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| UNC – School of Medicine – IT |
| Service Level Agreement |
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# Purpose

The purpose of this Information Technology Support Service Level Agreement (SLA) is to define the support services provided by School of Medicine Information Technology Client Services and Support to clients in the UNC School of Medicine. This SLA may evolve over time based on clients’ needs and the introduction of other services into the Service Catalog provided by School of Medicine IT.

# Scope of Agreement

This agreement applies to services provided by School of Medicine IT Client Services and Support to UNC School of Medicine faculty, staff, and affiliates as well as current medical students.

## Services Provided under this Agreement

The following IT support services are provided to faculty, staff, students and affiliates of the School of Medicine.

1. **Remote Support:** Technical assistance with supported software and hardware; escalation to higher-level support as appropriate.
2. **Phone Support:** Technical assistance with supported software and hardware; escalation to higher-level support as appropriate.
3. **Walk-In Support:** Technical assistance with supported software and hardware; escalation to higher-level support as appropriate.
4. **Deskside Support:** Technical assistance with supported software and hardware; escalation to higher-level support as appropriate.
5. **IT Projects:** When business needs dictate, departments or groups within the School of Medicine can work with School of Medicine IT Client Services to establish requirements and create a project plan. Client Services will work closely with department representative(s) to complete such projects. Labor performed for the project including technical and administrative tasks will be billed to the client department.
6. **Technical Training:** Training assistance provided upon request to faculty and staff on a variety of approved business technologies.
7. **IT Consultation:** IT consultation regarding UNC business technology needs.

## Service Catalog

1. **Software & Hardware Installation:** Installation of approved and licensed software and hardware on supportable Windows and Mac based clients.
2. **Sofware & Hardware Break/Fix Support:** Troubleshooting and diagnosis of software and/or hardware issues associated with failures on supportable Windows and Mac based clients.
3. **Printer Support:** Configuration, setup, and troubleshooting of network printers.
4. **Security Remediation & Prevention:** Services to prevent and remediate security threats and vulnerabilities.
5. **Email:** Configuration, setup and troubleshooting of email.
6. **IT Consultation:** Provide IT consultation for UNC School of Medicine business technology needs.
7. **IT Asset Management:** Provide IT asset management and reporting.
8. **Desktop/Laptop Data Backup:** Provide consultation, coordination, configuration and encryption for UNC approved backup and recovery vendors.
9. **IT Projects:** IT project consulation and implementation for UNC business technology improvements and changes.

See Appendix A – Service Catalog for Base Level Services & Services Not Included.

# Changes to Service Level Agreement

School of Medicine IT may amend the Terms and Conditions of this agreement at any time. If amended, any changes to this Service Level Agreement will be updated on the School of Medicine IT website. This agreement will be updated annually and changes to service provisions made as needed.

# Processes and Procedures related to this Agreement

## Incident & Request Intake Process

Tickets are submitted to Client Services through various methods:

* **Service Desk Support Call:** ticket generated by ITS Service Desk representative during call with client and assigned to School of Medicine IT Client Services and Support based on client’s geographic location.
* **Service Desk Remote Chat Support:** ticket generated by completion of Remote Chat Session.
* **Service Desk Walk-In support:** ticket generated by School of Medicine – IT Client Services and Support Technician.
* **Email help@med.unc.edu:** ticket generated through an automated process.
* **Online Service Request:** ticket generated via web form and automatically associated with your department.

## Incident Acknowledgement

Client Services has established a timeframe for technicians to acknowledge ticket and make contact with clients. If the ticket is created as a result of a Remote Chat Session to the School of Medicine IT Service Desk or through a visit to the Walk-in area, the ticket is considered to be acknowledged since a Client Services Technician has been in direct contact with the client. If ticket is created as a result of a call placed to Information Technology Services, ticket will be triaged to School of Medicine Information Techonology Client Services and Support and will be considered Acknowledged when Client Services has made direct contact with client.

A Client Services Technician will acknowledge tickets submitted online or via help@med.unc.edu and will attempt to make contact with the client within 1 business day of ticket receipt. At this point the Client Services Technician will provide the client with an estimated time at which he/she will be able to assist either remotely or in person. This estimated time can vary depending on the severity of the problem, which is clarified using the Severity Menu field in Remedy. The three categories are: General, Important (Default), and Critical.

