A TO Z Departmental Listing
Service Level Agreement (SLA)
By
Information Technologies (UNM IT)
For
University of New Mexico (Customer)

Effective Date:	
Document Owner:	Tuan Bui

Version	Date	Author	Revision Notes
1.0	02/24/16	TJ Martinez	First draft with Andrea.
2.0	02/25/16	Tuan Bui	Second draft with Duane.

Related/Referenced Documents:

Table of Contents

1   General Overview

This is an SLA between the Customer and UNM IT to document the provision of:

- The A to Z Department Directory Service;
- The general levels of response, availability, and maintenance associated with these services;
- The responsibilities of UNM IT as a provider of these services;
- The responsibilities of the End-Users and Customers receiving these services;
- The financial arrangements associated with the service.

This SLA shall be effective as of the Effective Date set forth on the cover page and will continue until revised or terminated.

2   Service Description

UNM IT documents services and associated fees in the UNM IT service catalog, http://it.unm.edu/servicecatalog.

2.1   Service Scope

A to Z Departmental Listing is a listing of UNM departments that allows a central location for users to find UNM departments' websites and contact information.

A to Z Departmental Listing features include:

- Web-based and mobile-ready;
- Complete (or close to) indexed and searchable listing of departments;
- Self-service capability allows department designated contacts to update department information;
- Web-based editor allows department designated contacts to add/edit/remove department web address, staff listing, and geographical location;
- Bulk updates to directory listings, by request.

2.1.1   End-User (Department Designated Contacts, and Users) Requirements to Use the Service

- End-users include Department designated contacts that make updates to directory listings, and users that use this Service to look up department information; below is a list of specific requirements for each role:
  - **Department Designated Contacts**
    - Make changes to department listings, and keep information current;
    - Follow instructions on FastInfo 7445 to request access to make changes and learn how to make changes to department directory listing;
      - https://unm.custhelp.com/app/answers/detail/a_id/7445/kw/7445
  - **Users**
    - Create tickets to UNM IT to report errors in information found in directory listings.
- End-users will utilize departmental (local) IT contact for first level triage of incidents and service requests, when available;
- View IT Alerts for scheduled maintenance and outages;
- Report discovered bugs to UNM IT.

2.1.2   Boundaries of Service Features and Functions

- UNM IT is not responsible for updating and keeping current contact information of departments in directory listing;
- Directory listing editor is not supported on Microsoft Internet Explorer browser.

2.2 Service Level Performance

2.2.1 General Service Levels
- Requested updates for assistance from UNM IT to update directory listing can take multiple business days to complete.

2.2.2 Specific Service Levels
- 99.9% service availability.

3 Roles and Responsibilities

3.1 UNM IT Responsibilities in Support of the Service
UNM IT responsibilities and/or requirements in support of this SLA include:

- Support and maintain service's infrastructure and software;
- Confirm Department Designated contacts by email annually and replace invalid contacts;
- Relay reported erroneous information in directory listing to Department Designated contacts;
- Assist Department Designated contacts with bulk directory listing updates;
- System operations, administration and network connections;
- Web access to include service catalog, billing portal, self-service portal;
- System level backup processes and disaster recovery;
- Basic up/down system monitoring;
- Friendly, courteous and efficient service;
- Support services via UNM IT Service Desk;
- Prompt referral of any inquiries/complaints to the appropriate responsible team;
- Continuous effort to develop and improve services for all service users;
- Meet response times associated with the priority assigned to Incidents and Service Requests;
- Generate reports on service level performance;
- Adhere to established Maintenance windows;
- UNM IT will bring to the Department's attention any situation in which extra time is being required of UNM IT staff to support services due to lack of Department staff knowledge, planning or poor implementation practices. In these situations, UNM IT reserves the right to bill, at our standard hourly rate or expedited service rate, for additional time spent in support of services being delivered to the Department;
- Publish all scheduled maintenance via:
    - IT Alerts at http://it.unm.edu/;
    - LoboMobile;
    - SYSINFO-L listserv email.

3.2 Customer Responsibilities in Support of the Service
Customer responsibilities and/or requirements in support of this SLA include:

- Provide primary and secondary contacts, and work with UNM IT annually to validate/renew these contacts;
- Notify UNM IT with updates when primary or secondary contacts change;
- Maintain appropriate staff expertise in the maintenance and support of any customer supported equipment and/or applications;
- IT Strategic Advisory Committee to collaborate with UNM IT on the service framework to satisfy the University of New Mexico business requirements;
- Comply with UNM Business Policies 2500, 2520, and 7215.
    https://policy.unm.edu/university-policies/2000/2500.html

4 Hours of Coverage and Escalation

4.1 Hours of Coverage

A to Z Department Directory Service is provided 24 hours a day 7 days a week except for periods of planned maintenance.

