Telephone Services
Service Level Agreement (SLA)
By
Information Technologies (UNM IT)
For
UNM (Customer)

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<th>Effective Date:</th>
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<tr>
<td>Document Owner:</td>
<td>Mark Reynolds</td>
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<tr>
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<th>Author</th>
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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 clients receiving these service;
- The financial arrangements associated with the service.

This SLA will be reviewed annually.

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
Telephone Services provide a wide array of features and functionality allowing users to easily communicate with others, including:

- 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, Local, and Toll Free services;
- Voicemail, ACD (Automatic Call Distribution), respective reporting tools;
- On-campus 911 (UNM Police) and offsite 911 call flow (Albuquerque Police or like);
- Emergency services (Code Blue, Elevator, access control and emergency ring down devices);
- Basic 3-way telephone conferencing;
- Telecommunications carrier integration and services support.

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

- Friendly, courteous and efficient service;
- Support services via UNM IT Customer Support Center;
- Prompt referral of any inquiries/complaints to the appropriate responsible team;
- 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 of voice systems, servers and associated equipment;
- UNM IT will actively monitor the Voice Mail infrastructure for events affecting the service. Monitoring includes, and is not limited to, up/down status, interface errors and utilization;
- A continuous effort to develop and improve services for all service users.

2.1.1 End-User Requirements to Use the Service
- Users will use UNM IT provided infrastructure (cabling, network and voice systems) to comply with this SLA (service level agreement).

2.1.2 Boundaries of Service Features and Functions
- UNM IT support will only be provided for UNM IT-delivered services and devices;
- 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.
2.2 Service Level Performance

2.2.1 General Service Levels
- UNM IT will actively monitor the Voice Mail 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 99.999%.
- Goal is P.01 grade of service (no blocked calls)

3 Roles and Responsibilities

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

<table>
<thead>
<tr>
<th>UNM IT Contact</th>
<th>Customer Contact</th>
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<tr>
<td><strong>Service Owner</strong></td>
<td><strong>Primary Contact</strong></td>
</tr>
<tr>
<td>Mark Reynolds Associate</td>
<td>TBD for signing</td>
</tr>
<tr>
<td>Director IT <a href="mailto:Reynolds@unm.edu">Reynolds@unm.edu</a> 505-277-5988</td>
<td></td>
</tr>
<tr>
<td><strong>Service Manager</strong></td>
<td><strong>Payment Inquiries</strong></td>
</tr>
<tr>
<td>Ann Swancer Associate</td>
<td>TBD for signing</td>
</tr>
<tr>
<td>Director UNM IT Customer Service <a href="mailto:aswancer@unm.edu">aswancer@unm.edu</a> 505-277-0622</td>
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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;
- Design, installation, maintenance, support of Telephone Services;
- Notification of planned outages at least 2 weeks in advance via IT Alerts website;
- Notification of significant unplanned service interruptions/outages via IT Alerts website;
- Maintain a supply of replacement equipment on the UNM campus in case of hardware failure;
- 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:
  - UNM IT Alerts at [http://it.unm.edu](http://it.unm.edu);
  - SYSINFO-L listserv email.

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

- Utilizing the Service Desk for incidents;
  - 277-5757 8 am - 5pm OR Help.unm.edu;
- All UNM IT provided equipment shall not be modified under any conditions;
- Contact UNM IT to ask questions, modify services or request training;
• Contacting the UNM IT Service Manager for additions or changes in established service levels;
• Provide access to IT for all sites for resolving incidents and executing Move/Add/Change (SERVICE REQUEST) work orders;
• Subscribe to SYSINFO-L@unm.edu;
• Comply with UNM Business Policies 2110, 2500 and 2520.
  http://policy.unm.edu/university-policies/2000/2110.html;
  http://policy.unm.edu/university-policies/2000/2500.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 or failures due to acts of nature. UNM IT support is provided during UNM normal business hours and does not include after hours, holidays, weekends or closures of the University.

4.2 Service Exceptions to Coverage
This section intentionally left blank.

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 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 UNM IT 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.

SERVICE REQUEST: once received, may take up to three weeks to provide the requested service. If there are no dependencies this requested work would be completed within 7 – 10 business days to complete the service request. 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 - 10) 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 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.
NOTE: Time spent on resolving Incidents that are customer caused will be billed at the 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;
- 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 Telephones can be found on the IT website, [http://it.unm.edu/availability](http://it.unm.edu/availability).

UNM IT reserves the right to modify the maintenance window.

- Maintenance is defined as the upgrade or replacement of hardware and or software;
- All major changes implemented by UNM IT will be communicated to the customer so that they are aware of production changes. If replacement of equipment is required to repair or prevent a significant problem, the equipment may be replaced outside of the maintenance window hours.

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](http://it.unm.edu).

Pricing for UNM IT services is reflected in the UNM IT service catalog, [http://it.unm.edu/servicecatalog](http://it.unm.edu/servicecatalog). If applicable, please refer to fees outlined in the attached cost estimate.

The index provided at the time services are requested will be used for billing purposes unless UNM IT is notified by the Customer via a request through Help.UNM to change billing index information.
9 Reviewing and Reporting

9.1 System Performance and Availability Reporting
Quarterly Service performance and availability reports will be provided for review on the following schedule

- Mean time between failures;
- Number of P1 and P2 incidents;
- Number of incidents reported for the quarter;
- Average time to resolve incidents;
- Number of service requests for the quarter;
- Average time to fulfill requests;
- Ratio of unplanned outages caused by failed changes to total outages.

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.

Approvals

UNM IT: University of New Mexico CIO

By: Gilbert Gonzales
Title: Chief Information Officer
Date: June 6, 2014

CUSTOMER: University of New Mexico

By: David Harris
Title: EVP Admin.
Date: