Information Technologies

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

Effective Date:	March 1, 2015
Document Owner:	Libby Henry

Version	Date	Author	Revision Notes
1.0	9/2/14	Kirsten Martinez	
2.0	11/3/14	Libby Henry	
3.0	1/13/15	Kirsten Martinez	
4.0	3/2/15	Libby Henry	

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 Software Distribution 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 clients receiving these service;
- 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/service.php?service=110

2.1   Service Scope

UNM IT negotiates software contracts that offer software at discounted prices to UNM departments for UNM-owned computers. Some software contracts include software at no cost to students, faculty or staff for use on personal computers. UNM IT also offers department true up of software purchased, validates current license codes, bills for software purchased from UNM IT, and provides direction and assistance for software installs.

Software Distribution features include:

UNM Departments:

- Discounted software titles for UNM-owned computers are available for purchase through LoboMart and listed at http://it.unm.edu/software ;
- Benefits available to UNM from the participation in the Microsoft Campus Agreement, http://it.unm.edu/software/faculty-staff/msca;
- Software titles available at no cost from the IT Download page at http://it.unm.edu/download and http://it.unm.edu/software.

Faculty and Staff (Personal Use):

- Software titles for personal use at discounted prices are available at http://it.unm.edu/software;
- Free applications are available from the IT Download page at http://it.unm.edu/download,

Students:

- Students can access available software on UNM-owned pod, lab, and classroom computers. For a list of software, see http://computing.unm.edu/map;
- Software titles available at no cost for personal use are available from the IT Download page at http://it.unm.edu/download;
- Other software available to student to install on personal computers at http://it.unm.edu/software.

In addition, UNM IT provides infrastructure, staff, and processes including:

- Friendly, courteous and efficient service;
- Support services via UNM IT Service Desk;
- Prompt referral of any inquiries/complaints to the appropriate responsible team;
- System operations, administration and network connections;

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- Web access to include service catalog, billing portal, self-service portal;
- System level backup processes and disaster recovery;
- Basic up/down system monitoring;
- And a continuous effort to develop and improve services for all service users.

2.1.1 End-User Requirements to Use the Service
- For departments, end-users will utilize customer (local) IT contact for first level triage of incidents and service requests;
- Other support may be available based on each contract. Requests for information on what vendor support is included in a UNM contract can be submitted using Service Request Process outlined in Section 5.1;
- Students must use UNM-owned pod, lab, and classroom computers to access software that is not available for personal use. For a list of software, see http://computing.unm.edu/map;
- Software can be installed from DVDs or download links provided by UNM IT when the software is purchased. Appropriate hardware to read DVDs and a network connection is required;
- Responsible for installing the software on the local device for use;
- Responsible for adhering to the license agreement;
- Assumes sole responsibility for the compatibility of software with other applications and any other integrated devices.

2.1.2 Boundaries of Service Features and Functions
- Some titles will require a DVD drive to install software;
- Software available in the computer labs for student use may change depending on renewal of campus license agreements;
- Administrative rights are required to install software on most computers;
- Support is limited to license validation. Support for software installation is available by UNM IT for an additional fee;
- Depending on the software license agreement, a software license may need to be renewed each year;
- Depending on the software contract, UNM IT may not offer technical support. Requests for information on what vendor support is included in a UNM contract can be submitted using Service Request Process outlined in Section 5.1;
- For departments, Customer will make a reasonable effort to determine where the problem lies, prior to contacting UNM IT.

2.2 Service Level Performance

2.2.1 General Service Levels
- UNM IT negotiates discounted software contracts for volume purchases and enterprise licenses;
- For departments, software is delivered by campus mail unless hold for pickup is selected on the LoboMart order. If the software that was ordered is available by download, it can be accessed 24 hours a day 7 days a week;
- Software is tested for valid license numbers whenever a new version of the software is released;
- UNM IT tracks software distributed to each department and tracks software available in UNM pod, lab, and classroom computers.

2.2.2 Specific Service Levels
- Software for pickup will be available within 2 business day after the order is received;

3 Roles and Responsibilities

3.1 Parties
The following Service Owner(s) will represent the primary stakeholders associated with this SLA:

UNM IT Contact		Customer Contact	
Service Owner	Kirsten Martinez IT Fiscal Operations Director (505) 277-0147 kmoeller@unm.edu	Primary Contact	N/A
Service Manager	Tammy Jo Martinez Director, Customer Support, (505) 277-0960 tjm@unm.edu	Payment Inquiries	N/A

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

- Document services provided in UNM IT service catalog;
- Meet response times associated with the priority assigned to incidents and Service Requests;
- Generate reports on service level performance;

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

- Responsible for installing software;
- For departments, Customer must use UNM owned equipment;
- For departments, software can be purchased through LoboMart and requires an index code;
- Software for personal computers for students, faculty and staff is available at http://it.unm.edu/software. A credit card is required for payment;
- All software is subject to copyright protection per UNM Business Policies 2520;
- Utilize UNM IT Service Desk for incidents;
- Contact UNM IT Service Manager for additions or changes in established service levels;
- Ensure staff is familiar with the provisions of this SLA;
- Maintain appropriate staff expertise in the maintenance and support of any Customer supported equipment and/or applications;
- Comply with UNM Business Policies 2500 and 2520.
  http://policy.unm.edu/university-policies/2000/2500.html
  http://policy.unm.edu/university-policies/2000/2520.html

4 Hours of Coverage and Escalation

4.1 Hours of Coverage
Software Distribution is provided during UNM business hours, 8 hours a day 5 days a week except for periods of planned maintenance. Software that is available by download can be downloaded any time 24 hours a day seven days a week.

4.2 Service Exceptions to Coverage
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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 identified in Section 3.1.

5 Service Requests

A Service Request is defined as a request for information, or advice, or for a standard change 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 customer caused will be billed 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 nineteen (19) clock hours.

Priority 3 (P3) is acknowledged, accepted and resolved within three (3) 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;

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- 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

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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.

Departments should submit software orders, if applicable, through LoboMart. Software purchases for personal computers for student/faculty and staff is available at it.unm.edu/software. A credit card is required for payment.

9   Reviewing and Reporting

9.1   System Performance and Availability Reporting

Service performance and availability reports will be provided for review:

- Quarterly reports on number of software titles available within 24 hours;
- Report on titles purchased by each department available upon request;
- Report of titles available in UNM-owned pod, lab, and classroom computers available 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: University of New Mexico

By: Gilbert Gonzales
Title: Chief Information Officer

By: for David Harris by Elizabeth Metzger
Title: EVP Admin   University Controller

Date: March 9, 2015

Date: March 12, 2015

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