



UNM

Information Technologies

Email & Calendaring (LoboMail)
Service Level Agreement (SLA)
By
Information Technologies (UNM IT)
For
University of New Mexico (Customer)

Effective Date:	3/1/2016
Document Owner:	Steve Spence

Version	Date	Author	Revision Notes
1.0	2/1/2016	Ryan Cooper	Initial Draft
1.1	2/8/2016	Ryan Cooper	Review with SM
1.2	2/10/2016	Ryan Cooper	Agreements Review

Related/Referenced Documents:

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1 General Overview

This is an SLA between the Customer and UNM IT to document the provision of:

- The Email and Calendaring;
- The general levels of response, availability, and maintenance associated with these services;
- The responsibilities of UNM IT as a provider of these services;
- The responsibilities of the End-Users and Customers receiving these services;
- The financial arrangements associated with the service.

This SLA shall be effective as of the Effective Date set forth on the cover page and will continue until revised or terminated.

2 Service Description

UNM IT documents services and associated fees in the UNM IT service catalog, <http://it.unm.edu/servicecatalog>.

The UNM enterprise web-based email and calendaring service allows students, faculty and staff to collaborate, communicate and exchange information in an efficient and cost-effective manner. The UNM environment is a web-based cloud solution, with a feature-rich environment that provides high availability, increased e-mail security, enterprise-level architecture, geographic redundancy, and a scalable enterprise architecture.

2.1 Service Scope

Email and Calendaring features include:

- Feature-rich, web-based access with an interface that matches the look and feel of the full Outlook client;
- Enhanced access rights to manage multiple calendars and email accounts;
- Shared distribution groups and email lists;
- Individual control of access to your calendar;
- 50 GB of mailbox storage per user;
- Global Address List (GAL), which contains information about users, conference rooms, and other resources;
- Anti-spam and anti-virus protection;
- Mobile device and client connectivity;
- Additional enterprise calendaring options including resource management for meeting rooms, organizational accounts (departmental, and resource); and equipment reservations;
- Cross-compatibility and integration with additional O365 components including OneDrive, MSB (Microsoft Skype for Business);
- Compatibility with IMAP, POP3 and ActiveSync devices and tools;
- Regulatory and compliance capability;
- Supported by Microsoft BAA (Business Associates Agreement) on FERPA and HIPAA compliance;
- [Self-service assistance](#) for email client configuration to connect to LoboMail for workstation and mobile devices.

2.1.1 End-User Requirements to Use the Service

2.1.1.1 Local IT

- Deploy devices that use a [compatible browser](#) and operating system for workstations and [mobile devices](#);
- Provide first-level support to Faculty, Staff and Students in area of responsibility;
- Troubleshoot and triage end-user issues prior to escalating to UNM IT;
- Escalate issues through Help.UNM and work with UNM IT to resolve issues;
- Ensure participation in IT Agents and UNM IT scheduled P1 meetings;
- Review [self-service](#) documentation available to resolve services requests and incidents;
- View [IT Alerts](#) for scheduled maintenance and outages;
- Contact UNM IT, after hours for mission critical incidents by calling 505.277.5757 and selecting Option #3.

2.1.1.2 Staff, Faculty & Students

- Never click on any link in an email that asks for confidential information;
- Utilize self-service resource page for first-level support of incidents and service requests; [Lynda.com](#) is available for self-help and training;
- Consult with Local IT when available and utilize [Help.UNM](#) to request additional support;
- Additional personalized support covering a wide range of user and device specific issues is available at UNM IT Brainbar;
- Use a NetID to authenticate to Lobomail via the [MyUNM portal](#);
- Use a [compatible browser](#) and operating system for workstations and [mobile devices](#);
- [Grant access](#) as appropriate to LoboMail users to view calendar;
- [Forward](#) any messages considered as “spam” as an attachment to spamdrop@unm.edu;
- Check email with appropriate frequency recognizing that certain communications may be time-sensitive in order to stay current with University-related communications;
- Ensure there is sufficient space in individual accounts for email to be delivered;
- View [IT Alerts](#) for scheduled maintenance and outages.

