IT Services' Service Level Agreement

TECHNICAL SUPPORT

and

HARDWARE/SOFTWARE/NETWORK MAINTENANCE

for

ROOM RESERVATION SYSTEM
IT Services Service Level Agreement: Room Reservation System

This service level agreement (SLA) describes the computer services provided by Walb Union Operations and IT Services in support of the room reservation system.

ROOM RESERVATION SYSTEM CONFIGURATION

The room reservation system is a database housed on a server maintained by ITS.

Any full-time faculty or staff can reserve space in Walb Union, The Friends Pavilion and SCAN Children’s Garden via the web page accessible on ilogin.ipfw.edu under the Resources folder.

Walb Union Operations staff will perform first-tier functions. IT Services will provide second-tier and third-tier support as described in the following table.

<table>
<thead>
<tr>
<th>First-Tier Support</th>
<th>Second-Tier Support</th>
<th>Third-Tier Support</th>
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<tbody>
<tr>
<td>Report problems with the software functionality to the vendor. Union Operations will work with vendor and involve ITS third-tier support as necessary in problem-solving situations.</td>
<td>ITS Help Desk opens a work order and assigns to ITS Network Support. Follow-up with customer.</td>
<td>Network connection to server for software Assistance with customer and vendor to resolve any problems with software system Technical support of server Follow-up with customer</td>
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<td>Report problems that appear to be server related to the ITS Help Desk &amp; resolution follow-up.</td>
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SCOPE OF SERVICES

Providing the Computing Environment

IT Services will assure availability to the local area network.

Walb Union Operations will upgrade their licensed software to meet the demands of their operating system and hardware. IT Services will apply routine software maintenance, and upgrade applications software releases for the room reservation system and associated operating and utility systems. Releases will be applied to the covered units on request of Walb Union Operations as soon as they are agreed to be reliable and fit within the standard campus IT environment. IT Services will make these determinations.

Cost of server and associated hardware or software for the room reservation system incurred for repairs, replacement or for additional function or capacity would be responsibility of Walb Union Operations.

IT Services Operations routinely backs up campus servers on a daily basis to provide disaster and data loss recovery. The server supporting the room reservation system is included in these back ups.

Providing ITS Operations Support

IT Services will work with the Walb Union Operations’ first-tier support staff to assist in diagnosis and correction of technical problems which prevent proper use of the room reservation system.

No application-specific aid will be given by IT Services concerning the room reservation system, other than to log indications that the application may not be working properly IT Services will provide follow-up on these reported problems. First-tier support must inform IT Services Help Desk of such problems. Any questions regarding how to use the software or problems within that software should be referred to the vendor.

AVAILABILITY OF SERVICES

Business Hours Support

IT Services will provide second-tier support services 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. Third-tier 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.

Walb Union Operations will provide their staff contingency plans to cover emergencies that may occur outside business hours.

**PROCESSES**

**Response Time Goals During Business Hours**

IT Services will regard the room reservation system as a production environment. Top priority will be given to restoring service within two hours during business hours, when the database is not accessible or not functioning as intended.

Network availability will be maintained at approximately 98% availability of scheduled uptime.

**Escalation Procedures**

Problems resulting in the room reservation system being nonfunctional should be reported immediately to IT Services Help Desk by first-tier support. The Help Desk technicians will quickly determine which IT Services resources must be informed for quick response, and open a work order for ITS technical support.

If the system is not back in a production level within two hours during business hours, Union Operations should promptly inform the IT Services Manager of Technical Support, or the Operations Manager or the Director of IT Services.
**Reporting Procedures**

Please provide the following information to the ITS Help Desk when reporting a problem with the room reservation system:

- Username, which is "fredrick"
- Property Tag or generic id of equipment involved
- Server is Card2
- Software application - Scheduler Plus
- Description of problem and complete error message
- What steps were taken to resolve the problem, and accompanying results of each step.

Call the Help Desk at 6030, or go to the Help Desk in KT 206 or email information to Helpdesk@ipfw.edu.
IT Services’ Service Level Agreement: Room Reservation System

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.

Facility Manager, Walb Union Operations          Date

Director, Information Technology Services       Date