



**UNM**

*Information Technologies*

Network Access Services  
Service Level Agreement (SLA)  
By  
Information Technologies (UNM IT)  
For  
University of New Mexico (Customer)

<b>Effective Date:</b>	
<b>Document Owner:</b>	Steve Perry

**Related/Referenced Documents:**

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# 1 General Overview

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

- The Network Access Services;
- 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

The scope of this service is to provide network access services to the University of New Mexico (staff, faculty, students and affiliates). This agreement covers the key activities that underpin the provision of the Network Access service by UNM IT.

Network Access Services features include:

- UNM Campus Wired Network Connectivity Technologies 10/100/1000 Base-T Ethernet;
- UNM Campus Wireless Network Connectivity; 802.11A, G, N, AC;
- Remote Access via VPN (Virtual Private Network);
- Perimeter security services.

#### 2.1.1 End-User Requirements to Use the Service

- End-users will utilize departmental (local) IT contact for first level triage of incidents and service requests, when available;
- Refrain from using any non-UNM IT supported network equipment (switch, routers, hubs, wireless access points);
- Use a UNM IT supported ethernet network adaptor for wired and wireless access;
- Use a NetId to authenticate to the wireless service, when required;
- Maintain and updated endpoint security on user workstation and/or mobile device;
- Refrain from sharing copyrighted material per UNM policy [2500](#);
- Refrain from bypassing or circumventing security measures;
- Review UNM IT [wireless coverage](#) map for service availability;
- View [IT Alerts](#) for scheduled maintenance and outages.

#### 2.1.2 Boundaries of Service Features and Functions

- Funding for major updates will be negotiated on a service-by-service basis;
- UNM-Hospital (UNM-H) and Health Sciences Center (HSC) host device connectivity is not covered by this SLA;
- Wireless coverage is constrained by funding and institutional priorities;
- Cabling plant must comply with RCDD (Registered Communications Distribution Designer) in UNM Business policy [5310](#);
- Connectivity speeds will be dependent on distance, network host and shared network load;

- Non-university organizations and entities such as commercial university subsidiaries or partnerships are not eligible under this agreement.

## 2.2 Service Level Performance

### 2.2.1 General Service Levels

- Scheduled maintenance windows;
- Actively monitor the network infrastructure for events affecting the service.

### 2.2.2 Specific Service Levels

- Uptime for service is at 99.9%;
- Port activation request (PAR) fulfilled within 3 business days provided infrastructure allows;
- Resolve network equipment failures within 2 business days.

## 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:

- Make an effort to provide a solution when adequate wireless coverage and/or funding is limited or unavailable;
- Deactivate hosts and/or Departments when infection or violation of security policies are identified;
- Proactive network benchmarking and monitoring of UNM IT managed devices;
- Design and deliver connectivity to off-campus departments where funding exists;
- On-going research and evaluation efforts, with results leading to campus network design evolution;
- Web access to include service catalog, billing portal, self-service portal;
- System level backup processes;
- 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/alerts/>;
  - [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:

- 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>  
<https://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

Network Services are provided 24 hours a day 7 days a week except for periods of planned maintenance.

### 4.2 Service Exceptions to Coverage

Catastrophic event such as floods, fires, storms, chemical contamination, accidents or interruptions to transportation, and Vendor infrastructure incidents.

### 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.

<b>UNM IT Contact</b>	
Service Owner	Steve Perry Director, IT Networks 505-277-8150 <a href="mailto:smperry@unm.edu">smperry@unm.edu</a>
Service Manager	Tammy Martinez Director, IT Customer Support 505-277-0960 <a href="mailto:tjm@unm.edu">tjm@unm.edu</a>

To request exceptions to defined service levels based on exceptional business needs, please email [cio@unm.edu](mailto: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 two (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 Network Services can be found on the UNM IT website, <http://it.unm.edu/availability>.

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 1<sup>st</sup> 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

Service performance and availability reports will be provided with the release of the annual report.

### 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: \_\_\_\_\_

DRAFT