



UNM

Information Technologies

Master Hardware Contracts
Service Level Agreement (SLA)
 By
Information Technologies (UNM IT)
 For
University of New Mexico (Customer)

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Document Owner:	Kirsten Martinez

Version	Date	Author	Revision Notes
v1.1	2/24/16	Kirsten Martinez	Incorporate feedback from IT Agreements

Related/Referenced Documents:

Enterprise IT Vendor Relationship Management SLA

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1 General Overview

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

- The Master Hardware Contract 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/service.php?service=110>.

2.1 Service Scope

UNM IT negotiates IT hardware contracts that offer hardware at discounted prices to UNM departments. Multiple master price agreements are in place for desktops, laptops, monitors, peripherals, network equipment, audio/visual (A/V) equipment, and servers, all of which are compliant with UNM IT hardware recommendations. A listing of price agreements available to UNM departments is available on the [UNM Purchasing website](#) under the applicable IT category. UNM IT continues to seek opportunities for negotiating IT hardware contracts that support UNM business requirements and achieve cost savings for the University.

Master Hardware Contract Service features include:

- Provide UNM departments the ability to purchase standard IT hardware at competitive prices by leveraging institutional buying power;
- Reduce and eliminate redundant IT hardware contracts;
- Ensure coordinated and streamlined procurement process for IT hardware;
- Align IT vendor hardware product offerings with the business needs of the University.

2.1.1 End-User Requirements to Use the Service

- Utilize existing price agreements for IT hardware purchases before considering other vendors;
- Customers needing to purchase a non-standard computer must complete and submit a [Non UNM Standard Computer form](#) to their Dean/Director/Dept Head for approval, and then to UNM Purchasing;
- Submit exception request to UNM Purchasing if existing contracts do not meet departmental business needs for all other IT hardware purchases.

2.1.2 Boundaries of Service Features and Functions

- This agreement applies to UNM departments purchasing IT hardware when a master price agreement is in place;
- Applies to IT hardware contracts initiated and managed by UNM IT;
- Software licensing is covered under the UNM IT Software Distribution SLA.

2.2 Service Level Performance

2.2.1 General Service Levels

- Manage hardware contract renewals for UNM IT negotiated priced agreements and keep contracts current;

- Vendor relationship management.

2.2.2 Specific Service Levels

- This section intentionally left blank.

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 UNM requirements as it relates to IT hardware contracts;
- Assemble a representative group to participate in development of RFP and view of vendor responses;
- Develop RFPs and coordinate reviews of vendor responses;
- Coordinate with legal, purchasing, and IT vendors as necessary;
- Provide contract information, in coordination with UNM Purchasing, to departments;
- Communicate changes to and additions of master IT hardware contracts to UNM community;
- Follow requirements established in UNM IT's Enterprise IT Vendor Relationship Management SLA;
- 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.

3.2 Customer Responsibilities in Support of the Service

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

- Upon request of UNM IT, provide staff resources to participate in development of RFPs, evaluations of responses;
- Upon request of UNM IT, provide staff resources to evaluate potential hardware solutions and provide timely feedback;
- Responsible for the cost of the hardware and applicable maintenance contracts;
- Initiate requests through LoboMart or via pcard processes per UNM Purchasing guidelines;
- Provide recommendations to UNM IT of any IT hardware contract opportunities;
- 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](https://policy.unm.edu/university-policies/2000/2500.html), [2520](https://policy.unm.edu/university-policies/2000/2520.html), [4320](https://policy.unm.edu/university-policies/4000/4320.html), and [7215](https://policy.unm.edu/university-policies/7000/7215.html).

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

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

<https://policy.unm.edu/university-policies/4000/4320.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 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	Kirsten Martinez, IT Fiscal Operations Director 505.277.0147 kmoeller@unm.edu
Service Manager	Tammy Jo Martinez IT Customer Support Services Director 505.277.0960 tjm@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

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

Upon request, UNM IT will work with UNM Purchasing to report on savings gained for UNM through master IT price agreements.

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: _____