

Basic IT Bundle

Service Level Expectation

June 2018

Basic Information Technology Bundle Service Level Expectation Document

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Basic Information Technology Bundle Service Level Expectation

This document represents the Service Level Expectation (SLE) between Washington University Information Technology (WashU IT) and the campus department for the Basic Information Technology (BIT) Bundle Service. The purpose of this agreement is to ensure that services provided by WashU IT meet 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 the BIT Bundle Service as well as outlining WashU IT's general support model for all services and systems.

Service Overview

The BIT Bundle service is comprised of the following three tiers to ensure the broadest fit with University constituents.

The Universal service tier is intended for use by all third party affiliates, alumni, guests of the university, and parents. The universal service consists of four service features, one of which is limited to alumni use only.

- Service Center providing a single point of contact for Information Technology at Washington University. The level of support provided is dependent on your service subscription.
- WUSTL Key credentials and password reset.
- Email address and mailbox (alumni and consumers of the independent and managed services).

Independent user service tier is intended for use by some faculty and some researchers who supply, manage, and maintain their own computing environment. In addition to the Universal Service features, this service includes the following:

- Cloud storage for your individual files. Also accommodates file sharing with parties inside and outside of the university.
- Self-service
 - On-line FAQ and tutorials
- Testing lab to assure your departmental software will integrate with the managed environment.
- Cloud-based backup for laptop and desktop computers. (optional toll)
- Per request desk-side support (optional toll)

Fully supported service tier is intended for use by all Clinicians, Staff, most faculty, and most researchers. It contains all of the features in the Universal and the Independent User Services as well as those detailed below:

- User direct desk-side support to rapidly resolve issues.
- Fully supported desktop and laptop computers including keeping them up to date and installing new software for enterprise applications and departmentally supplied applications.
- End user technology integration to assist departments with identifying and integrating end-user technologies.
- Managed network printing to allow printing to University supplied printers.
- Loaner equipment for travel and to support ongoing business operations in the case of failed hardware.
- Managed individual and departmental shared file storage.
- Enhanced support for executives and senior faculty.

- Computer inventory tracking and lifecycle management.

Service Features

The table below is intended to provide a detailed look at each of the three tiers that comprise the BIT Bundle 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.

Universal Service Tier

Included in Service	Excluded from Service
Service Center <ul style="list-style-type: none"> • A single point of contact providing support for Information Technology at Washington University. • The level of phone, on-line or remote support provided is dependent on your service subscription. 	<ul style="list-style-type: none"> • Support beyond the included items
WUSTL Key credentials <ul style="list-style-type: none"> • A credential which authorizes access to appropriate University resources • WUSTL key password reset 	
Email Account <ul style="list-style-type: none"> • Office 365 email account *Available to alumni, students, faculty, and staff only.	

Independent User Service Tier

Included in Service	Excluded from Service
Cloud-based storage <ul style="list-style-type: none"> • User-managed cloud storage in the form of WUSTL Box utilizing WUSTL key authentication • Enables file sharing with parties inside and outside of the university. 	
Self-service <ul style="list-style-type: none"> • Access to on-line FAQ and tutorials 	
Testing lab <ul style="list-style-type: none"> • A workstation test environment with varied configurations simulating the managed environment • Test cases and procedures for executing technology testing for integration into the managed environment 	

<p>Cloud backup for computers (optional with additional charges)</p> <ul style="list-style-type: none"> • Allows users to securely backup files kept locally on their workstations • Supports Windows, Mac, and Linux • Unlimited data backup • Self-managed configurations • Self-service restore capabilities 	<ul style="list-style-type: none"> • Configuration of backup agent (tutorial available)
<p>Desk-side support services (optional with additional charges)</p> <ul style="list-style-type: none"> • Hardware purchase, repair, and replacement • Software purchasing, installation, integration, and troubleshooting • Virus and malware removal 	

Fully Supported Service Tier

Included in Service	Excluded from Service
<p>User direct desk-side support</p> <ul style="list-style-type: none"> • Desk-side, in-person support for requests and incidents escalated by the helpdesk provided by Neighborhood Field Technicians located throughout the campuses in close proximity to departments and users. 	<ul style="list-style-type: none"> • On-site assistance for non-WashU or affiliated 3rd party locations • On-site assistance for location outside the St. Louis metropolitan area • Audio Visual setup* • Formal training • End-user departmental application operation
<p>Fully managed Windows and Macintosh platforms</p> <ul style="list-style-type: none"> • Desktop and laptop computers with up-to-date Operating Systems where possible, enterprise software, and utilities. • Installation of new software for enterprise applications and departmentally supplied applications • Consistent individual computing experience on Windows throughout the environment • Desktop and laptop hardware repair • Desktop software troubleshooting and repair • Microsoft software available through the enterprise agreement 	<ul style="list-style-type: none"> • Ad hoc wireless network support • Approval and funding for refresh of or new end user devices • Approval and funding for refresh of or new end user software • Installation of software incompatible with the fully supported platform • Pooled classroom computers

