

Purpose of Service Level Agreement

The purpose of this Service Level Agreement (SLA) is to establish a collaborative written agreement between the Office of Information Technology (OIT) and Benedictine University (BU) community (Lisle, Naperville, Mesa, Springfield and Bellwood campus locations) detailing the range of central core support services available to the Benedictine campus community regarding computer, networking and communication technologies.

This SLA will detail the mutual responsibilities for the Office of Information Technology and the customers that are essential for the successful delivery of the OIT core services. In the context of this agreement, the terms "customer" and "client" represent faculty, staff, students, business units, contractors and visitors who have authorized access to the BU OIT support services. This agreement requires all parties involved, OIT and the BU customers, to share and understand support procedures, roles and responsibilities, lines of communication and university expectations in providing a high quality, reliable computing technology environment for Benedictine University.

This SLA will be revised annually to ensure it will continue to meet the technology requirements for the Benedictine University customers and adapt to relevant information technology changes within OIT services. In order to ensure an acceptable level of customer support, OIT has established consistent and efficient procedures that are outlined and defined within this Service Level Agreement.

Roles and Responsibilities

Parties to the Agreement

The parties to the Agreement are the Benedictine University Office of Information Technology (OIT) and the Benedictine University faculty, staff, students, business units, contractors and visitors (Customer, Client).

Period of Agreement

This Service Level Agreement will commence on the date following the acceptance by all parties and will continue until terminated.

Duration of the Agreement

This Agreement shall remain in full force and effect unless any party serves the others with written intent to modify the existing Agreement or negotiate a new Agreement. This Agreement can be reviewed at a mutually agreed date. The review will cover services provided, service levels and procedures. Changes to this Agreement must be approved by all parties involved.

Should such notice be served, discussions shall commence within thirty (30) days following the date of the notice for the purpose of negotiating an amended or new Agreement.

Representatives

The following Principal Officers are parties to the Agreement as being responsible for the monitoring and maintenance of this Service Level Agreement:

Rodney Fowkles
Chief Information Officer
Benedictine University
Office of Information Technology
630-829-6584

Diane Karmis
User Services Manager
Benedictine University
Office of Information Technology
630-829-6684

OIT Customer Service Statement

The Office of Information Technology will make every effort to meet or exceed the terms of the Service Level Agreement. OIT is committed to delivering exceptional customer service by:

- Striving to ensure client satisfaction
- Responding to requests for support within published time frames
- Interacting with the Benedictine community in a respectful and courteous manner
- Requesting feedback for opportunities for improvement
- Continuously working to improve the quality of service
- Regularly reviewing and monitoring established performance indicators

OIT Responsibilities

The responsibilities of OIT in support of this agreement are as follows:

- To create an environment that is conducive to a cooperative relationship between Benedictine campus community and OIT to ensure the effective customer service support of clients.
- To define in details the core technology services to be delivered by OIT and the level of service that can be expected by clients.

- Meeting response and resolution times associated with the priority assigned to incidents and service requests in this SLA.
- Establishing performance metrics standards for tracking, managing, measuring and reporting via service desk ticketing system
- Establishing consistent baselines with Footprints ticketing system regarding service related requests and incidents for BU customers with appropriate priority levels, target response and resolution times
- OIT implements defined processes to meet service level commitments
- Generating quarterly reports to the Benedictine community regarding service level performance

Customer Responsibilities

The customer responsibilities in support of this agreement are as follows:

- Be familiar with the University security policies and procedures for governing the acceptable use of information and communication technologies and adhere to same
- Be willing and available to provide critical information within 1 hour of logging a request with the BU User Services for any urgent matters
- Follow appropriate notification procedures for contacting User Services in order to receive the levels of service specified in this document. Using the defined processes for requesting help and services.
- Responding to inquiries from assigned OIT staff responsible for resolving incidents and handling service requests.

Core Services Provided

The following table is the list of core services that are under the scope of this SLA. A brief description of the service is also provided.

