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

Effective Date:	
Document Owner:	G. Gonzales

Version	Date	Author	Revision Notes
0.1	02/05/2016	D. Arruti	First Draft
1.0	2/8/2016	A. Swancer	Incorporated feedback

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 Enterprise IT Vendor Relationship Management;
- 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

Vendor relationship management is critical in establishing a mutually strong relationship with Vendors to achieve the best possible results for UNM and our surrounding community. Enterprise IT Vendor Relationship Management is aimed at maximizing the value of UNM's Vendor agreements and corresponding services surrounding enterprise IT services.

Enterprise IT Vendor Relationship Management features include:

- Ensure coordinated and consistent Vendor relationships for enterprise IT services;
- Establish effective communication with Enterprise IT Vendors;
- Ensure appropriate Vendor incident management and service request protocols;
- Ensure appropriate Vendor escalation paths exist;
- Maximize Enterprise IT Vendor service quality;
- Leverage institutional, local, state and regional knowledge and buying power;
- Reduce and eliminate redundant Enterprise IT contracts;
- Ensure Enterprise IT Vendors meet UNM design, architecture and security requirements;
- Align Enterprise IT Vendor product offerings with the skillsets and technical direction of UNM IT to ensure a sustainable solution;
- Ensure Vendor compliance with regulatory requirements, including establishment of appropriate Business Associates Agreements (BAA);
- Ensure effective Vendor privacy and security protocols;
- Ensure effective Vendor backup and disaster recovery protocols;
- Ensure data ownership rests with UNM and include appropriate and necessary access to our data;
- Manage resulting licensing and maintenance agreements for compliance with Vendor contracts, including responding to license audit requests.

2.1.1   End-User Requirements to Use the Service
- This section intentionally left blank.

2.1.2   Boundaries of Service Features and Functions
- This agreement only applies to Vendors who are providing, or will provide, Enterprise IT Services to the University of New Mexico and/or parties we are representing as part of a collaboration or consortium.

2.2 Service Level Performance

2.2.1 General Service Levels
This section intentionally left blank.

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 Enterprise IT Vendor Relationship Management;
- Coordinate with legal, purchasing and external entities as necessary;
- 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 support Enterprise IT Vendor Relationship Management;
- 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, 2530, 7215.
  http://policy.unm.edu/university-policies/2000/2500.html
  https://policy.unm.edu/university-policies/2000/2530.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 505.277.8124 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   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.

8   Reviewing and Reporting

8.1   System Performance and Availability Reporting
This section intentionally left blank.

8.2   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.

9   Approvals

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

By: Gilbert Gonzales_____   By:_____

Title: Chief Information Officer____   Title:_____

Signature:_____   Signature:_____

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Date:_____   Date:_____

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