



UNC
OFFICE OF INFORMATION SYSTEMS

OIS Client Services: Service Level Agreement

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Service Level Agreement

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OIS Client Services: Service Level Agreement

Purpose

The purpose of this Support Service Level Agreement (SLA) is to formalize an expected level of support provided by OIS Client Services and UNC School of Medicine to deliver specific support services. This document is intended to provide details of the provision of technical support provided to the UNC School of Medicine. This SLA will evolve, with additional knowledge of the client requirements, as well as the introduction of other services into the support portfolio provided by OIS Client Services.

Scope of Agreement

This agreement applies to support provided by OIS Client Services to UNC School of Medicine faculty and staff both past and present, as well as current Medical Students.

Services Provided under this Agreement

The following desktop support services are provided as core services to faculty/staff and students of the School of Medicine.

1. **Phone Support:** is provided to UNC Faculty/Staff and Students to assist in first level technical support for software applications and Desktop/Laptop:
 - **Simple Troubleshooting Support:** Technicians on the Help Desk handle a large volume of calls and we must therefore limit the time spent on the phone with a client. Phone support calls are limited to 15 minutes to assist the client in answering questions or trying to resolve problems. If the client has not received all the information that he/she needs, or the issue has not been resolved within the allotted time, then the help desk technician will ask for a charge number and offer the opportunity to have a technician call them or deploy a technician to the clients desk. (See Appendix A for the Level of Service Matrix)
 - **Specialized phone support:** If the need arises for a faculty or staff member to be transferred to another technician either by request or otherwise, charges will begin to be incurred when the call has been transferred. If the technician that the call is being transferred to is unavailable, no charges are incurred until the client is contacted again by a Client Services Technician. If a client requests a specific technician it is understood that due to vacation schedules, technicians being out sick, as well as other projects that he/she may be involved in there may be occasions where a specific technician may be unavailable. If this is the case the technician transferring the call will inform the client that the person is unavailable for that period of time.
 - **Consultation:** UNC Faculty/Staff/Students can contact the Help Desk for consultation on hardware and software purchases, questions on specific technical limitations, etc. Limited phone support for consultation has the same time restrictions as detailed above in the Simple Troubleshooting Support section.
2. **Walk-In Support:**
 - **Simple Troubleshooting Support:** During walk-in hours technicians on the Help Desk handle are handling phone calls as well as walk-in clients and we must therefore limit the time spent on the phone with a client. Walk-in support is limited to 15 minutes to assist the client in answering questions or trying to resolve problems. If the client has not received all the information that he/she needs, or the issue has not been resolved within the allotted time, then the technician will ask for a charge number. Then the help desk technician will ask for a charge number and offer the opportunity to have a technician call them or deploy a technician to the clients desk. (See Appendix A for the Level of Service Matrix)

- **Specialized phone support:** If the need arises for a faculty or staff member to be sent to another technician either by request or otherwise, charges will begin to be incurred when the client begins working with another technician. If a specific technician or other technicians are unavailable, no charges are incurred until the client is contacted again by a Client Services Technician. If a client requests a specific technician it is understood that due to vacation schedules, technicians being out sick, as well as other projects that he/she may be involved in there may be occasions where a specific technician may be unavailable. If this is the case the Help Desk technician will inform the client that the person is unavailable for that period of time.
- **Consultation:** UNC Faculty/Staff/Students can contact the Help Desk for consultation on hardware and software purchases, questions on specific technical limitations, etc. Limited walk-in support for consultation has the same time restrictions as detailed above in the Simple Troubleshooting Support section.

3. **Deskside Support:**

- **Troubleshooting Support:** If a client services technician is called to a client's office the technician will begin billing when he/she has left their office and continue to bill until he/she has returned from the call. The technician will provide diligent support for all Tier 1 designated pieces of hardware and software (for more details see Appendix C – Supported Hardware/Software List). If it is determined that replacement parts must be ordered, Client Services will order those parts and add that to the invoice for the call, and the client will be charged for the subsequent return to the client to install the replacement part.
- **Hardware/Software Installation Support:** Client Services Technicians will install licensed software only. This means that Client Services will install any UNC site license software (i.e. Windows OS, MS Office, etc.). If a client needs assistance with installing another software package that does not fall under a site license agreement, the client must provide the technician with the original CD & license key. If the application was downloaded from a website the client should provide a electronic or hardcopy receipt. If one cannot be provided, client services will not install the software.
- **Equipment Moves:** If a client requires assistance moving equipment within offices or between offices, the technician can assist in the breakdown and/or setup of the machine in its new location. The technician has that right to request additional assistance from other Client Services Technicians if he/she determines that it is not safe for them to move the equipment by themselves. The rate for equipment moves is the hourly rate charged for technical support per technician.