Core Services	Description
Account Management	Account management provides access to OIT services at Benedictine University via a 'staff' username and password.
Advice, Guidance and Information	Staff can request Advice, Guidance and Information on technology services, applications and initiatives delivered by OIT at Benedictine University.
Audio Video Services	Audio Video Services provide technology and support to aid in the presentation and communication of relevant content and information for teaching, learning, research and business outcomes.

Desktop Hardware and Software Services	Desktop Technical Support provides support, management, implementation and installation of the OIT university owned desktop computing hardware and software applications for classroom and office environments.
Email Services	Network Infrastructure provides the ability to send and receive written messages, send documents and organize appointments.
File Services	Network Infrastructure provides central file storage (H and S drives) for private and shared files.
Image Services	Desktop Support provides standard staff and student software image for classroom and office desktop and laptop computers.
Internet Services	Network Infrastructure provides high speed internet access for the purpose of teaching, learning, research and work related tasks.
IT Procurement Services	Desktop Support provides procurement services to manage the purchasing of all BU computing equipment and software.
Network Services (including Wireless)	Network Infrastructure provides fast and secure network connectivity to the BEN network and the Internet.
Print Services	Network Infrastructure enables all computers connected to the BEN network, including staff laptops connected wirelessly, to print to large networking multi- function devices and small desktop printers.
Remote Access Services (VPN)	Network Infrastructure provides a range of services that allow secure access to email, file storage and core applications from any computer or mobile device connected to the internet.
Telephone Services (VOIP)	Telecommunications provides administration of landline VOIP phone and mobile communication services to meet the business needs of the University.
Video Conferencing	Audio Video Services provides a range of video conferencing services that support distance communication and collaboration for research, teaching and learning and business customers.
Online Learning	Academic Tech provides support to faculty and students in using online technology to enhance teaching and learning via training, consultation, online course design and development and end-user support of technology applications
Web Services (Internet and Intranet)	Enterprise Applications provides support in establishing standards and guidelines for website design, development, operation and management for the university.

Business Systems Support	Enterprise Applications provides ongoing development, maintenance and user support for university central management information applications and databases for Human resources, payroll, financial services and student information systems.
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Core Service Availability & Support

OIT goal is to provide a high level of service availability with no planned outages during core university business hours (Monday to Friday – 8:00am – 5:00pm). Most services are available after hours (outside core business hours), however, only a few are supported. The services that are supported after hours are for Priority 1 critical calls only

The following table outlines availability and support for each core service:

Core Services	Business Hours		After Hours	
	Available	Supported	Available	Supported
Account Management	Yes	Yes	No	No
Advice, Guidance and Information	Yes	Yes	No	No
AV Services	Yes	Yes	Yes	No
Desktop Hardware and Software Services	Yes	Yes	Yes	No
Email Services	Yes	Yes	Yes	Yes
File Services	Yes	Yes	Yes	Yes
Image Services	Yes	Yes	No	No
Internet Services	Yes	Yes	Yes	Yes
IT Procurement Services	Yes	Yes	No	No
Network Services (including Wireless)	Yes	Yes	Yes	Yes
Print Services	Yes	Yes	Yes	Yes
Remote Access Services	Yes	Yes	Yes	No
Telephone Services	Yes	Yes	Yes	Yes
Video Conferencing	Yes	Yes	Yes	No

Web Services (Internet and Intranet)	Yes	Yes	Yes	Yes
Business Systems Support	Yes	Yes	Yes	No

Hardware and Software Supported

Benedictine University's Office of Information Technology will provide support for university-owned, standardized, campus-wide computer hardware devices and university licensed software applications. This statement applies to OIT recommended university desktop and laptop computers that were purchased by the Benedictine University for the purpose of academic, research, teaching and administration functions of Benedictine University. This support service is provided for classroom and office environment technology including computer and related university licensed software installation, iPads, smartphones, projectors, library document workstations, SmartBoards, faculty podium hardware, printers and scanners. Refer to the Desktop Service Level Agreement regarding further information about computer hardware and software application support.

