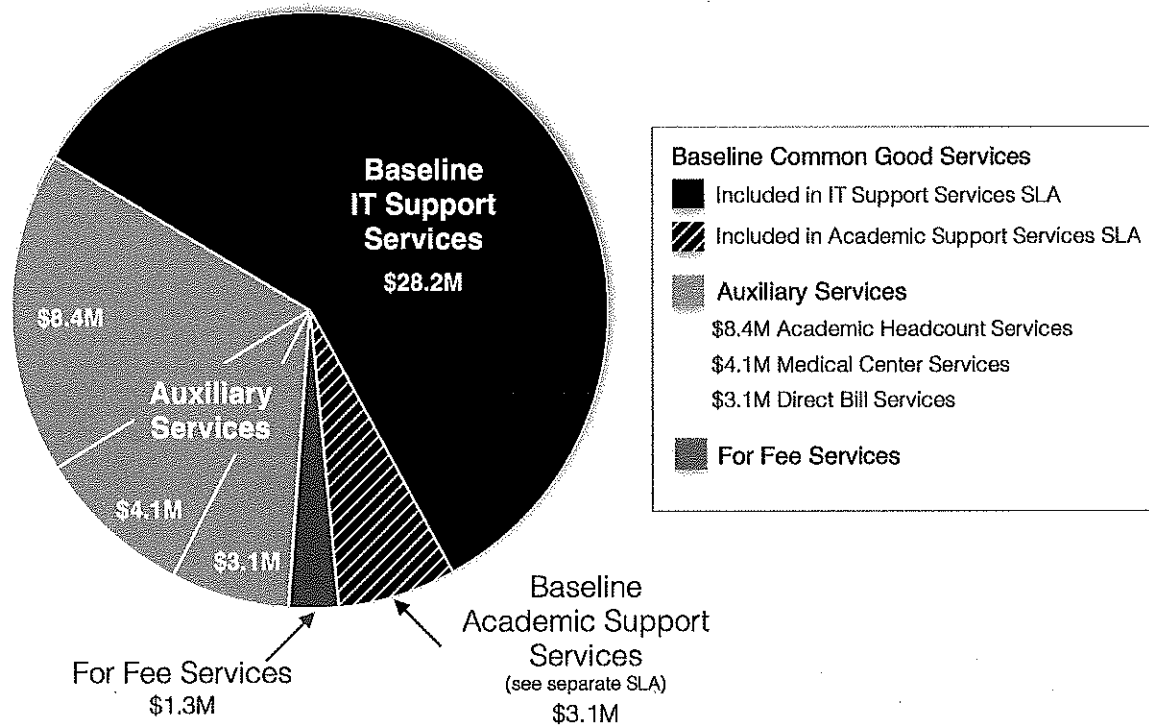
The individuals identified below ultimately have the established position, decision-making authority and responsibility for all aspects of a particular service, subject to policy and funding constraints.

Customer Name	Role	Signature	Date
J. Milton Adams	Interim EVP/Provst		8/6/15
Patrick Hogan	EVP/COO		8/24/15
Service Provider Name	Role	Signature	Date
Virginia H. Evans	CIO/Varies		8/24/15

<b>Functions Provided to Customer</b> <i>(What are the functions/services performed by this dept to or on behalf of its customers?)</i>	<b>Customer Service PERFORMANCE MEASURES</b> <i>Description of performance measures that tie to processes and services provided to the customer; use quantitative and qualitative measures.</i>	<b>BASELINE PERFORMANCE</b> <i>For each measure, provide current level of performance if known/ applicable.</i>
Varies by service. See ITS Services Catalog for specific information <a href="http://its.virginia.edu/services">http://its.virginia.edu/services</a>	Varies by service. See ITS Services Catalog for specific information <a href="http://its.virginia.edu/services">http://its.virginia.edu/services</a>	Varies by service. See ITS Services Catalog for specific information <a href="http://its.virginia.edu/services">http://its.virginia.edu/services</a>

Appendix A

FY16 Budget by Service Type  
Total: \$48.2M\*



\*Based on FY16 target budget. For comparison purposes, FY14 budget was \$46.7M, and FY15 was \$48.1M.

Notes:

- Over time, and especially during the initial transition to the UFM, we will continue to assess service categorization and ensure proper placement with respect to UFM principles.
- Excludes funding for Academic Initiatives, which currently report to the VPR (SHANTI, UVACSE, 4-VA, VP for IT).

Auxiliary Services	
Networking & Communications Infrastructure	42%
Basic Phone Services	37%
Long Distance, Toll Free, etc.	4%
Phone and Network Moves, Adds, Changes	10%
Data Center Operating (excludes debt service)	1%
Microsoft Licenses (Faculty, Staff, Student)	6%

Baseline IT Support Services	
Security, Privacy, and Records Management	8%
Basic User Support Services	11%
Institution-wide Applications	45%
IT and Communications Infrastructure	29%
IT Support for Institutional Projects and Initiatives	2%
General IT Support	5%

Note: These estimates, based on FY14 Cost of Services data, are provided to illustrate relative distribution of costs.



