LoboAlerts Emergency Mass Notification Service
Service Level Agreement (SLA)
By
Information Technologies (UNM IT)
For
University of New Mexico Office of Emergency Management (Customer)

Effective Date:	
Document Owner:	Duane Arruti

Version	Date	Author	Revision Notes
1.0	2/3/2016	R. Cooper	Initial draft
1.1	2/4/2016	D. Arruti	Updates from Duane, Linda and Mark
1.2	2/5/2016	D. Arruti	Incorporated feedback from Agreements committee

Related/Referenced Documents:

LoboAlerts Informational Site

UNM Emergency Management Home

Rave Mobile Safety Vendor Site

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1   General Overview

This is an SLA between the Customer and UNM IT to document the provision of:

- The LoboAlerts Emergency Mass Notification 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

UNM IT documents services and associated fees in the UNM IT service catalog, http://it.unm.edu/servicecatalog.

LoboAlerts is the University's emergency mass notification service. LoboAlerts is at the center of the multi-faceted, emergency campus notification service used to provide life, safety and weather alerts, and notification of events which have the potential to threaten the University's ability to conduct regular activities.

2.1   Service Scope

LoboAlerts uses contact information to disseminate emergency communications via text messaging, email, RSS feeds, Twitter and Facebook, to End-Users' workstations and mobile devices, University web page updates, and warning sirens. LoboAlerts is an opt-out system and all faculty, staff, registered students, affiliates of UNM, and all UNMH employees are automatically enrolled.

LoboAlerts features include:

- Direct integration with UNM Banner Application for automated, opt-out provisioning;
- Web-based Administrative console for creating, distributing and managing emergency communications;
- Preset templates and pre-configured emergency alerts;
- Self-service Subscriber's portal for maintaining notification preferences;
- Global and campus-specific notification capabilities;
- Dynamic reporting to include alert history, detailed delivery reports and other metrics;
- Access to public safety grade infrastructure for rapid message delivery via direct channels with cellular carriers.

Additional feature information and Frequently Asked Questions can be found at the LoboAlerts Informational Site.

2.1.1   End-User Requirements to Use the Service

End-Users are both Administrators and Subscribers, defined as follows:

2.1.1.1   Administrators

- Administrators are designated by the UNM Emergency Manager to administer emergency communications via the service including, but not limited to, University Communications and Marketing and Branch Campus Emergency Communications Coordinators;
- Administrators should follow all emergency management communication protocols.

2.1.1.2 *Subscribers:*

- Subscribers to the service include faculty, staff, registered students, affiliates of UNM, and UNMH employees. Additional Subscribers include parents, community members and other non-UNM individuals who wish to receive LoboAlerts;
- Persons with active Banner records including all active faculty, all active UNM and UNMH staff employees, all registered students, and University affiliates including, AIMS students and staff, contractors listed in Banner, Gateway and external students, guest faculty (CNM, ROTC, etc.), retiree emeritus, STC, LoboEnergy, UNMMG and UNM Foundation employees, UNMH rotating staff, UNMH contractor staff, and visiting academic colleagues, are automatically enrolled in the system;
- Individuals without active Banner records who want to receive LoboAlerts can follow LoboAlerts Twitter, or LoboAlerts Facebook, or sign up for the LoboAlerts Community site. Faculty, staff, registered students, affiliates of UNM, and UNMH employees do not need to sign up for LoboAlerts. The system integrates with the University's Banner system and automatically enrolls persons with active records;
- Must maintain an active NetId and password in order to access the self-service LoboAlerts Portal;
- Responsible for maintaining delivery preferences, and managing email and mobile phone contact information via the LoboAlerts Portal;
- Responsible to share the information with those nearby in case they didn't receive it, and to follow the instructions provided;
- It is strongly recommended that Subscribers consider maintaining the text alert option as a fast and reliable means of receiving emergency communications. However, if a Subscriber chooses to opt-out of text alerts, they can do so by logging into the system and de-selecting the text option;
- Will utilize departmental (local) IT contact for first level triage of incidents and service requests, when available;
- View IT Alerts for scheduled maintenance and outages.

2.1.2 Boundaries of Service Features and Functions

- LoboAlerts is governed by the Emergency Management Committee on behalf of the Office of the President;
- LoboAlerts broadcasts are specifically for life, safety, weather and/or notification of events that pose a threat to University activities and may not be used for other purposes without Subscriber consent;
- Receiving text communications from LoboAlerts is voluntary;
- The Subscriber must have a device capable of receiving text messages and a corresponding text message plan;
- Messages are sent from the LoboAlerts system to the individual cellular carriers. Differences among the carriers and an individual's location and **data coverage** can all affect the timing of message sending and receiving.

2.2 Service Level Performance

2.2.1 General Service Levels

- Management to contract terms and oversight of vendor provided application availability and message delivery;
- Delivery times and delivery completion cannot be guaranteed due to differences among the carriers and an individual's location and **data coverage;**
- Provisioning feeds from Banner are done via a nightly batch feed process.

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2.2.2　Specific Service Levels

- Service uptime guaranteed by Vendor at 99.90%, subject to scheduled updates and maintenance, to be monitored by UNM IT;
- Vendor will provide 72 hour notification of any planned outage, to be communicated by UNM IT to Customer directly, and to Campus Community via IT Alerts.

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:

- System operations, administration and network connections;
- Web access to include service catalog, and self-service portal;
- Basic up/down system monitoring;
- Friendly, courteous and efficient service;
- Support services via UNM IT Service Desk;
- Continuous effort to develop and improve services for all service users.
- Ensure accurate processing of nightly provisioning feeds;
- Provide technical support to test system at the beginning of each semester;
- Prompt referral of any inquiries/complaints to the appropriate responsible team or Vendor;
- Ensure that Vendor, Rave Safety Alerts, is compliant with:
  - System level backup processes and disaster recovery;
  - System redundancy;
  - Adherence 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:
  - 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:

- Customer is the UNM Office of Emergency Management;
- Detail regarding the Customer use of the service can be found at UNM Emergency Management Home;
- Utilize the system exclusively for life, safety, weather and/or notification of events that pose a threat to University activities and may not be used for other purposes without End-User consent;
- Authorize Administrators to access and use the service on behalf of the UNM Office of Emergency Management and in compliance with standards;
- Determine appropriate standards and format guidelines for messages;
- Test system at the beginning of each semester;
- 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, 6130, and 7215.

http://policy.unm.edu/university-policies/2000/2500.html
http://policy.unm.edu/university-policies/2000/2520.html
http://policy.unm.edu/university-policies/6000/6130.html
https://policy.unm.edu/university-policies/7000/7215.html

4 Hours of Coverage and Escalation

4.1 Hours of Coverage

LoboAlerts is provided 24 hours a day 7 days a week except for periods of planned maintenance.

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 UNM IT Service Manager.

UNM IT Contact	
Service Owner	Duane EJ Arruti Director of IT Applications darruti@unm.edu 505.277.0544
Service Manager	Ann Swancer Associate Director, IT Services 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 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

The Maintenance Window for LoboAlerts Emergency Mass Notification Service 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

Service performance reports are available on-demand through the system administrative interface, and include:

- Alert History
- Message Delivery
- Enrolled subscribers

- Contact data integrity
- Mobile device utilization
- Carrier lookup logs

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:_____