



UNM

Information Technologies

Mobile App Distribution (Core Systems)

Future Service targeted Fall 2016

Service Level Agreement (SLA)

By

Information Technologies (UNM IT)

For

UNM Data Owners (Customer)

Effective Date:	
Document Owner:	Duane Arruti

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 Mobile App Distribution (Core Systems);
- 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 User 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. Either party may terminate within 30 business days' notice.

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 Mobile App Distribution (Core Systems) Service allows developers, authorized by Customers (Data Owners), to securely deploy core-system mobile apps to users via UNM IT's deployment channels.

- Mobile apps include both responsive web apps (require browsers) and native mobile apps (require smartphones/tablets);
- Core Systems are defined as core academic and administrative systems (ERP, student management, and human resources), web authentication and access, and security.

Mobile App Distribution (Core Systems) Service's features include:

- **Hosting On-Premise**

UNM IT provides hosting for responsive web apps developed in support of the university's core systems.

- **Hosting with Official Third-Party App Stores**

UNM IT has vendor accounts with third-party app stores (e.g., Apple's and Google's). Developers have the option of hosting native mobile apps with these third-party app stores free-of-charge with approval from UNM IT. Mobile apps submitted to third-party app stores will show up as published and authored by the "University of New Mexico."

- **Deployment via Distribution Channels**

Developers currently have two options for mobile app deployment:

- Via Direct Links: With this option, users must use unique links to access/download mobile apps;
- Via LoboApps: With this option, users can search for and access/download mobile apps via MyUNM 2.0's LoboApps.

In addition, UNM IT provides infrastructure, staff, and processes including:

- Support services via UNM IT Service Desk;
- Prompt referral of any inquiries/complaints to the appropriate responsible team;

- System operations, administration and network connections;
- Web access to include service catalog, billing portal, self-service portal;
- And a continuous effort to develop and improve services for all service users.

2.1.1 End-User Requirements to Use the Service

- End-users include developers of mobile apps who use this Service to distribute them; and consumers that use this Service to download and use mobile apps;
- 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.
- **Developers**
 - Ensure that submitted responsive web apps adhere to University Communication and Marketing's [UNM Identity Standards](#);
 - Ensure that submitted mobile apps adhere to the "Guideline for Mobile App Submission and Approval;" (*"Guidelines for Mobile App Submission and Approval" is not written, but will be written as part of standing up this service ETA Fall 2016.*)
 - Ensure that mobile apps are approved per the distribution boundaries under [Boundaries of Service Features and Functions](#);
 - Ensure that mobile apps are secure and updated to work with supported platforms;
 - Provide contact information (email address) for Consumers to report issues with mobile apps;
 - Provide suitable documentation for application usage.
- **Consumers**
 - Utilize and maintain mobile devices that are compatible with distribution channels and accessed/downloaded apps;
 - Report issues with downloaded apps to Developers first before escalating issues to UNM IT via [Help.UNM](#).

2.1.2 Boundaries of Service Features and Functions

- Hosting of mobile apps is currently limited to responsive web apps that use HTML, CSS, JavaScript, PHP, and MySQL technologies;
- Hosting of responsive web apps is provided at no cost with the following restrictions:
 - Each Customer can have up to 5 mobile apps hosted for distribution (a different version of the same mobile app counts as a separate mobile app);
 - Each mobile app is less than 50 MBs in size;
 - For Customers that would like to host more than 5 apps and/or apps with size larger than 50 MBs, please refer to the [UNM IT Service Catalog](#) for additional options.
- Hosting of native mobile apps such as apps of extensions: IPA (iOS), APK (Android), and XAP (Windows) is not currently supported. However, UNM IT's distribution channels can provide links to the official Apple, Google, and Windows stores for apps hosted with these third-parties;
- For apps to be distributed via UNM IT's distribution channels, mobile apps must either be hosted with UNM IT or hosted on official third-party app stores using UNM IT's vendor accounts; and mobile apps must be reviewed and approved by UNM IT, UNM App Advisory Council, and the appropriate data stewards. (*UNM App Advisory Council's formation is in planning – ETA Fall 2016. The Portal Governance Committee will be re-chartered and restructured as this new group. Name is tentative.*)

2.2 Service Level Performance

2.2.1 General Service Levels

- Approved submitted mobile apps will be published to distribution channels within 5 business days.

2.2.2 Specific Service Levels

- 99.9% availability for servers hosting mobile apps and distribution channels.

3 Roles and Responsibilities

3.1 Parties

The following Service Owner(s) will represent the primary stakeholders associated with this SLA:

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

3.2 UNM IT Responsibilities in Support of the Service

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

- Provide and maintain “*Guidelines for Mobile App Submission and Approval*”; (*“Guidelines for Mobile App Submission and Approval” is not yet written. ETA Fall 2016.*)
- Lead UNM App Advisory Council and facilitate feedback, review, and approval of mobile apps to UNM IT’s distribution channels;
- Remove hosted mobile apps and links to third-party hosted mobile apps if mobile apps are found to be harmful or inappropriate to consumers, or violating criteria set forth under *Guidelines for Mobile App Submission and Approval*; (*“Guidelines for Mobile App Submission and Approval” is not yet written. ETA Fall 2016.*)
- Flag mobile apps that receive multiple reports of performance issues and/or not working, and escalate incidents to Customers;
- Remove hosted mobile apps and links to third-party hosted mobile apps if Customers fail to respond to UNM IT’s escalation of Consumers’ incident reports within 5 business days;
- Support and maintain service-related hosting infrastructure and software;
- Contact Customers annually to verify and renew service subscription;
- Document service and features provided in UNM IT service catalog; (*Service Catalog item is not yet written for this service. ETA Fall 2016.*)
- Document services provided in UNM IT service catalog;
- Meet response times associated with the priority assigned to incidents and Service Requests;
- Generate reports on service level performance;
- Adhere to established Maintenance windows;
- Friendly, courteous and efficient service;
- Publish all scheduled maintenance via:
 - IT Alerts at <http://it.unm.edu>;
 - SYSINFO-L listserv email.

3.3 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 renew service subscription with valid contacts (if subscription is not renewed, all of Customer's hosted and published mobile apps will be removed);
- Provide primary email contact for users to report incidents with mobile apps;
- Respond to UNM IT's escalation of users' incident reports within 5 business days;
- Provide payment per the associated costs as outlined under the [UNM IT Service Catalog](#);
- Maintain appropriate staff expertise in the maintenance and support of any customer supported equipment and/or applications;
- Utilizing the UNM IT Service Desk for incidents;
- Subscribe to SYSINFO-L@unm.edu;
- Comply with UNM Business Policies [2500, 7215](#) and [2520](#).
<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

Mobile App Distribution (Core Systems) Service is provided 24 hours a day 7 days a week except for periods of planned maintenance, UNM holidays, or Campus closures.

4.2 Service Exceptions to Coverage

This section is intentionally left blank.

4.3 Escalation

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, or advice, or for a standard change 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.

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 four (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 Mobile App Distribution (Core Systems) Service can be found on the UNM IT website, <http://it.unm.edu/availability>. *(Maintenance window is not defined, because this is a future service that UNM IT is standing up later this year – ETA Fall 2016.)*

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>.

The following index will be used for billing purposes unless UNM IT is notified by the Customer via a request through Help.UNM to change the billing index information.

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: _____