



UNC
SCHOOL OF MEDICINE

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 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 to UNC School of Medicine faculty, staff, affiliates, current students, and campus-affiliated units or groups external to the School of Medicine.

Services Provided under this Agreement

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

1. **Academic Technology Services:** Provides and supports technologies and technical services focused on the academic environment. Primary focus areas include, classroom and conference room collaboration systems, scheduling and event services, web conferencing support for Zoom and Webex, student focused systems supporting teaching, learning, and administrative functions, and media services including production, classroom capture, and content delivery.
2. **Application, Web and Data:** Provides application and web design, development, support and training for UNC School of Medicine departments, centers and programs.
3. **Client Services and Support:** Provides technical assistance for installation and troubleshooting of supported software and hardware. Technical support offered by phone, in person via walk-in and deskside visits, and remotely.
4. **Information Security and Privacy:** Provides security incident response, digital forensics, and investigative services. Performs risk assessments on internal and third party solutions deemed mission critical and/or that handle sensitive information. Consultation available for security and privacy related matters. Also provides support for vulnerability management and security awareness training/outreach in the School of Medicine community.
5. **Infrastructure and Operations:** Provides agile technology infrastructure supporting the research, academic, and administrative needs of the School of Medicine community. Services include server hosting, database and file storage, backup and recovery and systems architecture consultation.
6. **Project Management Office:** Provides consultation and project/portfolio management services for medical education, medical research, and administrative IT projects within the UNC School of Medicine.



Service Catalog

Please see our full Service Catalog at <https://www.med.unc.edu/it/services/>.

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 reviewed annually and changes to service provisions made as needed.

Processes and Procedures related to this Agreement

Incident & Request Intake Process

For clarity in discerning between **incidents** and **service requests**, see Definitions section in Appendix A. Tickets are submitted to School of Medicine IT 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 based on client's need and 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 Technician.
- **Online Service Portal Request:** ticket generated via web form and automatically associated with client and department.
- **ATS Support Call:** ticket generated by School of Medicine – IT Academic Technology Support Technician during call or room intercom-based communication for immediate AV or teleconferencing issues.

Incident Acknowledgement

School of Medicine IT has established a timeframe for technicians to acknowledge incoming incidents and make contact with clients. If the incident 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 incident is considered to be acknowledged since a technician has been in direct contact with the client. If the incident is created as a result of a call placed to Information Technology Services, it will be triaged to School of Medicine Information Technology and will be considered acknowledged when a technician has made direct contact with client.

A School of Medicine IT technician will acknowledge incidents submitted online and will attempt to make contact with the client within 1 business day of incident receipt. At this point the technician will provide the client with an estimated time at which they will be able to assist either remotely or in person. This estimated time can vary depending on the severity of the problem. The four categories are: Priority 4



(Default), Priority 3, Priority 2, and Priority 1. The priority level is assigned automatically and changes based on the selections made in the Impact and Urgency fields in the incident record.

- **Priority 4:** Refers to an incident that has very limited impact on the client. Generally is intended for inquiries about technical information and general configuration, where the issue is not actively causing a problem for the client. This is the default selection for the priority menu on creating a new incident record.
- **Priority 3:** This selection 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.
- **Priority 2:** This selection should be used for problems that impact a large number of clients or for those that impact a VIP client significantly.
- **Priority 1:** This selection is reserved for problems that impact all of UNC or School of Medicine clients significantly.

After evaluating the situation, the School of Medicine IT Technician may upgrade or downgrade an incident's priority rating to accurately reflect the situation at hand.

Incident Resolution

School of Medicine IT has established timeframe guidelines for technicians to provide status updates to clients and to resolve incidents.

Service Request Acknowledgement

School of Medicine IT has established a timeframe for technicians to acknowledge incoming requests and make contact with clients. If the request 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 request is considered to be acknowledged since a technician has been in direct contact with the client. If the request is created as a result of a call placed to Information Technology Services, it will be triaged to School of Medicine Information Technology and will be considered acknowledged when a technician has made direct contact with client.

A School of Medicine IT technician will acknowledge requests submitted online and will attempt to make contact with the client within 1 business day of request receipt. At this point the technician will provide the client with an estimated time at which they will be able to assist either remotely or in person. This estimated time can vary depending on the scale of the request. Requests that are estimated to take over 80 hours may be treated as a project and follow the School of Medicine IT Project Management Procedure.