Other services provided under this agreement:

1. **On-call support:** OIS Client Services provides emergency on-call support. The On-call support is limited to system level outages. These system level outages include but are not limited to Mail Service outages, File Shares being unavailable, and Medical School hosted websites being down. The on-call pager should not be used for individual user support. When a client pages the on-call pager the on-call technician will respond within 15 minutes to gather information about the problem. The technician will ask a series of questions to determine if it is client level, or server level outage. If it is determined to be a server level outage the call is escalated to the systems group. If it is determined to be a client level issue, the user will be instructed to contact Client Services during the regular business hours.
2. **Desktop Projects:** On occasion, and department or group has a very specific need that must be addressed. In these cases project will be created to determine what has to be done to meet the client's needs. Once all of the requirements have been established a project plan

will be put into place. Client Services will work closely with the department to ensure that they meet their goals. All labor performed for the project including all technical and administrative tasks will be billed to the client.

3. **Technical Training:** Training can be provided to faculty and staff on a variety of technical subject areas upon request. These subjects can be agreed upon between Client Services and the department or group.

Changes to Service Level Agreement

Amendment to Agreement

OIS Client Services has the right to amend the Terms and Conditions of this agreement. This would require that OIS Client Service provide access to an updated version of the Service Level Agreement.

Renewal of Agreement

This agreement will be updated annually and changed made accordingly.

Processes and Procedures Related to this Agreement

Ticket Management Process

Tickets can be received into Client Services in several ways, as listed below:

- **Help Desk Support Call** – ticket is generated by CS Technician.
- **Help Desk Walk-In Support** - ticket is generated by CS Technician.
- **Email sent to Help@med.unc.edu** - ticket is generated by CS Technician
- **Remedy Ticket submission Online** - ticket is generated by the client

Ticket Acknowledgement:

Client Services has set a maximum time for a technician to acknowledge a ticket and subsequently contacting the client. If the ticket is created as a result of a call placed to the OIS Help Desk, or visit to the Walk-in area the ticket will be considered acknowledged since a Client Services Technician spoke directly with the client.

Tickets submitted online or via Help@med.unc.edu will be acknowledge and an attempt to contact will be made within 1 business day of ticket receipt. At this point the CS Technician will give an estimated time that he/she will be able to come out to look at the problem. This time is determined by the severity of the problem. This is based upon the Severity Menu field in Remedy. The three categories are: General, Important (Default), and Critical.

- **General:** Refers to a ticket that has very limited impact on the client. Generally is for inquiries about technical information but not related to a current problem or issue
- **Important:** This is the default selection for the severity menu field. It is used for most problems that are currently impacting the client.
- **Critical:** The selection should be used for problems that impact a large number of clients, or for an individual client that has been greatly impacted by the problem. (i.e. Machine won't boot, cannot access the network)

After evaluating the situation, the Client Services Technician has the right to upgrade or downgrade the severity to more accurately reflect the situation.

General Terms and Conditions

Term of Agreement

This agreement is in effect upon the date of acceptance by OIS management and it has been posted on the OIS Website.

Organizations

This agreement is between OIS Client Services and any Department/Group in the School of Medicine.

Key Contacts

Key contacts are shown in Appendix B of the Statement of Work.

Dependence on Other Organizations

OIS Client Services is dependent on other internal groups within the School of Medicine and external suppliers in providing support services to UNC School of Medicine. OIS Client Services will manage the interface into those suppliers as it relates to the provision of services under this agreement.

Appendix A

Definitions

Support Request: For the purposes of this agreement, a Support Request is generally defined as a request for support to fix a device that is either not operational or experiencing other issues.

Work Order: For the purposes of this agreement, a Work Order is generally defined as any request to address an issue related to desktop machines, printers, network connectivity.

Levels of Support: There are two levels of support, all of which are provided under this agreement. These levels, which are integrated into the OIS Client Services support process, are defined as follows:

Help Desks	Hours	Rate	Phone Contact
On Call coverage	Weekdays 5pm – 8am Weekends Anytime	\$0 per hour System Level Only	1-888-982-0493
Standard Coverage	Phone Support Mon-Fri 8am-5pm	\$80 per hour	919-966-1325

Levels of Service Matrix

The service levels offered by OIS Client Service to the UNC School of Medicine are described below. Exceptions may apply for specific applications and will be documented in an individual application detail section within this agreement when necessary. It is the goal of OIS Client Services to meet, and even exceed when possible, the levels of services documented in School of Medicine Service Level Agreement.

