

## SERVICE LEVEL AGREEMENT

### General Overview

The University of Manitoba Information Services and Technology (IST) Division provides a broad range of computing and information technology services to IST Clients. This Service Level Agreement (SLA) documents the level of service that IST is expected to provide to the University. The purpose of this agreement is to enable the strategic use of technology by committing all responsible parties to fulfill their responsibilities and meeting specific obligations.

The blanket SLA covers incident management and request fulfilment for all core services provided by IST. The blanket SLA is the default service agreement between IST and IST's Clients. There is an additional service specific Audio-Visual SLA defined for Classroom Services (Audio Visual Incidents) and Media and Production.

In the absence of a service specific SLA, the blanket SLA will prevail for all services offered by IST.

### Service Level Targets – Incident Management

The purpose of the Incident Management process is to restore normal service operation as quickly as possible minimizing the adverse impact on business operations, thus ensuring that the best possible levels of service quality and availability are maintained.

Incident Management includes any event which disrupts, or which could disrupt, a service. This includes events which are communicated directly by the clients, either through the Service Desk, Self Service tool, or a ticket created by a Support Analyst.

The objectives of the Incident Management Process are:

- To restore normal service operation as quickly as possible and minimize the adverse impact on business operations.
- Provide clients with a consistent high-quality experience during the Incident Management process.
- Provide better communication during the Incident Management process.
- Adopt a single standard process and tool across the university based on industry best practices.
- Improve IT staff satisfaction with the overall Incident Management process.
- Define and measure the critical KPIs that will drive improvement in the processes.

### Incident Priority Matrix (Blanket SLA)

Impact	University-Wide	Multiple Faculty/Department or Single Building	Single Faculty/Department	Individual
<b>Urgency</b>				
<b>Work blocked</b>	1 – Critical	1 – Critical	2 – High	3 – Moderate
<b>Work degraded</b>	2 – High	2 – High	3 – Moderate	4 – Normal
<b>Work not affected</b>	3 – Moderate	3 – Moderate	4 – Normal	4 – Normal

## Incident Response, Resolution Targets and Service Levels (Blanket SLA)

Priority Level	Priority*	Response	Target Response & Acknowledgement Time	Target Resolution Time	Examples	Service Target**
P1**	Critical	Immediate and sustained effort, using all available resources until resolved.  On-call procedures activated, vendor support invoked.	30 minutes	4 Hours	<ul style="list-style-type: none"> <li>• Network is down campus- wide.</li> <li>• University-wide, wireless down, wired available.</li> </ul>	90%
P2	High	Support Team responds immediately, assess the situation, may interrupt other staff working normal or moderate priority jobs for assistance.	60 minutes	1 Business Day	<ul style="list-style-type: none"> <li>• University-wide, Banner slow during peak times, but still accessible.</li> <li>• University-wide, slow network connection, work degraded.</li> </ul>	90%
P3	Moderate	Respond using standard procedures and operating within normal supervisory management structures.	4 business hours	2 Business Days	<ul style="list-style-type: none"> <li>• Single department experiencing slow internet connection, work degradation.</li> </ul>	90%
P4	Normal	Respond using standard operating procedures as time allows.	6 business hours	5 Business Days	<ul style="list-style-type: none"> <li>• Client has issue with Outlook, but able to access via the web.</li> </ul>	90%

\*VIP individuals (Deans, Directors, Department Heads and those higher up in the Administrative Organizational Chart) have the privilege of increasing the priority level by one level, and only apply to desktop support type incidents or requests that affect them as an individual.

\*\*Service Levels are measured against IST Core Business Hours (8:30am – 4:30pm), except for P1 - which is based on a 24- hr clock.

## Incident Priority Matrix (Classroom Audio Visual SLA)

Urgency	Teaching Space	Meeting Room	Individual
Work Blocked	1 – Critical	2 – High	3 – Moderate
Work Degraded	2 – High	2 – High	3 – Moderate
Work Not affected	3 - Moderate	3 - Moderate	3 - Moderate

## Incident Response, Resolution Targets and Service Levels (AV SLA)

Priority Level	Priority*	Response	Target Response Time & Target L2 Acknowledgement Time	Target Resolution Time	Examples	Service Target**
P1	Critical	<p>Immediate and sustained effort, using all available resources until resolved.</p> <p>Class schedule may limit access to the room resulting in delays.</p>	15 minutes	4 Hours	<ul style="list-style-type: none"> <li>Classroom AV Service is not operational (i.e. Projector will not work) and work around is not available.</li> </ul>	90%
P2	High	<p>Support Team responds immediately, assesses the situation. If required will reassign staff from other work to assist.</p> <p>Temporary portable equipment may be used for short term resolution.</p>	15 minutes	1 Business Day	<ul style="list-style-type: none"> <li>Service is degraded.</li> <li>Class can continue.</li> <li>Temporary replacement equipment is available for classroom.</li> <li>Meeting room functionality is not working, and no working is available.</li> </ul>	90%
P3	Moderate	<p>Support Team responds immediately, assess the situation, respond using standard procedures and operating within normal supervisory management structures.</p>	15 minutes	2 Business Days	<ul style="list-style-type: none"> <li>Equipment needs repair/service; but not affecting core AV functionality.</li> <li>Equipment can be repaired later.</li> <li>Meeting space that is inoperable has a viable workaround such as an alternate room or portable equipment.</li> </ul>	90%

**\*\*Service Levels are measured against AV Response Core Business Hours (8:00am – 10:00pm Monday to Thursday; 8:00am – 6:00pm Friday), except for P3 - which is 8:30am – 4:30pm Monday to Friday.**

## Service Level Targets - Service Request Fulfillment

The purpose of the Request Fulfillment processes is to provide quick and effective access to standard services, which business staff can use to improve their productivity or the quality of business services and products.