* **General:** Refers to an request that has very limited impact on the client. Generally is intended for inquiries about technical information and general configuration, where the request is not actively causing a problem for the client.
* **Important:** This is the default selection for the severity menu field. It is used for most issues reported and indicates that the client’s ability to perform their duties is negatively impacted by the issue reported in the ticket.
* **Critical:** This selection should be used for problems that impact a large number of clients or for those that impact a VIP client significantly.

After evaluating the situation, the Client Services Technician may upgrade or downgrade a ticket’s severity rating to accurately reflect the situation at hand.

## Incident Resolution

Client Services has established a timeframe for technicians to provide status updates and resolve the ticket with clients.

## Levels of Support

* Telephone support – provided 24 x 7 x 365 through the main campus Service Desk, reachable at 919-962-HELP.
* Remote assistance – provided by Client Services and Support remote technicians during normal business hours; see Appendix A – Walk-In & Remote Support Response and Hours for response times.
* Deskside assistance – provided by Client Services and Support technicians during normal business hours; see Appendix A – Priority Hours and Targets for response times by ticket severity rating.
* Walk-In Assistance – provided by Client Services and Support walk-In technicians during normal business hours; see Appendix A – Walk-In & Remote Support Response and Hours for response times.

It is the goal of School of Medicine IT to meet, and even exceed when possible, the level of services documented in this School of Medicine IT Service Level Agreement.

## Roles and Responsibilities

### School of Medicine IT Client Services and Support Responsibilities

* Client Services and Support will conduct business in a courteous and professional manner with UNC School of Medicine faculty, staff, affiliates and students.
* Client Services and Support will attempt first contact resolution with all customers.
* Client Services and Support will log all information from clients required to establish contact information and to document the nature of the problem.
* Client Services and Support will update open tickets daily or more frequently as appropriate.
* Client Services and Support will escalate support requests to higher level internal support within School of Medicine IT if not resolved prior to established resolution time targets.
* Client Services and Support will facilitate support with UNC Health Care and escalate support requests to higher level affiliated.
* Client Services and Support will attempt to obtain client’s approval before ticket closure. After three attempts to contact client over a period of one business week, if no response is received, the ticket will be closed.

### Customer Responsibilities

* Customer shall use the processes defined in this agreement to request help and service.
* Customer shall monitor email for notifications of scheduled maintenance.
* Customer shall respond to inquiries from School of Medicine – IT Client Services and Support staff regarding incidents and service requests.
* Customer shall follow best practices to ensure compliance with all applicable University of North Carolina at Chapel Hill security policies and standards.
	+ <https://policies.unc.edu/>
	+ <https://its.unc.edu/about-us/how-we-operate/>)
* Customer shall adhere to and comply with all applicable University of North Carolina at Chapel Hill policies, procedures and systems for the duration of this SLA.

# General Terms and Conditions

## Term of Agreement

This agreement is in effect as of the date of acceptance by School of Medicine IT management, at which time it will be posted on the School of Medicine IT Website.

## Organizations

This agreement is between School of Medicine IT and any department or group within the School of Medicine.

## Dependence on Other Organizations

School of Medicine IT is dependent on other organizations within UNC and on external vendors in providing support services to the UNC School of Medicine. School of Medicine IT will coordinate as needed with such internal organizations and with outside vendors regarding the provision of services under this agreement. See Appendix A for UNC HealthCare ISD Service Desk and UNC Information Technology Services Service Level Targets

# Appendix A

## Definitions

### Incident

For the purposes of this agreement, an Incident is generally defined as a request for support to fix an existing device or application that is either not operational or is experiencing issues.

### Request for Service

For the purposes of this agreement, a Request for Service is generally defined as a request for adds, moves, or changes (i.e., a new computer setup or new device configuration).

## Priority Hours and Targets

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| --- | --- | --- | --- | --- |
| **Priority** | **Service Hours** | **Initial Response Time to Inquiry** | **Resolution Target** | **Frequency of****Status Update** |
| **Critical** | Mon-Fri 7am – 7pm\*After Hours & University Holidays On-Call | 15 minutes | 4 business hours | 1 hour |
| **Important** | Mon-Fri 7am – 7pm | 4 business hours | 2 business days | 1 business day |
| **General** | Mon-Fri 7am – 7pm | 1 business day | 5 business days | 3 business days |

## Walk-In & Remote Session Support Response Targets and Hours

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| --- | --- | --- | --- |
|  | **Service Hours** | **Initial Response Time**  | **Resolution Target** |
| **Walk-In** | Mon, Tues, Thurs & Fri 8am – 5pmWed 9am – 5pm\*Closed University Holidays | 2 minutes | 4 business hours |
| **Remote** | Mon-Fri 7am – 7pm\*Closed University Holidays | 2 minutes | 4 business hours |

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\* It is the goal of School of Medicine – IT Client Services and Support to meet, and even exceed when possible, the levels of services documented in this agreement. Resolution Target does not include hardware repairs requiring parts to be ordered or warranty repairs.