Standard Software

The following is a list of standard university licensed software applications which OIT supports on university owned faculty, staff and student computers:

Standard Operating Systems

Windows

Windows 8, Windows 7

Supported Software

Office Suite

Microsoft Office 2007, 2010, 2013 (Windows)

Email & Calendar Clients

Microsoft Outlook 2007, 2010, 2013 (Windows)

Word Processing

Microsoft Word 2007, 2010, 2013 (Windows)

Spreadsheet

Microsoft Excel 2007, 2010, 2013 (Windows)

Presentation

Microsoft Powerpoint 2007, 2010, 2013 (Windows)

Database

Microsoft Access 2007, 2010, 2013 (Windows)

Web Browsers

Microsoft Internet Explorer

Mozilla Firefox

Google Chrome

Desktop Security

Microsoft Forefront Endpoint Protection (Windows)

PDF

Adobe Acrobat Standard/Professional XI, X (Windows)

Adobe Reader XI, X (Windows)

Campus Business System Support

Java Runtime Environment

Computer Hardware

OIT supports and maintains a variety of university owned computer hardware devices. The list of approved hardware devices includes:

HP Desktop computers (network client)

HP Laptop computers (network client)

HP Netbook clients (network client)

HP printers (network printer)

Ricoh printers (network printer)

Apple iPad tablets

Apple MacBook Pro laptops

Apple iMac desktop computers

Hardware and Software Not Supported

The I.T. Department does not provide support for personally owned desktop and laptop computers, computer users' home connectivity issues relating to connectivity to the Internet, or

home network configuration, including configuration of home routers, switches, or firewalls. Hardware or software purchased individually by faculty, staff and students that fall outside of the scope of approved technologies will not be supported by OIT. The table below provides hardware/software that is currently not supported by OIT:

Unsupported Hardware/Software	Comments
Personal Computing Equipment	Computers, laptops, printers, scanners purchased outside of OIT
Personal networking equipment	Switches, routers, hubs, access points Unauthorized devices are not permitted connection to the Benedictine University network
Personal software purchased by faculty, staff and/or student	Any software that was purchased without consent of OIT. Unlicensed software installed on university owned computers.

Requesting Service

User Services

The Benedictine University User Services is the first point of contact for all university owned desktop and laptop computers, printers, telephones, smartphones, and iPads. The Service Desk can assist with a wide variety of service related technology questions, incidents and requests that require IT support for the Benedictine community. The service related requests and incidents can be reported by telephone, e-mail or the Web Service Portal at any time by the customers. All incoming requests and incidents are then logged by the agent into the Footprints Ticket Management System. Whenever possible, the User Services staff will provide Tier 1 technical support and attempt to talk through a first call solution while clients are on the phone. If this is not possible, a client request for service will be logged into the Footprints ticketing system and a Tier 2/Tier 3 OIT staff member will be assigned to provide further research until completion. The User Service Manager is responsible for ensuring a timely customer service response and resolution as stated in the SLA.

Hours of Operation:

- Monday through Thursday 7:30am to 12:00am midnight
- Friday 7:30am to 5:00pm

- Saturday 8:30am to 5:00pm
- Sunday 8:30am to 12:00am midnight

Note: Exceptions when the university is closed due to official university holidays, administrative closings and inclement weather days.

Location:

Benedictine University
5700 College Road
Lisle, IL 60532

Located in the Kindlon Hall Library – 3RD Floor

Note: In-person service is available during regular business hours of operation in Kindlon Hall Library, M-F 8AM to 5PM.

Contact Information:

E-mail (helpdesk@ben.edu)

Note: E-mail requests will be processed during regular business hours, M-F 8AM to 5PM. These e-mail requests are tracked as incident tickets in the Footprint ticket management system.

Telephone (630-829-6684)

Note: Phone service is available during regular hours of operation. Messages left during off hours will be processed the next business day.

