



UNM

Information Technologies

Identity Management (IDM) - UNM NetID
Service Level Agreement (SLA)

By

Information Technologies (UNM IT)

For

University of New Mexico (Customer)

Effective Date:	TBD
Document Owner:	Brian Pietrewicz

Version	Date	Author	Revision Notes

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 UNM NetID service;
- 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.

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>.

NetID is the name for UNM's campus-wide identifier that you can use to gain access to various electronic resources on campus.

2.1 Service Scope

This SLA will define the requirements, boundaries and service levels between UNM IT and UNM staff, faculty, students, affiliates, retirees and department authorized individuals to successfully utilize the UNM NetID service. This SLA does not include departmental, organizational and resources accounts.

UNM NetID features include:

- Self-Service account creation;
- Self-Service password change;
- Guest account access for contractors, guest lecturers and visiting scholars;
- Authentication and authorization for all UNM IT and most UNM department applications.

2.1.1 End-User Requirements to Use the Service

- End-users will utilize departmental (local) IT contact for first level triage of incidents and service requests, when available;
- Setup challenge-response security questions and answers to facilitate password reset at initial NetID account creation;
- Adhere to [NetID standards](#) for creating and resetting passwords that include:
 - Password cannot include your NetID (username), your first name, your middle name, or your last name;
 - Previously (ten) used password cannot be reused;
 - Must be between 8 and 20 characters in length;
 - Must not have any character repeated more than twice in a row.
- Request new NetID, password changes and reactivation of accounts via self-service portal or call 277-5757;
- Reset password every 180 days;
- Never share NetID credentials with anyone else;
- Provide [proof of identity](#) (Full legal name, date of birth, and UNM ID number, or, as a last resort, Social Security Number for password resets.);
- View [IT Alerts](#) for scheduled maintenance and outages;

2.1.2 Boundaries of Service Features and Functions

- This service excludes all accounts not managed by UNM IT;
- This service excludes accounts created by departments including UNM-Health Science Center (UNM –HSC) and UNM Hospital (UNM –H);
- UNM-H and UNM-HSC customers will need to contact their local IT department for support on HSC or UNM-H accounts;
- Guest UNM NetIDs are available only for individuals with a UNM department approved association and sponsor. The Guest NetID provides basic email and network access. Additional access such as, library online database or VPN services, may be added if approved by the designated service owner. The Guest UNM NetID will be tied to the department sponsor;
- Guest NetIDs are provisioned with an expiration date and authorization will be needed to reactivate with permission from Department Sponsor.

2.2 Service Level Performance

2.2.1 General Service Levels

- UNM NetID passwords are never stored in clear-text;
- Self-service password resets available 24 hours per day, seven days a week via self-service portal.

2.2.2 Specific Service Levels

- UNM NetIDs are provisioned within two business days after request has been submitted.

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:

- Provision a UNM email account upon creation of NetID account;
- Provide a temporary NetID password for users when the password has been forgotten;
- Account access and authorization is derived from Banner status;
- Communicate password expiration, via email 30, 15, 7, 2 and one day before password is due to expire;
- Delete NetID accounts 65 days after Banner ID status is set to inactive;
 - Student NetID accounts will be set to inactive (excluding Summer session) after three concurrent, non-enrolled semesters;
 - Staff, Faculty and Retiree NetID accounts will be set to inactive after separation.
- 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;
- 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:

- Ensure individuals are set to appropriate status and information is accurate within Banner;
- Provide authorization for Guest NetIDs.
- 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) and [7215](https://policy.unm.edu/university-policies/7000/7215.html) .
<https://policy.unm.edu/university-policies/2000/2500.html>
<https://policy.unm.edu/university-policies/2000/2520.html>
<https://policy.unm.edu/university-policies/7000/7215.html>

4 Hours of Coverage and Escalation

4.1 Hours of Coverage

NetID service 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	Brian Pietrewicz Director, Computing Platform: Information Technologies bpietrewicz@unm.edu (505)-277-5930
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 NetID 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

Service performance and availability reports can be provided upon request.

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: _____