Request Fulfillment includes any service request from an end-user for information, or advice, or for a Standard IT-Change or for Access to an IT Service. For example, to reset a password, or to provide standard IT Services for a new end-user.

The objectives of the Request Fulfillment Process are:

- To provide a channel for users to request and receive standard services for which a pre-defined approval and qualification process exists.
- To provide information to users and clients about the availability of services and the procedure for obtaining them.
- To source and deliver the components of requested standard services (e.g. licenses and software media).
- To assist with general information, complaints or comments.
- Provide clients with a consistent high-quality experience during the Request Fulfillment process.
- Provide better communication during the Request Fulfillment process.
- Adopt a single standard process and tool across the university based on industry best practices.
- Improve IT staff satisfaction with the overall Request Fulfillment process.
- Define and measure the critical KPIs that will drive improvement in the processes.

A Service Request fulfillment target is based on the number of resources, services, tasks and amount of lead time required. The following table is a guide to assist in defining the type of request.

	Simple	Basic	Medium	Complex
No. of Resources	1	1	1-2	3+
No. of Services	1	1	1	2+
No. of Tasks	1	1-2	2	2+
No. of Clients	1	1-2	2+	3+
Amount of Lead Time	None	Short	Medium	Long

Choose a Scheduled target time if a preferred delivery date is provided. Scheduled target time should not exceed the delivery date requested. Service Requests not expedited or scheduled should be set as Routine. Select Default Target Fulfillment Time if actual fulfillment time is unknown.

The Service Request response and fulfillment targets are the same for both the blanket and AV SLA's. Audiovisual equipment's and media resources for use in classrooms, events and theatres need to be reserved in advance and the services are delivered on schedule upon approval.

## Service Request Priority Matrix (Blanket SLA)

	Simple	Basic	Medium	Complex
Expedited	4 hours	2 days	5 days	15 days
Routine	2 days	5 days	10 days	30 days
Scheduled	10 days	15 days	30 days	60 days

Request Type	Target Response & Acknowledgement Time	Target Fulfilment Time*	Examples	Service Target**
Expedited/Simple	30 minutes	4 hours	<ul style="list-style-type: none"> <li>• Password Reset (<b>expedited</b>)</li> <li>• Employee Dismissal (<b>expedited</b>)</li> </ul>	90%
Routine/Simple <i>Expedited/Basic</i>	4 hours	2 business days	<ul style="list-style-type: none"> <li>• Optical Scoring</li> <li>• Update to Software</li> <li>• Replacing image on Website Banner</li> <li>• System Access Updates</li> <li>• Enable ports (<b>expedited</b>)</li> <li>• HR and Financial Report Updates (<b>expedited</b>)</li> </ul>	90%
Routine/Medium Scheduled/Simple	2 business days	10 business days	<ul style="list-style-type: none"> <li>• Desktop relocation</li> <li>• Printer setup and configuration</li> <li>• Employee provisioning</li> <li>• Employee leaving</li> </ul>	90%
Scheduled/Basic Expedited/Complex	3 business days	15 business days	<ul style="list-style-type: none"> <li>• Computer re-image/set-up (scheduled)</li> <li>• Software Install/Update (scheduled)</li> <li>• Computer commissioning/decommissioning (scheduled)</li> <li>• Database Services (<b>expedited</b>)</li> <li>• Reporting Services (<b>expedited</b>)</li> </ul>	90%
Routine/Complex Scheduled/Medium	4 business days	30 business days	<ul style="list-style-type: none"> <li>• Asset disposal</li> </ul>	90%
Scheduled/Complex	5 business days	60 business days	<ul style="list-style-type: none"> <li>• Hardware</li> <li>• Software provisioning</li> <li>• Applications Services</li> <li>• Database Services</li> <li>• Reporting Services</li> </ul>	90%

### Default Target Fulfilment Time

Request Type	Target Response & Acknowledgement Time	Target Fulfilment Time*	Examples	Service Target**
Routine/Basic Expedited/Medium	6 hours	5 business days	<ul style="list-style-type: none"> <li>• File Sharing</li> <li>• Imaging a Computer</li> <li>• Outlook Support</li> <li>• Set up new monitor</li> <li>• Mailing List Request</li> <li>• HR and Financial Report Updates</li> <li>• Software license renewal (<b>expedited</b>)</li> </ul>	90%

\*VIP individuals (i.e. Deans, Directors, Department Heads) can increase the target fulfilment time one level.

\*\*Service Levels are measured against IST Core Business Hours (8:30am – 4:30pm). Tickets that need more information from the customer for fulfilment may be closed if there is no response after three client contact attempts (i.e. email sent, left a voicemail)