Service Level	Severity Critical	Severity: Important	Severity: General
M-F 8am – 5pm	<ul style="list-style-type: none"> - Ticket will be acknowledged and the client will be contacted within 4hrs. - A Client Services Technician will be onsite within 1 business day 	<ul style="list-style-type: none"> - Ticket will be acknowledged within 1 business day. - The Client will be contacted with 2 business days - A Client Services Technician will be onsite within 3 business days 	<ul style="list-style-type: none"> - Upon receipt of ticket, if the ticket cannot be resolved immediately, the target resolution time is within 2 weeks
24/7	<ul style="list-style-type: none"> - Client will receive a call back from a Client Services Technician within 15 minute of the receipt of the page - Technician will work with the client to determine the extent of the problem. - If it is a system level issue, the technician will contact the systems group and work with them to resolve the issue. - Once the issue has been resolved the Client Services Technician will contact the user notifying them that the issue has been resolved. 	<ul style="list-style-type: none"> - No Support Provided 	<ul style="list-style-type: none"> - No Support Provided

Appendix B

Roles and Responsibilities

OIS Client Services

OIS Client Services has the following general responsibilities under this agreement:

- Client Services will conduct business in a courteous and professional manner with UNC School of Medicine faculty/staff and students.
- Client Services will log all information from clients required to establish contact information and to document the nature of the problem.
- Client Services will attempt to resolve problems over the phone on the first call.
- Client Services will escalate support request to next level of internal support within OIS Client Services upon approach of established resolution targets.
- Client Services will obtain clients approval before ticket closure. If after three attempts to contact the user over a 3 week period client services gets no response, the ticket will be closed

Appendix C:

Supported Hardware/Software List:

- **Level 1:** Each Client Services Technician has access to these hardware devices and software packages from his/her own computer. Therefore, support personnel can respond faster, more efficiently and with a higher level of expertise to users who call in with questions about Level 1 software. Products within this level receive highest priority.

Hardware

- Desktops and Laptops purchased through the CCI contract
- Apple Macintosh personal computers - G3 or above
- Replace toner or ink cartridges if needed for networked laser printers (supplied by user)

PC Software

- Adobe Reader (current version) (free)
- Ad-aware (LavaSoftware, free)
- Firefox (free)
- Symantec Anti-Virus
- Microsoft Internet Explorer 6.0
- Microsoft Office 2003
- Microsoft Outlook 2003 (calendar only)
- Thunderbird v 1.06 (email only)
- Microsoft Windows XP
- Remote Access Server (RAS) network access (free)
- Cisco VPN

Mac Software

- Adobe Acrobat Reader (current version) (free)
- Filemaker Pro v.4-6 for Mac (Forms Support only)
- Firefox
- Entourage
- Macintosh OS v. 9.x (Power Macs only)
- Macintosh OS X (Tiger 10.3-4)
- MacLink Plus v14
- Microsoft Internet Explorer 5.1x (OS 9), 5.2x (OS X)
- Microsoft Office 2001 (OS 9), Office X (OS X)
- Microsoft Outlook 2001
- Norton AntiVirus v.7 - 9
- Remote Access network access (free)
- Safari web browser (current version)
- VPN clients - Netlock for OS 9; Cisco for OS X

- Level 2 Hardware and Software are nonstandard software (common products), or new products. Client Services will do their best to pull the resources together to get level 2 problems solved. This may involve calling the vendor or other using internal resources. Level 2 items are second priority to Level 1 calls. Because it can involve contacting other resources, the resolution time is slower.

Hardware

- Handheld devices (OS=Palm, Pocket PC)
- Non-CCI Desktop and Laptop machines
- Apple Laserwriter Printers (Ethernet ready, Postscript, and IP capable)
- HP LaserJet printers (Ethernet ready, Postscript, and IP capable)

PC Software

- Microsoft Windows 2000 Professional (SP2)
- Microsoft Windows NT Workstation v.4
-

Mac Software

-

- Level 3 Hardware and Software are special niche packages, older applications, shareware, and freeware. These are products that have a limited audience, are old or outdated, and/or are freeware or shareware that may not be supported by the developer (therefore, minimal support is available through computer support).

Computer support personnel respond to Level 3 calls as time permits. During troubleshooting, if the support person is unable to resolve the problem within a thirty minute period, the end-user may be referred to the Technical support number for that product. The user is primarily responsible for the support of software that falls within this level. Level 1 and Level 2 calls take priority over these calls

Hardware

- Apple PowerMacs with PPC 603 processors
- Non-networked laser printers - install cartridges (supplied by user), install drivers, configuration settings.
- Pentiums (less than 300 MHz)

PC

- Adobe Acrobat (full version) v6, 7
- Access
- Canvas 6 (run from server only)
- Microsoft Outlook 98
- Microsoft Windows 95/98 (lab only)

Mac

- Adobe Acrobat (full version) v5, 6
- Macintosh OS v.7.x-8.x
- Virtual PC