Professional service to assist departments with updating directory listing is available during business hours.

4.2 Service Exceptions to Coverage

This section intentionally left blank.

4.3 Escalation and Exceptions

If you are not satisfied with the performance of the service or incident/request process, please contact the Service Owner or Service Manager.

UNM IT Contact	
Service Owner	Duane Arruti Dir., IT Applications 505-277-1312 darruti@unm.edu
Service Manager	Ann Swancer Assoc. Dir., IT CSS 505-277-0622 aswancer@unm.edu

To request exceptions to defined service levels based on exceptional business needs, please email cio@unm.edu. The Office of the CIO/UNM IT will respond to the message within 5 business days and escalate any mutually agreed upon exceptions to the IT Strategic Advisory Council (ITSAC) and UNM's Senior Administration for review, approval, and funding, if necessary.

5 Service Requests

A Service Request is defined as a request for information, advice, or for access to a service.

5.1 Service Request Submission

Service Requests can be submitted by calling 505.277.5757. Current hours of operation are listed on the Customer Support Services website, http://it.unm.edu/support.

Online Service Requests can be submitted at the following URL: https://help.unm.edu.

5.2 Service Request Response

For all requests, UNM IT's objective is to acknowledge and assign requests within twelve (12) business hours of receipt. Requests will be fulfilled within seven (7) days.

Campus priorities may require exceptions during certain times of the Academic year.

6 Incidents

An incident is defined as any interruption in the normal functioning of a service or system.

6.1   Incident Report

Incidents can be reported using Help.UNM at https://help.unm.edu or by calling the UNM IT Service Desk during business hours at 505.277.5757.

For service outages after hours, call 505.277.5757 and select Option #3 to leave a message for the Manager on Duty (MOD). The MOD will contact the appropriate service technician to help resolve the service outage.

Time spent on resolving incidents that are end-user caused will be billed to the appropriate party at current hourly rate, including travel time. Material will be billed along with any associated expenses incurred to remedy the Incident.

6.2   Incident Response

Response time objectives for incidents reported to UNM IT are as follows:

Priority 1 (P1) is acknowledged, accepted and resolved within four (4) clock hours.

Priority 2 (P2) is acknowledged, accepted and resolved within one (1) business day.

Priority 3 (P3) is acknowledged, accepted and resolved within four (4) business days.

Priority 4 (P4) is acknowledged, accepted and resolved within nine (9) business days.

6.3   Prioritization

All reported incidents receive a priority number based on the impact and urgency of the service interruption.

Impact is determined based on the number of people/departments/buildings that are affected by the interruption or outage. Life-Safety issues are taken into consideration for assessing and assigning priorities.

Urgency is based on the acceptable delay to restore the service. Urgency can be critical or high and is determined based on the nature of the service outage.

UNM IT may prioritize incoming incident requests as P1 or P2 priority if it meets one or more of the following criteria:

- Significant number of people affected;
- The level to which work is impaired for individuals;
- Academic and Administrative Calendar deadlines;
- Significant impact on the delivery of instruction;
- Significant risk to safety, law, rule, or policy compliance.

7   Maintenance and Service Changes

The Maintenance Window for A to Z Departmental Listing Service can be found on the UNM IT website, http://it.unm.edu/availability under IT Hosted Websites & Applications.

UNM IT reserves the right to modify the maintenance window.

8   Pricing and Billing

Charges for UNM IT services are billed monthly in arrears and post automatically to UNM departmental indices on the 1st business day of each month. Monthly bill detail for UNM IT charges can be accessed using the UNM IT Billing Portal at http://it.unm.edu.

9 Reviewing and Reporting

9.1 System Performance and Availability Reporting

This is not available as a service offering at this time.

9.2 SLA Reviews

UNM IT is responsible for facilitating 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.

This SLA contains the complete agreement between the parties and shall not be changed, amended or altered except in writing and signed by each party.

10 Approvals

UNM IT: University of New Mexico CIO   **CUSTOMER:**

By:_Gilbert Gonzales_____   By:_____

Title: Chief Information Officer____   Title:_____

Signature:_____   Signature:_____

Date:_____   Date:_____