Document Imaging SLE

Digital Assets Management/Document Imaging Service Level Expectation

This document represents the Service Level Expectation (SLE) for the Washington University Information Technology (WashU IT) Digital Assets Management/Document Imaging Service. The purpose of this agreement is to that this service meets customer expectations and to define the roles/responsibilities of each party. The SLE outlines the following:

- Service Overview
- Service Warranty
- Service Roles & Responsibilities

- Service Features (included & excluded)
- Service Reporting & Metrics
- Service Review, Bundles & Pricing

Each section provides service and support details specific to Digital Assets Management/Document Imaging, as well as outlining WashU IT's general support model for all services and systems.

Service Overview

Document Imaging at Washington University encompasses the ability to upload paper or digital documents to a SharePoint repository. Washington University utilizes third party vendor tools from KnowledgeLake to facilitate the process of uploading the documents.

There are three different tiers:

Basic SharePoint ECM site

- Partner uses SharePoint only to manage their digital documents. Documents are stored in a Document Library.
- Specific searches can be created via KnowledgeLake Search to retrieve documents.
- Content types are created to capture specific metadata for documents.

SharePoint ECM Site with KnowledgeLake Capture and/or Connect

- Partner uses KnowledgeLake Capture and/or Connect to upload their documents to a SharePoint site.
- Specific searches can be created via KnowledgeLake Search to retrieve documents.
- Content types are created to capture specific metadata for documents.
- Autopopulating of metadata fields by pulling data from either a SharePoint List or external database.

SharePoint ECM Site with KnowledgeLake Capture, Capture Server and Connect

- Partner uses KnowledgeLake Capture and/or Connect to upload their documents to a SharePoint site.
- Specific searches can be created via KnowledgeLake Search to retrieve documents.
- Content types are created to capture specific metadata for documents.
- Autopopulating of metadata fields by pulling data from either a SharePoint List or external database.
- Capture Server is used for advanced business needs such as delineation of scanning and indexing duties, custom processing of documents. Service Features

Service Features

The table below is intended to provide a detailed look at each of the four tiers that comprise the Digital Assets Management/Document Imaging service. Each section in the table defines the service features that are included and excluded within each tier. Please keep in mind that the service tiers build upon one another.

Basic SharePoint ECM site

Included in Service	Excluded from Service
SharePoint ECM site • SharePoint document Library	• Integration with KnowledgeLake Capture or Connect software
KnowledgeLake Search • Search page for retrieving digital documents from SharePoint document library based on metadata	
Content Types • Collection of column fields that hold metadata associated with documents stored in the document library	

SharePoint ECM site with KnowledgeLake Capture and/or Connect

Included in Service	Excluded from Service
Capture and/or Connect • Index documents and upload to SharePoint ECM document library using metadata	• Custom processes with Capture Server
Autopopulating • Ability to have metadata fields based off of either information entered in other fields or database calls.	

SharePoint ECM site with KnowledgeLake Capture, Capture Server and/or Connect

Included in Service	Excluded from Service
Capture Server • Creating custom Capture processes for delineation of scanning and indexing duties, custom processing of documents	

Bulk Import of Archive Documents Using Capture Server and SharePoint

Included in Service	Excluded from Service
Document Scanning • Work with external vendor, HITS, to facilitate scanning and tagging of metadata • Creating Capture Server Processes for importing documents and metadata into SharePoint	• Document Imaging team manually entering metadata • Determining what documents need to be grouped together and which do not.

Service Warranty

This section describes the support structure in place for all WashU IT services and any unique warranties and specialized support associated with the **Digital Assets Management/Document Imaging** service.

Support Model

WashU IT has established technology services and systems to meet customer objectives in support of the University's mission. To ensure IT services and systems meet customer needs, WashU IT has established the following support model:

General Support

1. **One Contact Point** - to initiate any support or service request call, email or make a web request.
   Call: 314-933-3333 to initiate any support or service request.
   Email: ithelp@wustl.edu initiate any support or service request.
   Web Request: http://it.wustl.edu

2. **All Requests Documented** – a support or service ticket is created for each customer request. All support and service requests are tracked in one service management system (called ServiceNow) for easy tracking and resolution across WashU IT.

