



**UNM**

*Information Technologies*

**Core System Acquisition, Management and Development  
Service Level Agreement (SLA)**

**By**

**Information Technologies (UNM IT)**

**For**

**University of New Mexico (Customer)**

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

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**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 Core System Acquisition, Management and Development (CSAMD);
- 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](#).

### 2.1 Service Scope

CSAMD encompasses the acquisition, development, maintenance, security and support for the UNM Enterprise Resource Planning (ERP) system and applications that support the administrative functions of the university, in alignment with best practices and the UNM Development and Support Standard.

Core System Acquisition, Management and Development features include:

- Management of the UNM ERP Applications portfolio;
- Acquisition of ERP applications in support of the core administrative functions of the University;
- Development and implementation of secure applications that follow UNM IT security standards;
- Maintenance and support of t ERP applications including disaster recovery and backups;
- Development and implementation of secure application integrations;
- Management and support of the UNM reporting environment;
- ERP Vendor management;
- ERP System administration and account management;
- ERP Application monitoring;
- Supplemental report development in support of UNM administrative offices and end users.

#### 2.1.1 Requirements to Use the Service

End-Users are both faculty, staff and students (Users) that utilize the ERP systems to meet day-to-day needs and core administrative offices (Partners) that manage the institutional processes the systems support.

##### 2.1.1.1 User Requirements

- Access is granted to an individual as needed to support business functions for stated business purposes only through user requests in the Banner Authorization Request application (BAR), requiring supervisor and data steward approval. Access should be safeguarded by the individual;
- Work through appropriate business unit contact to seek training, understand business procedures and/or to make enhancement and application access requests;
- Utilize online [self-service](#) resources and department IT, if available;
- View IT Alerts for scheduled maintenance and outages.

#### 2.1.1.2 Partner Requirements

- Access is granted to an individual to access broader institutional information as needed to support business functions for stated business purposes only through user requests in the Banner Authorization Request application (BAR), and requires supervisor and data steward approval;
- Utilize the Help.UNM system for requests and incidents.
- View IT Alerts for scheduled maintenance and outages;
- Have access to necessary ERP System eCommunities and other vendor resources to track updates, upgrades and other system information.

#### 2.1.2 Boundaries of Service Features and Functions

- This SLA covers approved ERP Systems provided to UNM Main and Branch Campuses; refer to [UNM IT Service Catalog](#);
- New systems or applications impacting core business functions that are introduced into the ERP Environment may incur charges and/or additional processes to implement and transition the system for support by UNM IT. Please refer to [UNM IT Service Catalog](#) for additional information;
- UNM IT will adhere to current UNM IT Technology Standards (technologies and languages that the current team has knowledge or is licensed in to develop, maintain and support the systems);
- Service requests requiring greater than 80 hours will be addressed as projects with the service scope and delivery timeframe dictated by a project plan.

## 2.2 Service Level Performance

### 2.2.1 General Service Levels

- Management to contract terms and oversight of vendor;
- Service Requests will be delivered according to the [Service Request](#) section of this SLA;
- Incidents are break/fix and will be handled according to impact and urgency.

### 2.2.2 Specific Service Levels

- Number and health (on time, at risk or completed) of Service Requests;
- 99.999% Response to Service Requests within 7 days;
- 99.999% Application uptime and responsiveness during critical and peak business cycles;
- 99.999% Incident completion times related to priority.

## 3 Roles and Responsibilities

### 3.1 UNM IT Responsibilities in Support of the Service

UNM IT responsibilities and/or requirements in support of this Service includes:

- All application development and support will follow the [UNM Development and Support Standard](#);
- Will provide UNM IT personnel to contribute in RFP and procurement processes related to ERP applications or core administrative processes of the University;
- Publish specific service levels outlined in the [Service Level Performance](#) section of this SLA;
- Continuous effort to develop and improve services for all service users;
- System operations, administration and network connectivity;
- Provide 24 x 7 support for the applications within the scope of this SLA;
- Proactively escalate key issues or concerns effecting the delivery of service;
- Commit emergency changes according to the UNM IT Change Management Processes;
- Adhere to upgrades that ensure continued support of the system; maintaining systems no later than 2 versions behind the vendor's current version;
- Basic up/down system monitoring, including integrations and feeds;

- Adhere to established Maintenance windows;
- Publish all scheduled maintenance via UNM IT notification sites.

### 3.2 End User Responsibilities in Support of the Service

#### 3.2.1 User Responsibilities

- Submit incidents, application defects and service request via Help.UNM;
- Test fixes within a reasonable timeframe (Note: incidents pending approval are closed after two weeks of no response)

#### 3.2.2 Partner Responsibilities

- Submit incidents, application defects and service request via Help.UNM;
- Notification to UNM IT product manager thirty minutes after submitting an incident if there is no response (critical/urgent).
- Provide a business analyst or Subject Matter Expert (SME) (when required);
- Provide department’s business processes and requirements including retention parameters;
- Development of any test plans throughout the process;
- Develop and complete testing within a reasonable timeframe (Note: incidents and requests pending approval are closed after two weeks of no response)
- Provide annual training for employees;
- As needed, participate in steering/change and other committee meetings (i.e. ERP Leadership, Banner Operations);
- Monitor necessary ERP System eCommunities and other vendor resources for patches and upgrades to determine if it is something that impacts business processes or is required for business operations.
- Provide information on the business cycle and identify critical processes identified in business cycle;

### 3.3 Customer Responsibilities in Support of the Service

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

- Fund and support development and operational support efforts for new ERP applications;
- Include UNM IT in RFP and procurement processes related to ERP applications or core administrative processes of the University;
- As needed, participate in steering/change advisory and other committee meetings (i.e. ERP Leadership, Banner Operations);

## 4 Hours of Coverage and Escalation

### 4.1 Hours of Coverage

CSAMD is provided 24 hours a day 7 days a week except for periods of planned maintenance, UNM holidays, catastrophic events or Campus closures.

### 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 Customer Service Manager.

<b>UNM IT Contact</b>	
Service Owner	Duane EJ Arruti

	Director of IT Applications <a href="mailto:darruti@unm.edu">darruti@unm.edu</a> 505.277.0544
Customer Service Manager	Ann Swancer Associate Director, IT Services <a href="mailto:aswancer@unm.edu">aswancer@unm.edu</a> 505.277.0622

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 appropriate Department Executive Vice President 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. Due to the varying nature and resource requirements of service requests, a specific completion goal cannot be identified for all requests. Requests will be responded to within seven (7) days, and next steps and estimated time frame for completion will be disclosed.

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 goals 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 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 Core System Acquisition, Management and Development 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 available with the release of the annual report.

#### 9.1.1 Downtime Criteria

The following criteria will be used to calculate downtime for Service Name

- *Standard Maintenance Windows or agreed upon downtimes will not be considered an outage.*

### 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

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

By: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

DRAFT