



UNM

Information Technologies

Mobile Device Services
Service Level Agreement (SLA)
 By
Information Technologies (UNM IT)
 For
University of New Mexico (Customer)

| | |
|------------------------|-------------|
| Effective Date: | |
| Document Owner: | TJ Martinez |

| Version | Date | Author | Revision Notes |
|----------------|-------------|---------------|-----------------------|
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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:

- Mobile Device Services;
- 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>.

2.1 Service Scope

This SLA covers the support of mobile phones, broadband devices and tablets purchased from UNM IT.

Mobile Device Service features include:

- Basic & Smartphones;
- Tablets;
- Remote wipe and device control via IT Rescue;
- Mobile Broadband Device (MiFi, Jetpack, USB Modem).

2.1.1 End-User Requirements to Use the Service

- End-users will utilize UNM IT Service Desk for first-level triage of incidents and service requests;
- For smartphones and tablets, create an [appropriate account](#) (Apple ID, Google Account, or Windows Live ID). UNM IT recommends that end users create two separate accounts: one for business and one for personal use;
- Utilize device security, when available, to protect against unauthorized access to UNM resources;
- Contact UNM IT for new service, device upgrades, repairs, and accessory purchases;
- Provide UNM IT two business days to address any feature or plan modifications, including international plans;
- Responsible for any charges that are incurred from exceeding voice minutes and text plan, premium and extra services, international and roaming charges;
- Return equipment to UNM IT upon employee termination, service termination or upgrade;
- Remote wipe device via LoboMail in the event your tablet or smartphone is unrecoverable;
- Allow remote support session by UNM IT support technician;
- View [IT Alerts](#) for scheduled maintenance and outages.

2.1.2 Boundaries of Service Features and Functions

- Service is offered on devices purchased through UNM IT;
- One year warranty only covers manufacturer defects;
- Customers who opt-out of UNM IT insurance for smartphones must pay full retail costs for replacement;
- Liquid or excessive external damage will be covered by UNM IT insurance not warranty;
- Loss of device and/or theft will not be covered by UNM IT insurance or warranty;
- UNM IT offers limited support for hardware, operating systems, and applications required for business use;

- Applications that are used for entertainment purposes will not be supported by UNM IT;
- Remote wipe, device tracking and control is unavailable on basic phones.

2.2 Service Level Performance

2.2.1 General Service Levels

- Mobile Devices will be disposed in accordance with UNM [Surplus policy 4610](#);
- Mobile Device availability will be based on Manufacturer inventory.

2.2.2 Specific Service Levels

- Three business day turnaround for new mobile devices available from the vendor;
- Three business day turnaround for phones replaced by manufacturer warranty.

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:

- Setup LoboMail on smartphone devices;
- Remove premium service subscriptions purchased outside the agreed-upon voice and/or data plan;
- Secure disposal of devices;
- Assist customers with enabling device security, when available, to protect against unauthorized access to UNM resources;
- 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;
- Document services provided in UNM IT service catalog;
- Generate reports on service level performance;
- Adhere to established Maintenance windows;
- UNM IT will bring to the Customer's attention any situation in which extra time is being required of UNM IT staff to support services due to lack of Customer 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 Customer;
- 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:

- Return equipment to UNM IT upon employee termination, service termination or upgrade to avoid cancellation fees;
- Comply with UNM [policy 7710](#), section 5, for disposal of items covered by inventory control;

- Assume responsibility for any additional charges incurred, including subscription to applications;
- IT Strategic Advisory Committee to collaborate with UNM IT on the service framework to satisfy the University of New Mexico business requirements;
- Utilize UNM IT Service Desk for incidents;
- Contact UNM IT Service Owner for additions or changes in established service levels;
- Ensure staff is familiar with the provisions of this SLA;
- IT Strategic Advisory Committee to collaborate with UNM IT on the service framework to satisfy the University of New Mexico business requirements;
- 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), [4610](https://policy.unm.edu/university-policies/4000/4610.html), [7215](https://policy.unm.edu/university-policies/7000/7215.html), and [7710](https://policy.unm.edu/university-policies/7000/7710.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/4000/4610.html>
<https://policy.unm.edu/university-policies/7000/7215.html>
<https://policy.unm.edu/university-policies/7000/7710.html>

4 Hours of Coverage and Escalation

4.1 Hours of Coverage

Mobile Devices provisioning and support is provided 8 hours a day, 5 days a week except for periods of planned maintenance.

4.2 Service Exceptions to Coverage

Mobile Device provisioning and support is not available during planned UNM holidays or inclement weather

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 | Tammy Jo Martinez Director, IT Customer Support 505-277-0960 tjm@unm.edu |
| Service Manager | Ann Swancer Assoc. Dir., IT Customer Support Services 505-277-0622 aswancer@unm.edu |

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

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

Service performance and availability reports will be provided for review 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: _____