IT Services’ Service Level Agreement

TECHNICAL SUPPORT

and

HARDWARE/SOFTWARE/NETWORK MAINTENANCE

for

THE COMMUNICATOR
IT Services’ Service Level Agreement: The Communicator

This service level agreement describes the computer services provided by IT Services in support of The Communicator’s computer equipment located in Walb 215 and 215a. The Communicator has equipment considered IPFW property, and computer equipment that has been purchased in accordance with a funding agreement between IPFW student government and the Communicator which is not considered IPFW property. See Appendix A for a break down of equipment and ownership.

THE COMMUNICATOR CONFIGURATION

The Communicator’s Macs get an IP address to give them internet access but do not log onto the IPFW network. Their PC workstation is networked requiring a valid IPFW network account to logon. Stupaper is the Communicator network id which gives them access to internet, web e-mail and web space only. Users of the Communicator equipment are expected to be self-sufficient in the use of the equipment provided. Requests to reset the password for the Stupaper account must be approved by the Communicator Publisher.

Requests for hardware or software services would be at the request of the Publisher.

The Publisher has the network id, stupub, providing access to the internet and web e-mail. The Publisher can use this web e-mail account to grant authorizations for ITS services.

Costs of Support

The Communicator is responsible for costs associated with service to the equipment they own for both parts and labor. To calculate labor costs, the ITS technician will track the time spent working on the computer and record the information in the Help Desk track. The rate of labor will be based on rates charged by Purdue for similar work. Rate is listed in the Appendix A of this document. After the track is closed the amount of time and associated cost will be reported to the Communicator Publisher by ITS. The Publisher can address any questions regarding the charge to the ITS Operations or Technical Support Manager.

The Communicator is responsible for the costs of parts associated with service to their IPFW owned equipment.

Printer maintenance and supplies are the responsibility of the Communicator.

ITS Services will follow the standard IPFW internal billing process for parts and labor charges where appropriate.

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 Communicator offices. As Communicator staff are not IPFW employees they do not have access to software available to faculty and staff. The Communicator is responsible for purchasing software needed to fulfill their business needs.

**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 Communicator’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](http://www.its.ipfw.edu/regs/forms/restore.html) and follow the instructions.

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

**Providing ITS Operations Support**

Communicator 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**

April 12, 2004

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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 cannot be resolved by the Help Desk consultant, the Publisher 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:

<table>
<thead>
<tr>
<th>Problem Category</th>
<th>Response Time</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Systemwide:</strong> all Communicator equipment is not functioning</td>
<td>2 hours</td>
</tr>
<tr>
<td><strong>INDIVIDUAL:</strong> [ASAP] - The caller is down with no other computing resource alternative.</td>
<td>4 hours</td>
</tr>
<tr>
<td><strong>INDIVIDUAL:</strong> [Very High] Caller has other means of access today but needs within a day</td>
<td>1 work day</td>
</tr>
<tr>
<td><strong>INDIVIDUAL:</strong> [High] - The problem is important, but not critical. The caller can still work, or has other means of access.</td>
<td>1-3 working days</td>
</tr>
<tr>
<td><strong>INDIVIDUAL:</strong> [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</td>
<td>3-5 working days</td>
</tr>
<tr>
<td><strong>INDIVIDUAL:</strong> [Low] - Software installations, or peripheral equipment installations.</td>
<td>5-7 working days</td>
</tr>
<tr>
<td><strong>INDIVIDUAL:</strong> Special projects and New microcomputer installations/moves</td>
<td>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.</td>
</tr>
</tbody>
</table>

*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.

<table>
<thead>
<tr>
<th>TO ESCALATE A PROBLEM, CONTACT THE FOLLOWING PERSONNEL</th>
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<tbody>
<tr>
<td>Cyndy Elick, Manager Operations/Help Desk (6204)</td>
</tr>
<tr>
<td>Bill Baden, Manager Client Support (6202)</td>
</tr>
</tbody>
</table>
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 notify the Publisher for approval to 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 215 or 215A
2. Property Tag or 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.

If the Help Desk is not able to resolve the problem, the Publisher must provide verbal or written authorization to ITS Operations Manager or Help Desk Supervisor that work order can be escalated to the next level.
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Appendix A

Hardware Owned by IPFW

1 Gateway E1600 Serial #0023841001
1 Mac G4 Serial #XB2190MBM1X property tag 31040
1 Laserjet 1200 series printer

Hardware Owned by Communicator

2 Mac G4 Serial #XB144074KSD and XB144072KSD
1 Mac G3 Serial #XA8500AFD9B

1 Laserjet 4050TN
1 HP Scanjet ADF

Rates

ITS labor, where appropriate, will be charged at a rate of $35 an hour.

Labor rate for outsourced Mac support will be charged at the current hourly contract rate which vendor is charging ITS.
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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.

Communicator Publisher                      Date

Director, Information Technology Services    Date