Online (benhelp.ben.edu)

By utilizing the web, the customer's request will be automatically associated with a Footprints service ticket and accessible to the OIT staff members. Requests made via the web will be processed during normal hours of operation. Using the web interface is the most efficient method to log and process service requests.

After-Hour Support

Incidents reported or services requested outside the working hours will be served at the next scheduled business work day. OIT will maintain an after-hours, on-call support rotation to also assist with major service outages and support Priority 1 incidents. Contact User Services at 630-829-6684 to engage OIT support for emergencies and non-emergencies after normal business hours.

User Services Call Process

In order to properly assist both BU internal and external customers pertaining to a service request or incident reporting, the following process is to be followed:

1. When speaking with a User Services agent over the phone, the following information is required:
 - Number of customers affected
 - How it impacts the person's job/role/needs
 - Detailed description of issue
 - The length of time that the issue has been occurring
 - Customer contact information (alternate contact if one available)
 - Location of issue
 - Computer case number for computer related issues
 - Printer name for printer related problems
 - Equipment ID numbers, if applicable
2. Footprints Ticketing System will assign a priority based on the severity of the issue and number of users affected.
3. Depending on severity of issue the agent will contact the customer via phone regarding the appropriate Level 2/Level 3 OIT resources assigned to the service ticket.
4. OIT will follow up with customer communicating ticket status and provide an estimated time of completion regarding incident or request resolution.
5. User Services agent will follow up with customer and OIT staff resource assigned the issue to confirm issue resolution and functionality is normal.

Priority Levels

The OIT User Services will use the following guidelines in prioritizing incidents and will strive to resolve the problem within the target timeframes. User Services will prioritize incoming service related incidents requests as “critical” priority if it meets any one of the following criteria:

- Significant risk to safety, law, rule, or policy compliance
- Significant number of customers and organizational units affected
- Significant customer impact that threatens immediate productivity and cash flow
- Significant risk to the public service mission of the University
- Significant risk to the public image of the University
- Security of system, network or data is compromised
- Significant impact on the delivery of instruction
- Significant or lasting impact on student academic performance
- Percentage of total tasks that can no longer be performed by individuals
- Network infrastructure outage
- Significant customer concern
- Issue is time-sensitive

Definitions of Priority Levels

Every service call that comes to the Information Center is a priority. To ensure the best customer service possible the User Services has defined the following priority levels based on impact and urgency:

Priority 1: Critical

This priority is designated for major business impact regarding university-wide critical systems fault outage with no workaround resulting in complete loss of core business systems to customer. Critical Incident causes immediate and significant disruptions affecting critical life-safety, business transaction and teaching-related services while in use. Priority 1 incident that impacts the entire department's ability to perform mission critical business functions is in jeopardy or unavailable.

Examples of Priority 1 issues include but are not limited to:

- Benedictine user(s) are completely unable to perform their job functions
- Problems with lifesaving hardware and software for Fire and Security systems that pose a significant risk to life and safety
- Key stockholders impacted by IT issues.(President's Office, University Services, Office of the Provost)
- Critical business applications and databases not functioning (i.e., PeopleSoft, Crystal Reports)
- Campus wide loss of access to Internet (i.e., firewall, Internet connection)
- Complete Network Failure
- BU classroom computing technology or computer labs is not functioning properly

Priority 2: High

This priority is designated for a significant business impact regarding outage with no workaround resulting in significant loss or degraded system services to customer. System operations can continue in a restricted mode. High incident causes immediate and significant disruption but not affecting critical life, safety, and business transaction or teaching-related services while in use. A department or individual's ability to perform a mission critical function is in jeopardy or unavailable but a workaround is or can be established within a reasonable time.

