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

Effective Date:	
Document Owner:	Steve Perry

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:

- The Telephone 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 will define the requirements, boundaries and service levels between UNM IT and UNM Departments to successfully utilize Telephone Services.

Telephone Services features include:

- Telephone services via analog, digital or IP (SIP, VoIP) delivery;
- UNM IT-provided voice end-device maintenance and support (hardware and software);
- Extension to extension dialing, Long Distance, Local, and Toll Free services;
- Voicemail, Auto Attendants, ACD (Automatic Call Distribution), respective reporting tools;
- On-campus 911 (UNM Police) and offsite 911 call flow (Albuquerque Police or like);
- Emergency phones (including all ring down devices);
- Basic 3-way telephone conferencing;
- Telecommunications carrier integration and services support;
- External conferencing services.

2.1.1   Definitions
- ACD: Automatic Call Distributor;
- GNAV Pro: Global Navigator Pro reporting tool;
- IVR: Interactive Voice Response.

2.1.2   End-User Requirements to Use the Service
- End-Users will submit all requests and incidents via Help.UNM;
- Maintain security of voice related logins and passwords;
- Consult UNM IT prior to moving phones; Accurate location information is critical for e911;
- Follow business policy 2110 for long distance calls;
- Follow UNM IT dialing instructions;
- Provide location of phone to be installed, moved or modified;
- View IT Alerts for scheduled maintenance and outages.

2.1.3   Boundaries of Service Features and Functions
- Cellular services will not be covered by this SLA;
- All services and devices must be purchased via UNM IT. UNM IT support will only be provided for UNM IT-delivered services and devices;

IT UNM

- After hours dispatch of technical staff may result in billable charges at the established rate;
- UNM IT support may be delayed in its response during or outside UNM normal business hours if impeded by weather, disaster, or like condition;
- Availability of features is dependent on service type.

2.2   Service Level Performance

2.2.1   General Service Levels
- UNM IT will actively monitor the voice infrastructure for events affecting the service. Monitoring includes, and is not limited to, up/down status, interface errors and utilization;
- Management to contract terms and oversight of vendor provided telecommunication connectivity.

2.2.2   Specific Service Levels
- Targeted uptime for service is at 99.9%.

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:

- Refer all UNMH service requests back to UNMH communications;
- Design, install, maintain and support Telephone Services;
- Document services provided in UNM IT service catalog;
- Design, install and maintain Contact Center services (auto-attendant, GNAV Pro, ACD and IVR);
- Design, install and maintain disaster recovery services;
- Design, install and maintain effective 911 solution;
- 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;
- 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:
  - o   IT Alerts at http://it.unm.edu;
  - o   LoboMobile;
  - o   SYSINFO-L listserv email.

3.2   Customer Responsibilities in Support of the Service

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

- Provide a billing index prior to any billable service requests (move/add, programming enhancements, cabling and infrastructure);

- Complete timely review of monthly bill to ensure accuracy;
- Submit any billing inquiries within 90 days and prior to fiscal year end;
- Pay for licensing and training to GNAV application;
- Provide access to the building for the duration of the request;
- Remove all obstructions to phone and port;
- Provide resource to answer questions from UNM IT and or affiliated Vendor;
- Participate in ACD (Automatic Call Distribution) and IVR (Interactive Voice Recording) design;
- Record auto attendant, IVR and voice greetings;
- Provision long distance codes for each required personnel;
- Communicate VOIP phone moves via Help.UNM for accurate location information. Phone location is critical for e911;
- Responsible for disposal and surplus of phone equipment;
- Utilize the UNM IT Service Desk for service requests and incidents;
- All UNM IT provided equipment shall not be modified under any conditions;
- Provide thirty day notice for special events and moves that involve more than six phones;
- Contact UNM IT Service Owner for additions or changes in established service levels;
- Comply with UNM Business Policies 2500, 2520, and 7215.
    http://policy.unm.edu/university-policies/2000/2500.html
    http://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
Telephone Services is provided 24 hours a day 7 days a week except for periods of planned maintenance.

4.2   Service Exceptions to Coverage
Inclement weather, vendor outage, infrastructure failure will result in a delay of service coverage.

4.3   Escalation
If you are not satisfied with the level of service on a request, please contact the Service Owner and if necessary, the UNM IT Service Manager.

UNM IT Contact	
Service Owner	Steve Perry Director, UNM IT Networks smperry@unm.edu 505-277-8150
Service Manager	Ann Swancer Associate Director UNM IT Customer Service aswancer@unm.edu 505-277-0622

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 two (2) business days of receipt. Requests will be fulfilled within ten to thirteen business 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 Telephone Services 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
This section intentionally left blank.

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:_____