2.1.2 Boundaries of Service Features and Functions

- UNM Information Technologies will NEVER intentionally request user credentials in an email;
- UNM IT is using a Microsoft delivered cloud service and has limited options to customize;
- Any Email and Calendaring service not covered by this SLA may incur service charges;
- [Support is unavailable](#) for any configuration setup to forward emails to external or unofficial email addresses. The University is not responsible for any difficulties that may occur with privacy or security, in the proper or timely transmission, or in accessing email forwarded to any unofficial email address per [UNM policy 2540](#);
- Staff and Faculty who leave for a reason other than retirement will lose their LoboMail account once separation process is completed in Banner;
- Email messages and/or [attachments](#) larger than 25 Mb [are not supported](#);
- For security reasons, messages with certain file types attached will not be delivered. See [this list](#) for more information;
- Lobomail will retain deleted email messages and calendar events for 30 days;
- Integration with systems and applications are not covered by this service SLA.

2.2 Service Level Performance

2.2.1 General Service Levels

- All inbound email messages are filtered for spam using industry standard techniques.

2.2.2 Specific Service Levels

- Uptime of 99.5% based on Microsoft underpinning contract.

3 Roles and Responsibilities

3.1 UNM IT Responsibilities in Support of the Service

UNM IT responsibilities and/or requirements in support of this SLA include:

- Work with Local IT to resolve escalated incidents and service requests;
- Participate in IT Agents and conduct P1 meetings;
- System operations, administration and network connections;
- Web access to include service catalog, billing portal, self-service portal;
- System level backup processes and disaster recovery;
- Basic up/down system monitoring;
- Friendly, courteous and efficient service;
- Support services via UNM IT Service Desk;
- Prompt referral of any inquiries/complaints to the appropriate responsible team;
- Continuous effort to develop and improve services for all service users;
- Meet response times associated with the priority assigned to incidents and Service Requests;
- Generate reports on service level performance;
- Adhere to established Maintenance windows;
- UNM IT will bring to the Department's attention any situation in which extra time is being required of UNM IT staff to support services due to lack of Department staff knowledge, planning or poor implementation practices. In these situations, UNM IT reserves the right to bill, at our standard hourly rate or expedited service rate, for additional time spent in support of services being delivered to the Department;
- Publish all scheduled maintenance via:
 - IT Alerts at <http://it.unm.edu>;
 - LoboMobile;
 - SYSINFO-L listserv email.

3.2 Customer Responsibilities in Support of the Service

Customer responsibilities and/or requirements in support of this SLA include:

- IT Strategic Advisory Committee to collaborate with UNM IT on the service framework to satisfy the University of New Mexico business requirements;
- Contact UNM IT Service Owner for additions or changes in established service levels;
- Comply with UNM Business Policies [2500](https://policy.unm.edu/university-policies/2000/2500.html), [2520](https://policy.unm.edu/university-policies/2000/2520.html), [2540](https://policy.unm.edu/university-policies/2000/2540.html), and [7215](https://policy.unm.edu/university-policies/7000/7215.html).

4 Hours of Coverage and Escalation

4.1 Hours of Coverage

Email and Calendaring is provided 24 hours a day 7 days a week except for periods of planned maintenance.

4.2 Service Exceptions to Coverage

This section intentionally left blank.

4.3 Escalation and Exceptions

If you are not satisfied with the performance of the service or incident/request process, please contact the Service Owner or Service Manager.

UNM IT Contact	
Service Owner	Duane EJ Arruti Director of IT Applications darruti@unm.edu 505.277.0544
Service Manager	Ann Swancer Associate Director, Customer Support Services aswancer@unm.edu 505-277-0622

To request exceptions to defined service levels based on exceptional business needs, please email cio@unm.edu. The Office of the CIO / UNM IT will respond to the message within 5 business days and escalate any mutually agreed upon exceptions to the IT Strategic Advisory Council (ITSAC) and UNM's Senior Administration for review, approval, and funding, if necessary.