Examples of Priority 2 issues include but are not limited to:

- Failure of classroom technology or applications
- Computer Lab Printer Failure
- Set up of new user accounts when the proper forms have been submitted
- Work stoppage affecting a single user
- Assisting multiple users that have lost print capabilities
- Assisting with password resets and locked accounts

Priority 3: Normal

This priority level is assigned for incidents affecting a team or business unit with workaround options available. A department or individual's ability to perform a job function may be impacted or inconvenienced, but can continue business as normal operations. This priority is also designated for a user with general technology requests and questions.

Examples of Priority 3 incidents include but are not limited to:

- Customer can move to another workstation to perform their tasks or the customer has another alternative to facilitate their work.
- Business unit cannot print to local printer but can print to another printer
- Malfunctioning software application that needs to be uninstalled and reinstalled
- Slow network and internet connection
- Non critical software application issues with Microsoft Office
- Technical assistance for IT computer and printer purchases
- How to questions
- Customer Requests

Priority 4: Project

This level is reserved for requests that result in functionality enhancements in order for multiple customers to perform their work. This priority is a long term project or request that develops into a project with no specified response time.

Examples of Priority 4 incidents include but are not limited to:

- Requests for customization of application programming
- Installs of software and pc/laptop maintenance
- Operating system upgrades
- Software application upgrades
- Student and staff computer lab image deployment

Incident Management

The primary goal of the Incident Management process is to restore normal service as quickly as possible and to minimize the adverse impact on university business.

Incidents are defined as an unplanned interruption to an IT Service or a reduction in the quality of an IT Service. Incidents are given a priority to help OIT plan, allocate work and support resources especially in peak busy periods during normal business hours. Each priority has target times relating to response (i.e. confirmation to the customer that action is being taken) and resolution. Incidents are allocated priorities according to the business impact and urgency of the situation.

The table below shows the priority assigned to incidents according to the importance of the reported situation. Incidents are given an urgency rating between 1 and 4 with Priority 1 as the highest priority. The urgency of an incident is defined by the customer at the time of placing the service call and is used to define the required response, resolution and status update times. The incident priority is determined collectively by the OIT staff member, user service agent and the customer assessing impact and urgency.

Priority Level	Definition	Business Hours Response Time	Business Hours Resolution Time	Status Update to Client
1	Critical	Within 1 Hour	Work until resolved	Every 2 hours or mutually agreed intervals
2	High	Within 2 Hours	Within 24 hours	Every 4 hours or mutually agreed intervals
3	Normal	Within 24 hours	Within 10 days	At the start of resolution activity and upon completion
4	Project	Within 5 days	To be negotiated with customer	Customer will receive weekly project updates

Occasionally, the above stated resolution times will vary due to the following mitigating factors such as:

- Major disasters such as flooding or fire
- Delays while waiting for a third party vendor to produce a software repair application patch for hardware computer equipment.
- Delays while waiting for vendor to ship replacement hardware computing components
- Faults caused by a third party vendor, software or equipment failure or other unforeseen external failures not under the control of the University (i.e., power outages, weather interference).

- Lack of timely or accurate information provided to OIT, such as information to begin incident or problem diagnosis or resolution, or confirmation of a resolution.

Service Request Management

In addition to incidents, customers contact the User Services with requests for work such as setting up a new user, installing a new computer and printer or request for new software application for student computers.

Service Request refers to common client requests such as installations, additions and changes, for example:

- Software installation requests including new applications
- New printer requests
- New computer setup requests
- Request for purchase of OIT approved computer and printer

Service requests will be assigned in the Footprints ticketing system within 5 business days. OIT will negotiate with the customer regarding an estimated time for completion and a departmental charge if applicable. Occasionally a request will be significant enough to become managed as a project following the standard OIT project management procedures.

The table below provides normal service requests with associated lead times that are defined within OIT. User Services recommends that the clients submit their service requests within 10 days minimum prior to the required date.

