Information Services IT SLA

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1 General Overview

This is a Service Level Agreement (SLA) between the Faculty community and Information Services Team to document:

- The technology services IS provides to the Faculty.
- The general levels of response, availability, and maintenance associated with these services.
- The responsibilities of IS as a provider of these services and of customers receiving services.
- Processes for requesting services.

This SLA shall remain valid until revised or terminated.

2 Service Description

2.1 Service Scope
The IS SLA

- Defines a general level of predictability for IS communication and services.
- Reflects how IS does business today and the direction IS is heading.
- References the IS Service Catalogue for clear service level descriptions.
- Describes how work will be prioritized and predicts response times including a single outage notification process.
- Includes reporting on service levels.

2.2 Assumptions.

- Services, access to services and accountability measures provided by IS are clearly documented in the IS Service Catalogue. The IS Service Catalogue is continually updated with additional service information regarding what services are offered, how to get services, how to get help for services and how much services cost.
- Outages to services are communicated and documented to all stakeholders via the Change Management process.
- Services are provided in adherence to any related policies, processes and procedures. See the IS Service Catalogue for policies related to a service.
3 Roles and Responsibilities

3.1 Parties
The following Principal Officers are parties to the Agreement:

Joe Cox – Director, Information Services
Ivan Sestak – Senior IT Administrator

3.2 IS Responsibilities
Responsibilities and/or requirements of IS in support of this Agreement include:

- Meeting service delivery commitments outlined in the IS Service Catalogue.
- Meeting response times associated with the priority assigned to incidents and service requests.
- IS implements defined processes to meet service level commitments
- Generating quarterly reports on service level performance.
- Appropriately notifying clients of all scheduled maintenance via the Maintenance Calendar, Service Catalogue web page and/or a communication to campus via the IS Mailing Lists.

3.3 Customer Responsibilities
Customer responsibilities and/or requirements in support of this Agreement include:

- Using the defined processes for requesting help and services.
- Monitoring the IS Maintenance Calendar and notifying IS of forthcoming local events with IS dependencies. Customers can use the phone, email or IT Request to contact IS with IT related dependencies for local events.
- Responding to inquiries from IS staff who are resolving incidents and handling service requests.
- Complying with campus and UofT security policies, available at [http://www.utoronto.ca/security/documentation/policies/policy_5.htm](http://www.utoronto.ca/security/documentation/policies/policy_5.htm). Additional security requirements may be included on individual Service Catalogue pages.

4 Requesting Service

A service request means a request is made by a customer to IS for a service as published in the IS Service Catalogue. There are six methods of contacting IS for all requests.

4.1 Online / IT Request ([http://www.ischool.utoronto.ca/services/computing/resource-request-form](http://www.ischool.utoronto.ca/services/computing/resource-request-form) or [http://www.ischool.utoronto.ca/request](http://www.ischool.utoronto.ca/request))
By utilizing the web, your request will be automatically associated with your department and visible to technicians. Requests made via the web will be processed during normal hours of operation. Using IT Request via the web interface is the most efficient method to log and process incidents.
4.2 Phone (416-978 -7069)
Phone service is available during normal hours of operation. Messages left during off hours will be processed the next business day.

4.3 Email (support.ischool@utoronto.ca)
Email request will be processed during regular business hours.

4.4 Walk-in
Walk-in service is available for services during normal hours of operation. See individual service pages for locations.

4.5 Work orders
Services that utilize work order or web forms, will be processed from date of receipt of the completed form.

5 Hours of Coverage, Response Times & Complaint Resolution

For all requests, the IS goal is to have a staff member assigned and acknowledge requests within 4 business hours of receipt. Campus priorities may require exceptions to this goal during certain times of the Academic year.

5.1 Hours of Coverage

- The IT hours of operation are 9:00 AM to 5:00 PM, Monday – Friday except statutory holidays, University holidays, and announced University closures. Customers may use any of the methods of contact as stated in Section 4.
- Tickets via the web interface and email can be sent 24 hours a day, 7 days a week and are processed on the next business day. Using IT Request via the web interface is the most efficient method to log and process incidents.
- See the IS Service Catalogue for specific hours of coverage for individual services.

5.2 Response
For responses to incidents, the IS goal is to assign and acknowledge requests within 8 business hours of receipt. Many services have faster incident response times; please refer to the service catalogue web page for individual incident response times. An incident means any interruption in the normal functioning of a service or system.

For incidents that generate a large amount of tickets, a mass mailing may be sent out in lieu of an individual response.

5.2.1 Resolution
IS will strive to have a first time response rate close to 100%. Due to the nature of technical requests, participation or input from groups external to the Faculty may be required. Response times for these requests depend on the response rates of those external groups.
5.3 Prioritization
If you consider your incident request urgent, please email IS at support.ischool@utoronto.ca. This will ensure your ticket is routed as quickly as possible. Examples of urgent incidents include reporting a service outage or reporting an impact to instruction.

