



UNM

Information Technologies

External Vendor
Service Level Agreement (SLA)
By
Information Technologies (UNM IT)
For
University of New Mexico (Customer)

Effective Date:	
Document Owner:	Gil Gonzales

Version	Date	Author	Revision Notes

Related/Referenced Documents:

Table of Contents

1	General Overview	3
2	Service Description	3
2.1	Service Scope	3
2.1.1	External Entity Responsibilities	3
2.1.2	Boundaries of Service Features and Functions	3
2.2	Service Level Performance	4
2.2.1	General Service Levels	4
2.2.2	Specific Service Levels	4
3	Roles and Responsibilities	4
3.1	UNM IT Responsibilities in Support of the Service	4
3.2	Customer Responsibilities in Support of the Service	4
4	Hours of Coverage and Escalation	4
4.1	Hours of Coverage	4
4.2	Service Exceptions to Coverage	4
4.3	Escalation	4
5	Service Requests	5
5.1	Service Request Submission	5
5.2	Service Request Response	5
6	Incidents	5
6.1	Incident Report	5
6.2	Incident Response	5
6.3	Prioritization	5
7	Maintenance and Service Changes	5
8	Pricing and Billing	5
9	Reviewing and Reporting	5
9.1	System Performance and Availability Reporting	5
9.2	SLA Reviews	5
10	Approvals	5

1 General Overview

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

- The External Vendor;
- 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

This SLA will define the approach for offering UNM IT enterprise services to external entities to UNM. These entities will have organizational affinity, alignment and show direct benefit to the University of New Mexico mission and educational goals. UNM IT will negotiate and enter into separate SLAs that will contain the specific responsibilities and terms and conditions for the provision of services by UNM IT to external entities.

External Vendor features include state wide services such as:

- Coordinated communication between UNM and UNM IT technology service providers;
- Network capacity and connectivity;
- Licensing and operations support;
- IT Consulting and professional services;
- Shared cloud and hosted services.

A complete list of service is listed in the UNM IT [service catalog](#).

2.1.1 External Entity Responsibilities

- Utilize departmental (local) IT contact for first level triage of incidents and service requests, when available;
- Adhere to all terms and conditions set forth in separately negotiated SLAs for UNM IT services;
- Utilize UNM IT Customer Support for incidents;
- Complete timely review for accuracy and prompt payment for all service-related costs and invoices provided by UNM;
- For incidents, make a reasonable effort to determine where the problem lies, prior to contacting UNM IT;
- Make available a representative(s) when resolving a Service-related incident or request;
- Train staff in the procedures of this Agreement;
- Maintain appropriate staff expertise in the maintenance and support of any external entity-owned equipment;
- Apply for a UNM guest NetID and work with UNM IT to establish a UNM Customer account.

2.1.2 Boundaries of Service Features and Functions

- Restricted to state and federal government entities.

2.2 Service Level Performance

2.2.1 General Service Levels

- General Service Levels will be unique and customized per separately negotiated SLAs to meet external entity requirements.

2.2.2 Specific Service Levels

- Specific Service Levels will be unique and customized per separately negotiated SLAs to meet external entity requirements.

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:

- Gather, document and translate External Entity requirements;
- Coordinate with legal, purchasing and external entities as necessary;
- Alignment and service delivery to External Entity customer satisfaction;
- Management of strategic sourcing requirements;
- 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;

3.2 Customer Responsibilities in Support of the Service

Customer responsibilities and/or requirements in support of this SLA include:

- Resource appropriate legal, purchasing and ancillary UNM resources to facilitate delivery of enterprise IT services;
- IT Strategic Advisory Committee to collaborate with UNM IT on the service framework to satisfy the University of New Mexico business requirements;
- Contact UNM IT Service Owner for additions or changes in established service levels;
- Comply with UNM Business Policies [2500](http://policy.unm.edu/university-policies/2000/2500.html), [2520](http://policy.unm.edu/university-policies/2000/2520.html), and [7215](https://policy.unm.edu/university-policies/7000/7215.html).

<http://policy.unm.edu/university-policies/2000/2500.html>

<http://policy.unm.edu/university-policies/2000/2520.html>

<https://policy.unm.edu/university-policies/7000/7215.html>

4 Hours of Coverage and Escalation

4.1 Hours of Coverage

This section intentionally left blank.

4.2 Service Exceptions to Coverage

This section intentionally left blank.

4.3 Escalation

If you are not satisfied with the level of service on a request, please contact the Service Owner and if necessary, the UNM IT Service Manager.

UNM IT Contact	
Service Owner	Gil Gonzales, Chief Information Officer

	(505) 277-8125 gonzgil@unm.edu	
Service Manager	Deputy CIO	

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

This section intentionally left blank.

5.2 Service Request Response

This section intentionally left blank.

6 Incidents

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

6.1 Incident Report

This section intentionally left blank.

6.2 Incident Response

This section intentionally left blank.

6.3 Prioritization

This section intentionally left blank.

7 Maintenance and Service Changes

This section intentionally left blank.

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 section intentionally left blank.

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
Title: Chief Information Officer

By: _____
Title: _____

Signature: _____
Date: _____

Signature: _____
Date: _____

DRAFT