Service Request Resolution

School of Medicine IT has established timeframe guidelines for technicians to provide status updates to clients and to fulfill service requests.



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 School of Medicine IT technicians during normal business hours; see Appendix A – Walk-In & Remote Support Response and Hours for response times.
- In-Person assistance – provided by School of Medicine IT technicians during normal business hours; see Appendix A – Priority Hours and Targets for response times by incident severity rating.
- Walk-In Assistance – provided by School of Medicine IT walk-In technicians during normal business hours; see Appendix A – Walk-In & Remote Support Response and Hours for response times.
- Academic Technology Phone and Intercom Support – for immediate classroom/conference room audiovisual system or teleconferencing issues, call 919-843-9086; see Appendix A – Academic Technology Phone and Intercom 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 Responsibilities

- School of Medicine IT will conduct business in a courteous and professional manner with UNC School of Medicine faculty, staff, affiliates and students.
- School of Medicine IT will attempt first contact resolution with all customers.
- School of Medicine IT will log all information from clients required to establish contact information and to document the nature of the problem.
- School of Medicine IT may in some cases convert items submitted as incidents to requests or vice versa; when doing so clear communication will be provided to clients.
- School of Medicine IT will update open incidents according to the Priority Hours/Targets established in the campus service management tool.
- School of Medicine IT will update open requests weekly or more frequently as appropriate.
- School of Medicine IT will escalate support issues to higher level internal support within School of Medicine IT if not resolved prior to established resolution time targets.



- School of Medicine IT will facilitate support with UNC Health and escalate support issues to higher level support as needed.
- School of Medicine IT 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 conduct business in a courteous and professional manner with School of Medicine IT staff.
- 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 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 leadership, 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. At times, dependence on vendors or other entities external to School of Medicine IT may impact the ability of School of Medicine IT to adhere to the timeframes outlined in this agreement.



Appendix A

Definitions

Incident

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

Ticket

For purposes of this agreement, “ticket” is a generic term used to refer to any incident record or service request-related record.

Open vs. Active

An “open” ticket is any incident or service request-related record in a state other than Resolved, Closed, or Cancelled. The term “Active” is used to differentiate between incident records that are in in states of “New” or “In Progress” as opposed to “On Hold,” as placing an incident on hold pauses SLA timing until the incident record is either placed back into an active state or is set to a state of Resolved, Closed, or Cancelled.



Incident Response and Resolution Time (Priority Hours and Targets defined in ServiceNow Incident SLA):

Priority	Service Hours	Initial Response Time to Inquiry	Resolution Target	Frequency of Status Update
Priority 1	Mon-Fri 7am – 5pm *After Hours & University Holidays On-Call	30 minutes	4 business hours	1 hour
Priority 2	Mon-Fri 7am – 5pm *After Hours & University Holidays On-Call	4 business hours	8 business hours	2 hours
Priority 3	Mon-Fri 7am – 5pm *Closed University Holidays	8 business hours	2 business days	1 business day
Priority 4	Mon-Fri 7am – 5pm *Closed University Holidays	2 business days	4 business days	2 business days

Service Request Delivery Time

Service Requests typically have a standard five-day delivery time (also referred to as due date), although certain catalog items are configured with a different delivery time specific to that catalog item. This is not currently defined in all catalog items in ServiceNow.

Walk-In, Live Chat & ATS Phone and Intercom Response Targets and Hours

	Service Hours	Initial Response Time	Resolution Target
Walk-In	Mon, Tues, Thurs & Fri 8am – 5pm Wed 9am – 5pm *Closed University Holidays	2 minutes	4 business hours
Live Chat	Mon-Fri 7am – 6pm *Closed University Holidays	2 minutes	4 business hours
Academic Technology Phone and Intercom Support	Mon-Fri 7am – 5pm *Closed University Holidays	2 minutes	4 business hours

* It is the goal of School of Medicine IT to meet, and even exceed when possible, the levels of services documented in this agreement. Per the section “Dependence on Other Organizations,” Resolution Target does not include time spent in coordinating support through external organizations such as ITS or software vendors or in acquiring parts required for hardware repairs.