5 Service Requests

A Service Request is defined as a request for information, advice, or for access to a service.

5.1 Service Request Submission

Service Requests can be submitted by calling 505.277.5757. Current hours of operation are listed on the Customer Support Services website, <http://it.unm.edu/support>.

Online Service Requests can be submitted at the following URL: <https://help.unm.edu>.

5.2 Service Request Response

For all requests, UNM IT's objective is to acknowledge and assign requests within twelve (12) business hours of receipt. Requests will be fulfilled within seven (7) days.

Campus priorities may require exceptions during certain times of the Academic year.

6 Incidents

An incident is defined as any interruption in the normal functioning of a service or system.

6.1 Incident Report

Incidents can be reported using Help.UNM at <https://help.unm.edu> or by calling the UNM IT Service Desk during business hours at 505.277.5757.

For service outages after hours, call 505.277.5757 and select Option #3 to leave a message for the Manager on Duty (MOD). The MOD will contact the appropriate service technician to help resolve the service outage.

Time spent on resolving incidents that are end-user caused will be billed to the appropriate party at current hourly rate, including travel time. Material will be billed along with any associated expenses incurred to remedy the Incident.

6.2 Incident Response

Response time objectives for incidents reported to UNM IT are as follows:

Priority 1 (P1) is acknowledged, accepted and resolved within four (4) clock hours.

Priority 2 (P2) is acknowledged, accepted and resolved within one (1) business day.

Priority 3 (P3) is acknowledged, accepted and resolved within four (4) business days.

Priority 4 (P4) is acknowledged, accepted and resolved within nine (9) business days.

6.3 Prioritization

All reported incidents receive a priority number based on the impact and urgency of the service interruption.

Impact is determined based on the number of people/departments/buildings that are affected by the interruption or outage. Life-Safety issues are taken into consideration for assessing and assigning priorities.

Urgency is based on the acceptable delay to restore the service. Urgency can be critical or high and is determined based on the nature of the service outage.

UNM IT may prioritize incoming incident requests as P1 or P2 priority if it meets one or more of the following criteria:

- Significant number of people affected;
- The level to which work is impaired for individuals;
- Academic and Administrative Calendar deadlines;
- Significant impact on the delivery of instruction;
- Significant risk to safety, law, rule, or policy compliance.

7 Maintenance and Service Changes

The Maintenance Window for Email and Calendaring can be found on the UNM IT website, <http://it.unm.edu/availability>.

UNM IT reserves the right to modify the maintenance window.

8 Pricing and Billing

Charges for UNM IT services are billed monthly in arrears and post automatically to UNM departmental indices on the 1st business day of each month. Monthly bill detail for UNM IT charges can be accessed using the UNM IT Billing Portal at <http://it.unm.edu>.

9 Reviewing and Reporting

9.1 System Performance and Availability Reporting

The following service performance and availability reports will be reviewed by IT periodically and shared with the release of the annual report.

- Number of P1, P2 incidents over the time period.
 - Mean time to resolve these incidents.
- Number of spam messages filtered vs. number of emails delivered.

In addition, UNM IT regularly monitors Microsoft Service Health reports in the following categories:

- E-Mail and calendar access
- E-Mail timely delivery

- Management and Provisioning
- Sign-in

9.2 SLA Reviews

UNM IT is responsible for facilitating 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.

This SLA contains the complete agreement between the parties and shall not be changed, amended or altered except in writing and signed by each party.

10 Approvals

UNM IT: University of New Mexico CIO

CUSTOMER:

By: Gilbert Gonzales

By: _____

Title: Chief Information Officer

Title: _____

Signature: _____

Signature: _____

Date: _____

Date: _____

DRAFT