IT Services’ Service Level Agreement

TECHNICAL SUPPORT

and

HARDWARE/SOFTWARE/NETWORK MAINTENANCE

for

THE IPFW/PARKVIEW HEALTH and WELLNESS CLINIC
IT Services’ Service Level Agreement: Parkview Health and Wellness Clinic

This service level agreement describes the computer services provided by IT Services in support of the Parkview Health and Wellness Clinic’s computer equipment located in Walb 234. The Clinic has a computer workstation considered IPFW property, and computer equipment that is owned and supported by Parkview. See Appendix A for list of computer equipment owned by IPFW.

Support of IPFW Computer Equipment

IPFW provides a network and GroupWise email account called Clinic. This account allows the staff to logon the IPFW network with the IPFW owned workstation. This account has full access to IPFW Application Explorer, and the internet.

Users of the Clinic equipment are expected to be self-sufficient in the use of the equipment provided. Requests to reset the password for the Clinic account must be approved by the Parkview staff not student staff.

ITS’ services described in this document pertain to only the university owned computer equipment.

Support of Parkview Computer Equipment

The Clinic’s Parkview computer workstation and networked printer connect to a Parkview router located in the clinic and to Parkview via a 56k phone line through Verizon. Parkview technical support is responsible for supporting all Parkview owned equipment.

SCOPE OF SERVICES

Providing the Computing Environment

IT Services will assure availability to the local area network.

Software Requests

Current IPFW site license agreements for operating system software will apply to university owned computers in the Parkview Health and Wellness Clinic.

Parkview is responsible for providing all software needed on their equipment.

Request for Data File Retrieval

IT Services Operations routinely backs up files on campus servers to tape on a daily basis to provide disaster and data loss recovery. Daily tapes are kept for two weeks. Weekly tapes are kept for three weeks. The monthly tapes are kept for three months. The Clinic’s web files stored on the P: drive are included in this backup. Should a restore of a file(s) located on the P: drive be required, go to
http://www.its.ipfw.edu/regs/forms/restore.html and follow the instructions.

The hard drive (C: drive) on any workstation is not included in this backup. The Clinic staff is responsible for backing up files stored on their hard drive.

Providing ITS Operations Support

Clinic staff is expected to be self-sufficient in regards to using their software applications needed. If ITS Help Desk can be of assistance with basic ‘How to use’ they will do so.

AVAILABILITY OF SERVICES

Business Hours Support

IT Services Help Desk is available from 7:30 AM to 11:00 PM Monday-Friday, 8:00 AM to 6:00 PM Saturdays and noon to 10:00 PM on Sundays. Summer hours may vary depending on customer demand. Desktop support is provided 8:00 AM to 6:00 PM Monday-Friday and Network support services are provided 8:00 AM to 9:00 PM Monday-Friday.

Outside Business Hours Support

The operating status of all ITS supported campus servers are electronically monitored 24 hours a day, 7 days a week. However, any problems detected would be addressed when Network support personnel are available to do so. There is no routine support response time established for desktop units or printers during night and weekend hours, unless special coverage arrangements are negotiated with IT Services for specific events.

PROCESSES

Response Time Goals during Business Hours

Network availability will be maintained at approximately 98% of scheduled uptime. If there are problems resulting in the network not being available, top priority will be given to restoring service within two hours.

If a desktop problem can not be resolved by the Help Desk consultant, Clinic staff must authorize a work order (track) be assigned to the appropriate ITS service provider. These tracks will be entered into a database; assigned a priority based on the severity of the impact as identified by the caller and in accordance with protocol described below; escalated to second-tier support or third-tier support; and serviced according to the following chart:
Problem Category | Response Time
--- | ---
INDIVIDUAL: [ASAP] - The caller is down with no other computing resource alternative. | 4 hours
INDIVIDUAL: [Very High] Caller has other means of access today but needs within a day | 1 work day
INDIVIDUAL: [High] - The problem is important, but not critical. The caller can still work, or has other means of access. | 1-3 working days
INDIVIDUAL: [Medium] - The problem is annoying, but does not interfere with the caller’s work. Any off-campus university-owned Mac or PC brought to ITS Help Desk | 3-5 working days
INDIVIDUAL: [Low] - Software installations, or peripheral equipment installations. | 5-7 working days
INDIVIDUAL: Special projects and New microcomputer installations/moves | New computer installations are scheduled according to completion of related paperwork to IT Services, arrival of equipment, availability in the ITS master schedule, and schedule priority of the customer.

*RESPONSE TIME is defined as the time between receipt of the call and the time that an IT Services’ employee begins working on the problem. Due to the wide diversity of problems that can occur, and the methods needed to resolve them, response time IS NOT defined as the time between the receipt of a call and problem resolution.

**Escalation Procedures**

If your problem has not been addressed in the specified time frame, or if the service you received was not satisfactory, contact the following personnel.

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<tr>
<th>TO ESCALATE A PROBLEM, CONTACT THE FOLLOWING PERSONNEL</th>
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<tr>
<td>Cyndy Elick, Manager Operations/Help Desk (16204)</td>
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<tr>
<td>Bill Baden, Manager Client Support (16202)</td>
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<td>Bob Kostrubanic, Director IT Services (16196)</td>
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**Reporting Procedures**

Prior to contacting IT Services Help desk, these basic troubleshooting steps should be taken:

- Ensure power plugs are well seated
- Ensure all hardware components are turned on
- Ensure keyboard is in the proper case (caps lock key not on)
- Write down the steps taken prior to the problem occurring
- Reboot, logon and try to recreate the error
If the problem still persists Clinic staff should contact IT Services’ Help Desk at 481-6030, select option zero. If appropriate, the Help Desk consultant will try to identify and resolve the problem over the telephone. He or she will ask several questions regarding the problem and related symptoms. Be prepared to have the following information available when calling:

1. Machine location WU 234
2. Serial number of equipment involved
3. Description of problem and complete error message
4. If appropriate software application and version
5. What steps were taken to resolve the problem, and accompanying results of each step.
IT Services’ Service Level Agreement: The Communicator

Appendix A

Hardware Owned by IPFW

1 Omnitech 933 Serial #1197761

Hardware Owned by Parkview

Workstation at front counter
2 printers - Laserjet and Deskjet 693C
copier/fax
IT Services’ Service Level Agreement: Parkview Health and Wellness Clinci

Agreement Partnership Document

The signers of this document agree that their responsible areas will conduct IT support services according to the content of this Service Level Agreement.

________________________________________________________________________

Director, Parkview Health and Wellness Center                    Date

________________________________________________________________________

Director, Information Technology Services                        Date