## UNC Information Technology Services Targets

<http://its.unc.edu/services/>

## UNC HealthCare ISD Service Desk Service Targets



## Service Catalog

|  |  |  |  |
| --- | --- | --- | --- |
| **Service** | **Service Definition** | **Base Level Services** | **Services Not Included** |
| **Software & Hardware Installation**  | Installation of approved and licensed software and Operating System for \*supportable\* Windows & Mac based clients. \*\*Approved = E-Pro based orders (Dell, Apple, Lenovo) | - Best Practice Consultation- Installation of standard software - Installation and configuration of operating system- Initial delivery and physical setup of systems- Installation of maintenance and preventative services including patch management, encryption, virus protection and updates - Personal/BYOD limited support based on software and device hardware expertise | - Non-standard software installation (best effort support provided)- Technology not approved to be installed or implemented |
| **Software & Hardware Break/Fix Support** | Troubleshooting and diagnosis of software and/or hardware issues associated with failures on approved Windows & Mac based clients. \*\*Approved = E-Pro based orders (Dell, Apple, Lenovo) | - Best Practice Consultation-Remote support or deskside visit to assist user with software/hardware issues- Personal/BYOD limited support based on software or device hardware expertise- Routine maintenance and preventative services including patch management, encryption, virus protection and updates  | - Non-standard software or hardware support (best effort support provided)- Technology not approved to be installed or implemented |
| **Printer Support** | Installation, setup and troubleshooting of network printers. | - New printer installation (approved devices only) and network activation-Add/Remove/Modify local and network printer access and permissions | - Hardware maintenance including toner cartridge replacement, etc.  |
| **Security Remediation & Prevention** | Services to prevent and remediate security threats and vulnerabilities (e.g. infections, phishing). | - Best Practice Consultation- Removal of security threats (e.g. viruses, worms) - Coordination of activities with other service groups for security remediation- Disconnecting infected machines from the network (if required)- Applying recommended maintenance and preventative services including patch management, encryption, virus protection and updates - Data recovery and rebuilding machines (if required) | - Remediation of security issues on non-standard devices (best effort support provided)- Remediation of security issues on personal devices |
| **Service** | **Service Definition** | **Base Level Services** | **Services Not Included** |
| **Mobile Device Management & Support** | Installation and support of approved UNC software. Management of UNC-issued mobile products through UNC Mobile Device Management tool. | - Best Practice Consultation- Remote support or deskside visit to assist user with software issues- Personal/BYOD limited support based on software expertise- Installation and configuration of UNC-issued mobile products | - Non-standard software installation (best effort support provided)- Hardware support- Technology not approved to be installed or implemented |
| **Email** | Installation, setup and troubleshooting of email. | - Best Practice Consultation on accessing and securing email- Mobile Device email setup and troubleshooting- Desktop/Laptop email setup and troubleshooting | - Non-standard email client support (best effort support provided)- Automated forwarding to unapproved destination |
| **IT Consultation** | Provide IT consultation for UNC business technology needs | - Best Practice Consultation- Assist with providing options and references to products or services available at UNC. | -Technology not related to UNC business |
| **IT Asset Management** | Provide IT asset management and reporting | - Inventory and tag existing and new IT assets costing more than $50- Track changes to IT assets- Assist with surplus coordination- Yearly IT asset audit- Routine and on demand IT asset reporting  | - Asset management for IT equipment costing less than $50  |
| **Desktop/Laptop Backup** | Provide consultation and coordination for UNC approved backup and recovery vendors | - Provide consultation and vendor coordination for hard drive backup for critical and/or complex configurations on specific desktops/laptops | - Hard drive backup for general use desktop/laptop  |
| **End User IT Projects** | End User IT Project consultation and implementation for UNC business technology improvements and changes  | - Best Practice Consultation- Project scope evaluation and IT intake review- Define project tasks, deliverables and goals-Technical training on new technology - Coordinate internal and external teams to assist with fulfillment of requested project- Build and maintain new technology (as agreed upon by IT and Department SLA) | - Tasks, deliverables & goals not defined within scope- End User IT Projects similar/same as technology currently being utilized within UNC - Contingent on IT security and project intake approval-Technology not related to UNC business |