For reference, IS has a set of criteria to prioritize a request as urgent based on a global campus view of IT needs. IS prioritizes incoming incident requests as “urgent” priority if it meets any one of the following criteria:

- **Significant number of people affected.**
- **Organizational structure is a multiplier for number of people affected.**
- **Percentage of total tasks that can no longer be performed by individuals.**
- **Academic and Administrative Calendar deadlines.**
- **Significant impact on the delivery of instruction.**
- **Significant or lasting impact on student academic performance.**
- **Significant risk to safety, law, rule, or policy compliance.**

5.4 Escalation
If you are not satisfied with the level of service on a request, contact Ivan Sestak, Senior IT Administrator. He will categorize and process your input as appropriate and respond to you with the action taken.

5.5 Information
If you have a question, phone, email or IT Request. The IS Team will route your ticket to the appropriate area.

6 Maintenance and Service Changes
The Change Management process within IS minimizes unintended service disruptions or other impacts to the campus as a result of changes in the production environment. IS does this by monitoring, managing, and evaluating changes to maximize the service benefits to the customer, while minimizing the risks involved in making those changes.

6.1 IS Maintenance Calendar
All IT related service outages are published in the IS Maintenance Calendar located on the IS Web site here: http://ischool.utoronto.ca/maintenance_calendar/. The IS Maintenance Calendar currently serves as the official outage and maintenance schedule for IS. Scheduled maintenance is not included in the calculation of availability metrics.

Faculty units are responsible for monitoring the IS Maintenance Calendar to notify IS of forthcoming local events with IS dependencies. In most cases, the Senior IT Administrator is responsible for communicating service outages. Off-hours service failures or interruptions are communicated the following business day.

There are two categories of service outages:
• **Planned Outages**: A planned service outage is work that is planned and scheduled at least two weeks prior to the scheduled date. The Senior IT Administrator communicates (as needed) to the appropriate audience a minimum of one week prior to the scheduled outage.

• **Unplanned Outages**: An unplanned service outage is work that is unplanned due to an unforeseen event or urgent repair to prevent failure. Unplanned service outages are given priority (and communicated immediately) on a case-by-case basis depending on the type and urgency of the service failure.

### 6.2 Guidelines for IS Maintenance Windows

A maintenance window is a defined period of time during which planned outages and changes to production (see definition below) services and systems may occur. The purpose of defining standard maintenance windows is to allow clients of the service to prepare for possible disruption or changes.

IS encourages all services and systems to negotiate a maintenance window with their clients via an Service Level Agreement (SLA). If a service does not have a negotiated maintenance window (via an SLA or equivalent) the following guidelines apply:

- Planned outages should be performed between 7PM and 7AM on any day of the week. Work scheduled outside of this window should have explicit sign-off from the system steward or designated client representative.
- Planned outages and changes should not be scheduled during the first or last weeks of instruction, finals or grading week of the academic quarters, or during other significant campus events or key dates.

Production means university staff, faculty and users depend on the service to complete business and academic tasks and objectives.

Major upgrades to a service are treated as projects outside the scope of this service level agreement. Funding for major updates is negotiated on a service-by-service basis.

### 7 Pricing

All IS rates and recharges are subject to the campus recharge process. For more information about the campus recharge rate-setting process, go to [http://www.ischool.utoronto.ca](http://www.ischool.utoronto.ca). Services are charged individually. Refer to the service page in the IS Service Catalogue for charges, if any.

Cost Recovery and Recharge Rates are calculated based on direct and indirect costs of service provision. The guiding document on cost recovery for indirect costs can be found at:

[http://www.governingcouncil.utoronto.ca/policies/resagree.htm](http://www.governingcouncil.utoronto.ca/policies/resagree.htm)

### 8 Reviewing and Reporting
8.1 System Performance and Availability Reporting
Quarterly performance and availability reports will be published for review.

- First-contact response to incidents and service request is based on information from the IT Request ticket system. It will include information by division and by service and by response time.
- Resolution of help tickets is based on information from the IT Request ticket system. Hours are counted as clock hours, weekends excepted.
- Outage metrics measure Planned vs. Unplanned Outages and their associated root causes; Change Management metric is the ratio unplanned outages caused by failed changes to total outages.

8.2 SLA Reviews
This Agreement is valid from July 1, 2011 outlined herein and is reviewed annually or as otherwise needed.

IS is responsible for facilitating annual reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. IS incorporates all subsequent revisions and obtains mutual agreements / approvals as required.

This Agreement is posted to the following location and made accessible to all stakeholders: http://www.ischool.utoronto.ca/service_catalogue/sla/