3. **Virtual and Onsite Support** – standard support and service requests (85%) will be handled via routine procedures by service center staff via virtual support technologies like phone, remote desktop assistance and instant messaging. Standard support and service requests that cannot be resolved by the service center will be routed to technicians who will meet with the customer to bring the request to resolution. Non-standard support and service requests will be routed to WashU IT managers for consultation with the customer to address the request.

4. **Service and Process Owners** – individual WashU IT staff have been named as Service Owners or Process Owners to ensure accountability for WashU IT services and processes. Service Owners work with established WashU IT Governance committees and customers to ensure WashU IT services are scoped, resourced and supported in a manner that allows the service to stay healthy across the lifecycle of its use at the University. Process Owners work with WashU IT managers and Service Owners to ensure WashU IT has established procedures for meeting customer support and service requests.

5. **Customer Relationship Management** – regular meetings will be established with each customer department by WashU IT's Customer Relationship Management (CRM) team. These regular meetings will address quality of services provided, identify new customer projects/initiatives requiring WashU IT services and inform customers of any planned changes to existing IT services. Reports from these meetings are reviewed by WashU IT leadership on a regular basis to ensure customer satisfaction is met and to identify customer needs that should be addressed via new technology services or enhancement of existing services.

Support Hours and Initial Response Times

WashU IT has established the following general support hours and initial response times to meet customer support and service request needs. Note that CRITICAL support and service requests are defined as technology issues affecting the customer's ability to perform urgent university business without an acceptable technology workaround in place.

Standard

Business Hours: 7 am – 5:30 pm (M – F) during regular campus business days

Initial Response Times: ANY support or service request will be responded to within the following times.

Calls to 933-3333 - 80% answered in 20 seconds or less

Emails sent to ithelp@wustl.edu will be responded to as outlined in the "Support Request Resolution Targets" section below.

Web Requests made via the ServiceNow "report an issue" form will be responded to as outlined in the "Support Request Resolution Targets" section below.

Extended

After Hours: any time or day not within standard business hours

Initial Response Times: CRITICAL support or service requests will be responded to within the following times.

Calls to 933-3333 after hour calls will be answered by the WashU IT Systems Operations Center (SOC). The SOC will either resolve the issue or page on call staff to resolve the issue. On call staff will respond to the after hour pager on average* within 30 minutes

Email to ithelp@wustl.edu with CRITICAL in the subject line will be responded to on average* within 30 minutes

Web Requests made via the ServiceNow "report an issue" form and include CRITICAL in the "short description" field will be responded to on average* within 30 minutes

*averages are calculated on a monthly basis

Support Request Resolution Targets

WashU IT has established the following general support escalation procedures and resolution targets to meet customer support request needs. Note that service request fulfillment is addressed in a latter section titled "Service Fulfillment Targets". This section is only addressing support escalation and resolution.

Support Escalation & Resolution Procedures – all support requests will be escalated from the initial general support team to a specialized support team based on the priority of the support request or if the general support team cannot resolve the issue within 20 minutes. Once the request is escalated to a specialized support team, the customer will be notified and the specialized support team may contact the customer for further information and testing. Once the specialized support team resolves the request, the general support team will review the resolution to ensure quality control. Once the general support team confirms the resolution has met the customer's needs, the request will be closed. Communication with the customer will be via email. If the customer does not reply within 3 business days, the ticket will be automatically closed.

Prioritization – all support requests will be given a medium priority unless the customer indicates an impact or urgency that requires a higher prioritization. Impact is defined as the affect to which a technology service or system is inhibiting the customer's ability to conduct University business. Urgency is defined as the timeframe in which the customer needs the technology issues resolved or a workaround put in place.

WashU IT uses the following priority scale for systems and services not performing normally.

