

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

Information Resources and Communications
University of California Office of the President

February 14, 2008

Desktop and Server Support Agreement

1. INTRODUCTION

This Service Level Agreement (SLA) defines the new services and service levels that IR&C provides UCOP departments as a result of the UCOP desktop/server support consolidation. It outlines the roles and responsibilities of both IR&C and the customer departments.

The SLA applies to departments located at existing and any new downtown Oakland locations. New locations must be within reasonable walking distance of the UCOP Franklin Building to be incorporated into this service agreement.

The SLA will be reviewed and modified, where appropriate, on an annual basis.

2. DESCRIPTION OF SERVICE

Initial Review

IR&C undertakes the following steps when departments are rolled into the centralized support model:

Hardware Inventory: (a) IR&C conducts an inventory of all departmental hardware assets (desktops, laptops, printers, servers, PDAs). (b) Inventory tags are affixed to all desktops, laptops, and printers so that they can be tracked. (c) Departments provide IR&C with all relevant documentation, including user manuals, warranty information, vendor contact lists, and any configuration information.

Desktop, Laptop, and Server Audit: IR&C reviews all desktops, laptops, and servers to ensure that they are in compliance with IR&C's standard desktop image, standards, and policies; that they have been patched to current levels; and that they are under warranty. IR&C recommends replacement of desktops and laptops after three years and replacement of servers after five years.

Server Review: IR&C reviews all department-owned servers for possible consolidation into UCOP's virtual server group. (Virtualization is a technology that allows multiple servers to run virtually and concurrently on a single physical machine.) (a) All file shares, networked printers, and backup services are migrated into the virtual server group, and any individual servers that had been performing these functions are shut down. (b) Wherever possible, any servers that host department-specific applications are migrated into the virtual server group and shut down. (c) Any remaining servers that cannot be migrated into the virtual server group are provided ongoing hardware support until they are replaced.

Active Directory Review: Departmental Active Directory (AD) subdirectory configurations are reviewed and, if necessary, modified. Afterwards, only IR&C staff has administrator rights to the AD subdirectory.

Networked Printer Migration: All printers connected to the network are migrated to the IR&C print server.

Ongoing Infrastructure Support

IR&C provides ongoing support to departments for the following new services as a result of centralization of desktop/server support:

Hardware: (a) Support – IR&C installs, configures and, as necessary, arranges for repair of customers' in-warranty supported hardware. The department arranges and pays for out-of-warranty repairs separately. IR&C maintains the hardware inventory for departments and notifies departments when the warranty is due to expire. Departmental hardware must meet IR&C standards (current models of Dell and Apple machines are supported), and all machines must be under warranty. (b) Purchase – IR&C provides a price quote for recommended hardware purchases and the department is responsible for procuring the hardware (desktops, laptops, PDAs, and printers). IR&C strongly recommends that Dell machines be supported by Dell's Gold Maintenance Plan and Apple be supported through AppleCare.

Software: (a) Support – IR&C installs and supports IR&C's standardized software included in the Managed Desktop Image. IR&C reviews new software and updates the list of supported software as appropriate. IR&C assists in the installation of nonstandard software but does not configure or troubleshoot it, or provide customer training. Nonstandard software is removed if it interferes with monthly patch administration. (b) Purchase – IR&C purchases licenses for the standardized software included in the Managed Desktop Image for use by departments. Departments are responsible for direct purchase of non-standard software.

Servers: (a) IR&C houses all department-owned servers in the Data Center. (b) IR&C monitors server operations on a 24x7 basis and sends e-mail alerts about outages or other problems to the owner of the application being run on the server. (c) Upon request, IR&C provides departments with technical assistance with server equipment/software vendors.

File Backups and Restores: IR&C requires that all desktops, laptops, and servers have an acceptable process for file backups. IR&C installs and configures supported backup hardware and software. IR&C assists department employees in restoring files from backup as necessary.

Security: IR&C applies critical Microsoft patches and anti-virus software updates to all desktops, laptops, and servers once a month, testing patches for compatibility with server hardware before installation. Additionally, IR&C reviews system reports to identify machines that have not been successfully patched and takes necessary steps to remedy the situation. In the event a machine is compromised, IR&C removes it from the network immediately; IR&C then performs any necessary maintenance up to and including re-imaging the machine before reconnecting it.

Administrator Access: IR&C support staff have administrator privileges and remote management access to all UCOP desktop computers. For security reasons, departmental employees are not normally provided administrator privileges. Any administrator privileges granted to departmental employees must be arranged with and approved by IR&C management. If any problems are caused by departmental administrator access, privileges may be canceled.

Networking: IR&C supports all on-site network connections and coordinates repairs as needed. IR&C also installs and configures the VPN service on laptops.

Printers: (a) IR&C supports networked high-volume printers only. IR&C maintains all networked printers, and acts as a vendor liaison for repairs. All printers must be under warranty. (b) Support of non-networked printers is provided only by separate agreement between IR&C and the customer department.

PDA Set Up and Configuration: IR&C supports current Treo and Blackberry devices. Upon request, IR&C configures the devices to receive e-mail and calendar services and, at the time of setup, trains the employee in using the device.

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 three days in advance of scheduled events with IT needs (i.e., setting up a system for a new customer, setting up a projector), and
- Respond to IR&C staff inquiries in a professional and timely manner.

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 or (510) 987-0457.

✓ **After-Hours Emergencies**

Contact 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.*

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 or (510) 987-0457

M–F, 6:00 p.m. – 9:00 p.m.: Contact 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 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 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.

1. **Online** (<http://www.ucop.edu/irc/services/IR&Cprobrpt.html>)
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)
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.
- Problems may be resolved remotely.
- When computers and PDAs 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, 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, barring circumstances outside IR&C's control

✓ **Low Priority**: Routine or maintenance tasks.

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

Response Timeframe:

- Request acknowledged: within 2 hours
- Request resolved: within 3 days, barring circumstances outside IR&C's control

Escalating Problems

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
2. **Michael Shannon, Director, IR&C Technology Support Services**
Office Phone: 987-0371
E-mail: michael.shannon@ucop.edu