Master Hardware Contracts
Service Level Agreement (SLA)

By
Information Technologies (UNM IT)

For
University of New Mexico (Customer)

Effective Date: February 10, 2016

Document Owner: Kirsten Martinez

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<tr>
<th>Version</th>
<th>Date</th>
<th>Author</th>
<th>Revision Notes</th>
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<td>v1.1</td>
<td>2/24/16</td>
<td>Kirsten Martinez</td>
<td>Incorporate feedback from IT Agreements</td>
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Related/Referenced Documents:
Enterprise IT Vendor Relationship Management SLA
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1 General Overview
This is an SLA between the Customer and UNM IT to document the provision of:

- The Master Hardware Contract 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;
- 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

2.1 Service Scope
UNM IT negotiates IT hardware contracts that offer hardware at discounted prices to UNM departments. Multiple master price agreements are in place for desktops, laptops, monitors, peripherals, network equipment, audio/visual (A/V) equipment, and servers, all of which are compliant with UNM IT hardware recommendations. A listing of price agreements available to UNM departments is available on the UNM Purchasing website under the applicable IT category. UNM IT continues to seek opportunities for negotiating IT hardware contracts that support UNM business requirements and achieve cost savings for the University.

Master Hardware Contract Service features include:

- Provide UNM departments the ability to purchase standard IT hardware at competitive prices by leveraging institutional buying power;
- Reduce and eliminate redundant IT hardware contracts;
- Ensure coordinated and streamlined procurement process for IT hardware;
- Align IT vendor hardware product offerings with the business needs of the University.

2.1.1 End-User Requirements to Use the Service

- Utilize existing price agreements for IT hardware purchases before considering other vendors;
- Customers needing to purchase a non-standard computer must complete and submit a Non UNM Standard Computer form to their Dean/Director/Dept Head for approval, and then to UNM Purchasing;
- Submit exception request to UNM Purchasing if existing contracts do not meet departmental business needs for all other IT hardware purchases.

2.1.2 Boundaries of Service Features and Functions

- This agreement applies to UNM departments purchasing IT hardware when a master price agreement is in place;
- Applies to IT hardware contracts initiated and managed by UNM IT;
- Software licensing is covered under the UNM IT Software Distribution SLA.

2.2 Service Level Performance

2.2.1 General Service Levels

- Manage hardware contract renewals for UNM IT negotiated priced agreements and keep contracts current;
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:

- Gather, document and translate UNM requirements as it relates to IT hardware contracts;
- Assemble a representative group to participate in development of RFP and view of vendor responses;
- Develop RFPs and coordinate reviews of vendor responses;
- Coordinate with legal, purchasing, and IT vendors as necessary;
- Provide contract information, in coordination with UNM Purchasing, to departments;
- Communicate changes to and additions of master IT hardware contracts to UNM community;
- Follow requirements established in UNM IT’s Enterprise IT Vendor Relationship Management SLA;
- 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.

3.2 Customer Responsibilities in Support of the Service
Customer responsibilities and/or requirements in support of this SLA include:

- Upon request of UNM IT, provide staff resources to participate in development of RFPs, evaluations of responses;
- Upon request of UNM IT, provide staff resources to evaluate potential hardware solutions and provide timely feedback;
- Responsible for the cost of the hardware and applicable maintenance contracts;
- Initiate requests through LoboMart or via pcard processes per UNM Purchasing guidelines;
- Provide recommendations to UNM IT of any IT hardware contract opportunities;
- 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, 2520, 4320, and 7215.  
  https://policy.unm.edu/university-policies/2000/2500.html  
  https://policy.unm.edu/university-policies/2000/2520.html  
  https://policy.unm.edu/university-policies/4000/4320.html  
  https://policy.unm.edu/university-policies/7000/7215.html

4 Hours of Coverage and Escalation

4.1 Hours of Coverage
This section intentionally left blank.
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.

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<tr>
<th>UNM IT Contact</th>
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<tbody>
<tr>
<td>Service Owner</td>
<td>Kirsten Martinez, IT Fiscal Operations Director 505.277.0147 <a href="mailto:kmoeller@unm.edu">kmoeller@unm.edu</a></td>
</tr>
<tr>
<td>Service Manager</td>
<td>Tammy Jo Martinez IT Customer Support Services Director 505.277.0960 <a href="mailto:tjm@unm.edu">tjm@unm.edu</a></td>
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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
This section intentionally left blank.

5.2 Service Request Response
This section intentionally left blank.

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

6.1 Incident Report
This section intentionally left blank.

6.2 Incident Response
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6.3 Prioritization
This section intentionally left blank.

7 Maintenance and Service Changes
This section intentionally left blank.
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
Upon request, UNM IT will work with UNM Purchasing to report on savings gained for UNM through master IT price agreements.

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

By: Gilbert Gonzales
Title: Chief Information Officer
Signature:___________________________
Date:___________________________

CUSTOMER:

By:___________________________________
Title:_________________________________
Signature:___________________________
Date:___________________________