Priority	Description	Response Target	Resolution Target
Critical	Global Issues Business critical issues – impacting ability to perform mission Issues affecting multiple users unable to be productive	15 minutes	4 hours
High	Issues affecting individual or multiple users with no workaround available	1 hour	1 Business Day
Medium	Default priority assigned to all tickets. Issues affecting multiple users with workaround available	1 Business Day	3 Business Days
Low	Issues affecting individual users with workaround available	2 Business Days	5 Business Days

Service Request Fulfillment Targets

WashU IT Service Owners work with customers to establish service fulfillment targets for each service request that comprise the Service Features listed in this document.

The following table lists the service fulfillment target for each service request:

Basic SharePoint ECM site

Service Request	Fulfillment Target
Permission request	1-2 Business days (Provided proper approval by Site Owner)
Create KL Search	2-3 Weeks depending on complexity
Modify/Update KL Search	1 Week depending on complexity
Create new content type	1 Week
Update current content type	3 Business Days

SharePoint ECM site with KnowledgeLake Capture and/or Connect

Service Request	Fulfillment Target
Install and configure Capture/Connect software	2-3 Business days
Add autopopulation of fields	2-3 Weeks depending on complexity
LOB integration	4 weeks depending on complexity

SharePoint ECM site with KnowledgeLake Capture, Capture Server and/or Connect

Service Request	Fulfillment Target
Add Capture Server Process	2-3 Weeks depending on complexity
Modify Capture Server Process	2 Weeks depending on complexity

Service Availability

The **Digital Assets Management/Document Imaging** services availability are defined as 99.8% uptime during normal business hours.

Change Management and Service Reviews

WashU IT has established a change management and service review process to ensure changes and enhancements of services and systems are done in a controlled manner to prevent unintended consequences and to confirm that changes and updates are implemented according to an approved framework.

Change Management

The complete change management process is documented in the WashU IT Change Management Charter, but the following highlights from this charter are worth noting.

Changes and updates to systems and services fall into one of three general categories:

Standard – changes and updates that are considered routine, well documented and of low risk to the University.

Normal – changes and updates that require scheduled review and approval by the Change Advisory Board (CAB) to ensure mitigation of risk to the University.

Emergency – changes and updates that cannot wait until the next scheduled CAB meeting for approval and must be reviewed by the CAB to address a CRITICAL incident or upgrade.

All non-standard changes will be communicated to customer according to established customer communication channels.

All customer requests for a non-standard change or upgrade to a WashU IT supported service or system must follow the WashU IT change management process.

General Maintenance Windows

Non-standard changes approved by the CAB will occur during the following maintenance windows:

M – Sat: 6pm – 6am

Sunday: Anytime of the Day

Roles and Responsibilities

The following roles and responsibilities between WashU IT and the customer are called out to highlight the important partnership that must exist between WashU IT as the service provider and WashU departments as the consumers of existing services and systems. Both parties play an important role in ensuring the overall health of services.

WashU IT Responsibilities

- Provide qualified support personnel to support WashU IT services and systems.
- Document specific features and warranties of each service provided by WashU IT
- Produce metrics that demonstrate the health of each service.
- Provide customers with appropriate communication and governance channels to effect change to WashU IT services and systems in a way that furthers the University's mission without posing significant risks.

Customers Responsibilities

- Provide an ongoing point of contact within their department with which WashU IT can interface to ensure support and service requests are addressed in a timely manner.
- Make support and service requests as outlined in this document.
- Use WashU IT established communication and governance channels to request changes to existing services and systems.

Service Reporting & Metrics

WashU IT will provide the customer with a quarterly report that documents key support and service metrics. Customers may request additional metrics and reporting schedules by contacting their CRM representative.

Review and Revision Timeline

WashU IT SLEs will be reviewed each year during the month of April. Revisions to these documents will be distributed to all customers by May 1st of each year. Customer feedback regarding changes to the SLEs must be submitted to their CRM representative by June 1st of each year. After mutual agreement is reached, the final updated SLEs will be posted to http://it.wustl.edu/services by July 1st of each year.