

**UCOP DESKTOP and SERVER SUPPORT  
SERVICE LEVEL AGREEMENT (SLA)**

Information Resources and Communications  
University of California Office of the President

June 22, 2010

# Desktop and Server Support Agreement

## 1. INTRODUCTION

This Service Level Agreement (SLA) defines the services and service levels that IR&C provides UCOP departments. It outlines the roles and responsibilities of both IR&C and the customer departments. The SLA applies to Oakland-based departments. The SLA will be reviewed and modified, where appropriate, on an annual basis.

## 2. DESCRIPTION OF SERVICE

### Service Catalog

IR&C provides ongoing support to departments for a variety of services. The services and support levels are described in the service catalog posted on the Web (<http://www.ucop.edu/irc/tsd.html>). As new services are added, or existing services modified, the catalog is updated.

### Requirements for Service

Departments must fulfill the following responsibilities in order for IR&C to meet the service levels defined in this agreement.

**Departmental Contact:** Departments must assign an on-site departmental contact for IR&C. The contact serves as the departmental liaison with IR&C.

**Work Space:** Departments must provide IR&C with work space for staging and configuring departmental machines. Stored equipment should be in lockable space/cabinets near departmental offices. IR&C personnel must be provided with keys, or be given names of at least two departmental employees who have keys.

**Customer Responsibilities:** In support of this agreement, customers must

- Use the defined processes for requesting help and services,
- Notify the IR&C staff in a timely manner about requests (see timeframes posted for low-priority items in Section 5, IR&C Response Process),
- Respond to IR&C staff inquiries in a professional and timely manner, and
- Provide IR&C staff any requested information necessary to conduct work.

### 3. TECH DESK HOURS

#### **Standard Support**

✓ **Normal Business Hours for all UCOP Employees**

M–F, 6:30 a.m. – 6:00 p.m.: Contact [Techdesk@ucop.edu](mailto:Techdesk@ucop.edu) or (510) 987-0457.

✓ **After-Hours Emergencies**

Contact [Helpdesk@ucop.edu](mailto:Helpdesk@ucop.edu) or (510) 987-0349.

- *Emergencies are defined as situations with broad impact, such as security problems, or the network or e-mail are down.*

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#### **Extended Executive Support**

✓ **Extended Business Hours for Senior Management Group (SMG) Titles**

M–F, 6:30 a.m. – 6:00 p.m.: Contact [Techdesk@ucop.edu](mailto:Techdesk@ucop.edu) or (510) 987-0457

M–F, 6:00 p.m. – 9:00 p.m.: Contact [Helpdesk@ucop.edu](mailto:Helpdesk@ucop.edu) or (510) 987-0349. Helpdesk will contact an on-call technician.

Sat. and Sun., 10:00 a.m. – 4:00 p.m.: Contact [Helpdesk@ucop.edu](mailto:Helpdesk@ucop.edu) or (510) 987-0349. Helpdesk will contact an on-call technician.

- **Response Time:** The on-call technician will respond within one hour, and will start working within two hours to resolve the issue. (The issue may need to be resolved through a temporary workaround until the next business day.)

✓ **Emergencies Outside the Extended Business Hours**

Contact [Helpdesk@ucop.edu](mailto:Helpdesk@ucop.edu) or (510) 987-0349.

- *Emergencies are defined as situations with broad impact, such as security problems, or the network or e-mail are down.*

✓ **Home Support**

Limited home support is provided for SMG personnel.

- IR&C provides home support by e-mail or phone only for UC owned computers.
- The customer is responsible for the wired and wireless home network connections. This includes installing networking equipment. If IR&C determines there are problems with the home Internet access, the customer must contact the ISP for assistance or a third-party vendor that provides home computer support.
  - Departments may contract with a third-party vendor, Geek Squad, for home support. IR&C can provide contact information.

## 4. HOW TO REQUEST SERVICE

Customers should contact the TechDesk to report problems with services, hardware, and software. TechDesk support may be obtained in any of the four ways listed below.

### **Online** (<http://www.ucop.edu/irc/services/tsdprobrpt.html>)

1. Requests can be made via the Web 24 hours a day, 7 days a week and will be processed the next business day during normal business hours. This is the most efficient way to request services.
2. **E-mail** ([TechDesk@ucop.edu](mailto:TechDesk@ucop.edu))  
E-mail requests are processed during normal business hours.
3. **Phone** (987-0457, Option 2)  
Phone service is available during normal business hours. Messages left on the voicemail system during business hours are processed as soon as possible. Messages left outside of normal business hours will be processed the next business day.
4. **Walk in** (Franklin Building #7116)  
Walk-in service is available during normal business hours.

## 5. IR&C RESPONSE PROCESS

Once an employee requests service, IR&C staff enters a trouble ticket into a tracking system called HEAT. The system automatically generates a ticket number and sends the customer an e-mail acknowledging that a trouble ticket has been created.

Keep in mind the following:

- Responses are provided during *normal business hours*.
- Timeframes represent a best effort; delays may occur when products must be ordered or vendors engaged.
- With equipment orders (e.g., laptops, smartphones), IR&C staff is responsible for providing specs and quotes within the established response timeframe. The purchase approval and order process itself is handled by the department or the Business Resource Center (BRC) and takes additional time. The timing of equipment delivery is outside IR&C's control.
- Problems may be resolved remotely.
- When computers and smartphones are off site, IR&C staff may not be able to adhere to the published response times.
- Problems caused by issues not within IR&C's control, such as building electrical failures, will be addressed as quickly as possible but are not held to the response timeframe.

## **Prioritization Guidelines and Response Timeframe**

IR&C prioritizes service requests using the following general guidelines but tries to respond to all requests as quickly as possible.

✓ **High Priority**: A significant number of people are affected by an issue, a customer's computer or a departmental server is completely nonfunctional, or there is a security concern.

*Examples:* The network is inaccessible; e-mail is down across UCOP; a customer's account is locked or the password needs to be reset; a computer has been infected by a virus; or a server is nonresponsive.

***Response Timeframe:***

- Problem acknowledged: within 1 hour
- Problem resolved: within 3 hours, provided the customer provides the necessary information, and barring circumstances outside IR&C's control

✓ **Medium Priority**: A single customer is affected by a problem but is still able to work, or there are problems with a service but it is still functional.

*Examples:* A customer is experiencing intermittent computer problems; is unable to open or work within a software program; is having printer problems; has lost access to a file share; or requires backup data.

***Response Timeframe:***

- Problem acknowledged: within 1 hour
- Problem resolved: within 6 hours, provided the customer provides the necessary information, and barring circumstances outside IR&C's control

✓ **Low Priority**: Requests, including routine or maintenance tasks.

*Examples:* The department requests account creations or updates, computer set ups, directory changes, or file shares. A customer requests new software installations or asks "how to" questions.

***Response Timeframe:***

- Request acknowledged: within 2 hours
- Request resolved: within 5 days, provided the customer provides the necessary information, and barring circumstances outside IR&C's control

## **Escalation**

If a problem is not resolved expeditiously, the customer may escalate the problem to the following managers:

1. **Tara Brant, Manager, Technology Service Desk**  
Office Phone: 987-0003  
E-mail: [tara.brant@ucop.edu](mailto:tara.brant@ucop.edu)
2. **Paul Weiss, UCOP Chief Information Officer**  
Office Phone: 987-0522  
E-mail: [paul.weiss@ucop.edu](mailto:paul.weiss@ucop.edu)