Normal User Requests	Business Days Lead Times	Comments
Desktop Procurement (approved purchase)	7	Standard build
Desktop Procurement (approved purchase)	14	Special requirement (build to order)
Laptop Procurement (approved purchase)	14	All laptops are built to order
Printer Procurement (approved purchase)	10	OIT approved printer
Printer Installation	5	OIT approved printer connecting to BU print
Computer installation	5	Standard build
Computer installation (Windows)	10	Standard build with special Departmental software

Computer software installation	10	The software must be licensed, approved and tested in the OIT lab environment
Staff Office Moves	10	OIT will move the required computer hardware or provide pc hardware for new staff hires after OIT receive purchasing approvals.
Password Reset	1	User Services will perform password reset by phone, in-person and Benedictine University homepage

Escalation Process

Clients wishing to follow up on an incident or request they have made should contact the User Services by phone 630-829-6684. The following procedures should be used as a guide:

1. Contact the User Services with your Footprints ticket number on-hand and ask the agent to follow up on the request for you.
2. If you require further escalation, contact the User Services and ask to speak to the Senior Customer Services Representative.
3. If you require further escalation after contacting the Senior Customer Services Representative, contact User Services and ask to speak with the User Service Manager.

Escalation contact details are provided in the table below:

Escalation Point	Description
Andy Dwyer Senior Customer Services Rep – OIT 630-829-6684	1st point of escalation for incidents related to staff services service delivery issues
Diane Karmis User Services Manager – OIT 630-829-6643	2nd point of escalation for incidents related to staff services and service delivery issues

Service Metrics Goals

The following section outlines the performance service goals metrics for OIT User Services:

- 85% Client Satisfaction Rating
- 85% Calls made to User Service will be answered.
- 85% of tickets will be resolved within the above-defined resolution times
- 85% of all requests will be responded to within the above-defined lead times

- 85% of all requests regarding new computer or printer installation will be installed within 5 business days once equipment arrives in IT department.
- 75% First Contact Resolution Rate will be resolved by Tier 1 Support. These incidents will be resolved by User Support Services staff without the involvement of other IT Tier 2/Tier 3 support areas such as Desktop, Network, or Application Services.

Note: OIT reserves the right to take the necessary precautions to protect the security of the organization and University data and assets regardless of the promised service goals.

Reviewing and Reporting

The Office of Information Technology strives to continually improve the services we deliver to the Benedictine community. OIT will make quarterly reports to the campus community showing the degree to which OIT meets or exceeds the resolution goals and commitments as stated in this Service Level Agreement, as well as other performance and customer satisfaction indicators as they are available. The report will be presented to the University Technology Council who will determine the best means for distribution to constituents. The key performance targets and actual outcomes for Office of Information Technology will be regularly published on the Benedictine University OIT web pages.

Reviews of Service Level Agreement

The Designated Review Owner (“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.

Designated Review Owner: Anthony Simmons, Senior Technical Support Specialist

Review Date: June 2016

Next Review Date: June 2017

Appendix A: Glossary of Terms and Definitions

Term	Definition
Impact	A measure of the effect of an incident, problem or change on business processes. Impact is often based on how service levels will be affected. Impact and urgency are used to assign priority.
Incident	An unplanned interruption to an IT Service or a reduction in the quality of an IT Service. Failure of a configuration Item that has not yet impacted Service is also an Incident.
Priority	A category used to identify the relative importance of an incident, problem or change. Priority is based on impact and urgency and is used to identify required times for actions to be taken.
Resolution	Action taken to repair the root cause of an incident or problem or to implement a workaround.
Response Time	A measure of the time taken to complete an operation or transaction. Used in capacity management as a measure of IT infrastructure performance and in incident management as a measure of the time taken to answer the phone or to start diagnosis.
Service Level Agreement (SLA)	An agreement between an IT service provider and a customer. The SLA describes the IT service, documents service level targets and specifies the responsibilities of the IT service provider and the Customer.
Service Request	A request from a user for information or advice or for a standard change or for access to an IT Service. For example to reset a password or to provide standard IT Services for a new user.
Urgency	A measure of how long it will be until an incident, problem or change has a significant impact on the business.