## Appendix B, Part 1 Common Good Services

UNIVERSITY of VIRGINIA

INFORMATION TECHNOLOGY SERVICES

ITS
UVA
people

Get Started
 Services
 Help
 Alerts

### ITS Services Catalog

#### Service Detail Listing

**SECTION NAVIGATION**

- [Services by Category](#)
- [Alpha List of Services](#)
- [Give Us Feedback!](#)

SERVICE NAME(S)	Financial Systems
<b>SERVICE OVERVIEW</b>	Finance is part of the Integrated System (along with HR/Payroll and the Student Information System (SIS). It includes support for the Procurement, Accounts Payable, Accounts Receivable, Cash Management, Grants Accounting, General Ledger, and Fixed Assets. These systems are used for purchasing goods and services, entering financial transactions, tracking grant expenditures, and billing sponsors.
<b>AVAILABLE TO</b>	<ul style="list-style-type: none"> <li>• Faculty</li> <li>• Staff</li> <li>• Student Employees</li> <li>• Affiliates</li> <li>• Medical Center</li> </ul>
<b>REQUIREMENTS FOR SERVICE</b>	<ul style="list-style-type: none"> <li>• Employee Self-Service Role and IS User ID and Password</li> <li>• Administrative Access - Administrative role, VPN software, and JRE</li> </ul>
<b>FEE</b>	Common Good service included in school/major unit direct allocation.
<b>HOW TO GET THIS SERVICE</b>	User initiates by going to the <a href="#">Integrated System website</a> and following the directions.
<b>ESTIMATED DELIVERY TIME AFTER SERVICE REQUEST</b>	PO Shopper (Self-Service) and Administrative Access: Respond with status and projected completion time/date within 8 business hours. • Target for achieving delivery timeframe: 95%
<b>SERVICE HOME PAGE</b>	<a href="http://www.virginia.edu/integratedsystem/">http://www.virginia.edu/integratedsystem/</a>
<b>SUPPORT</b>	<b>Help Desk:</b> Full-time (24 x 7 x 365), 434-924-4357 • <b>Referrals:</b> Standard Business Hours (8:00 AM - 5:00 PM, Monday-Friday). Some exceptions include financial closings and annual budget loads.
<b>SUPPORT RESPONSE TARGETS</b>	2-hour response time from when a complete ticket is submitted to the Help Desk and within support operating hours listed above
<b>SERVICE AVAILABILITY</b>	Full-time (24 x 7 x 365) • <b>Availability percentage target:</b> 99%
<b>STANDARD MAINTENANCE WINDOW</b>	Sundays, 2 AM-Noon
<b>CATEGORY OF SERVICE</b>	Administrative Applications, Systems, and Services
<b>SERVICE OWNER</b>	Enterprise Applications
<b>FEEDBACK ABOUT THIS SERVICE</b>	<a href="#">Send feedback &gt;&gt;</a>

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**UVA Help Desk**

- Call 4 HELP (434-924-4357)
- Chat with an Agent
- Request Assistance
- Metrics & Performance

## Appendix B, Part 2 For Fee or Premium Service

UNIVERSITY of VIRGINIA
INFORMATION TECHNOLOGY SERVICES

ITS
UVa
people

Get Started
 Services
 Help
 Alerts

### ITS Services Catalog

#### Service Detail Listing

**SECTION NAVIGATION**

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- [Give Us Feedback](#)

<b>SERVICE NAME(S)</b>	<b>Storage - Standard Performance Capacity (replaces mid-tier UNIX storage)</b>
<b>SERVICE OVERVIEW</b>	Replaces mid-tier UNIX storage. Holders of mid-tier UNIX storage leases will be contacted prior to their transition to the new storage option.
<b>AVAILABLE TO</b>	<ul style="list-style-type: none"> <li>• Faculty</li> <li>• Staff</li> <li>• Students</li> <li>• Affiliates</li> </ul>
<b>REQUIREMENTS FOR SERVICE</b>	Follow instructions at <a href="#">Data Storage Solutions: "For Fee" Servers, Storage, and Support</a> .
<b>RELATED OPTIONS</b>	Disaster recovery may be purchased for an additional fee.
<b>FEE</b>	<a href="#">See Infrastructure Pricing matrix</a> <span style="float: right;"><i>links to...</i></span>
<b>HOW TO GET THIS SERVICE</b>	<a href="#">Available online</a>
<b>ESTIMATED DELIVERY TIME AFTER SERVICE REQUEST</b>	One business day for lease requests • <b>Target for achieving delivery timeframe: 99.9%</b>
<b>SERVICE HOME PAGE</b>	<a href="http://its.virginia.edu/datastorage/">http://its.virginia.edu/datastorage/</a>
<b>SUPPORT</b>	<b>Help Desk:</b> Full-time (24 x 7 x 365), 434-924-4357 • <b>Referrals:</b> Standard Business Hours (8 AM to 5 PM Mon-Fri)
<b>SUPPORT RESPONSE TARGETS</b>	2-hour response time from when a complete ticket is submitted to the Help Desk and within support operating hours listed above
<b>SERVICE AVAILABILITY</b>	Full-time (24 x 7 x 365) • <b>Availability percentage target: 99.5%</b>
<b>CATEGORY OF SERVICE</b>	Servers & Storage
<b>SERVICE OWNER</b>	Enterprise Storage and Computing Platforms
<b>FEEDBACK ABOUT THIS SERVICE</b>	<a href="#">Send feedback &gt;&gt;</a>

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#### Storage

Type	Cost
Tier 1--Enterprise Storage (High Performance Capacity with Disaster Recovery)	\$0.82 per GB per year
Tier 2--High Performance Capacity	\$0.59 per GB per year
Tier 3--Standard Performance Capacity with Disaster Recovery	\$0.48 per GB per year
Tier 4--Standard Performance Capacity	\$0.25 per GB per year

Please note: A one hour consult fee will be applied for all new services.

Calculate my yearly cost for  gigabytes