<ul style="list-style-type: none"> • Testing lab for validation of new products before introducing into environment • Network connectivity configuration • Automated software delivery • Self-service tools for requesting new hardware and software • Departmentally owned shared use computers (e.g. classrooms, kiosks, computer labs, reception) 	
<p>Computer inventory tracking and lifecycle management</p> <ul style="list-style-type: none"> • Annual equipment lifecycle reporting • Refresh recommendations for budget forecasting • Lifecycle refresh coordination • Equipment disposal • Coordinate hardware and software fulfillment 	<ul style="list-style-type: none"> • Approval and funding for refresh of or new end user devices • Approval and funding for refresh of or new end user software • Funding for network wiring and switches • Paying for departmental desktop software • Paying for end user devices
<p>End user technology integration</p> <ul style="list-style-type: none"> • Assist departments with gathering requirements to create secure and compliant end user technology integrations • Research into appropriate end-user computing related technologies • Vendor implementations coordination 	<ul style="list-style-type: none"> • Grant writing and submission • Configuration and troubleshooting of off-site networks • Approval and funding for new technology initiatives
<p>Managed Network Printing</p> <ul style="list-style-type: none"> • Enterprise print management software and queues • Support for Windows, Mac, and Linux printing • Secure network printing • Release anywhere printing • Recommendation on devices compatible with the managed network printing environment 	<ul style="list-style-type: none"> • Routine printer operational tasks like changing toner/paper • Physical printer repair • Printer or driver support outside minimum standards** • Printer Inventory and supply management • Peer to peer printing • Support of local printers (through procurement)
<p>Loaner Equipment</p> <ul style="list-style-type: none"> • Windows and Macintosh laptops and tablets available to checkout for domestic or international travel • Power adapters compatible with international travel • Can be used in place of equipment in process of being repaired 	<ul style="list-style-type: none"> • Personal Cellular Network Mobile Hotspot • Projectors • Long term checkout

<p>Managed Individual and Departmental File Storage</p> <ul style="list-style-type: none"> • Secure and compliant file shares • Provisioning of home directories and departmental file shares • Permissions management for shared storage utilizing WUSTL key or federated credential • 5GB per FTE storage allotment • File shares which support Network File System (NFS), Server Message Block (SMB) protocols • Data backup as dictated by compliance requirements • Self-service data restoration • Standard data retention policies apply 	<ul style="list-style-type: none"> • Support for Apple File Protocol(AFP) • Image cataloguing • Data analysis and reporting
	<p>General Exclusions</p> <ul style="list-style-type: none"> • Web design and content management • Application development • Mass email content creation

* These services are provided through other offerings in the Washington University IT service catalog.

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 BIT Bundle 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.

Specialized Support

Enhanced support is provided for users as designated by the customer department. A number not to exceed 2.5% of the FTE user count is included in the base cost of the service. These users will receive support at the urgent priority level for all of their incident reports, immediate escalation of support requests from the Service Center, dispatch of familiar support technicians, and the ability for their support requests to be submitted on their behalf.

University owned computers that are within manufacturer warranty and meet the minimum hardware standards for support will be covered by this Service Level Expectation. Under the fully supported tier, WashU IT will provide hardware diagnosis and repair in coordination with the vendor. Limited support is available for devices that fall outside that standard. For limited support devices, WashU IT will attempt to diagnose problems and make a recommendation to the department for repair/replacement. These devices would not be subject to the resolution times detailed in this SLE. Additionally, for computers which are not covered under warranty, the customer will be responsible for the cost of replacement parts.

WashU IT will publish a list of supported peripherals and work with the department to obtain quotes for additional equipment when necessary. Other peripherals will be supported (e.g. device driver installation and connectivity) where possible by WashU IT, however some specialty devices, such as research equipment, will require vendor support contracts.

New Operating System releases will be made available for testing within 90 days of the manufacturer release date. WashU IT will not guarantee the compatibility of applications with the new OS. Users will be responsible for testing of their specific applications for compatibility with the new OS release. WashU IT can by request provide a test environment to perform said testing.

New hardware standards and minimum support standards will be updated and published annually.

Personally owned computers and peripherals which were not purchased by Washington University will receive limited support. WashU IT will provide recommendations for devices known to be compatible with accessing the WashU network, as well as detailed, step by step instructions to connect personally-owned devices to the wireless network, VPN, and email. Instructions will be provided for current platforms (i.e Mac, Linux, Windows 7, 8 & 10, Android, and IOS). WashU IT will provide limited assistance to clients which have problems accessing

these resources using WUIT instructions. The device must be in working condition as WashU IT will not attempt to repair any faulty hardware or software on these devices.

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 – 80% answered in 20 seconds or less

Email – respond on average* within 20 minutes

Web Request – respond on average* within 20 minutes

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 – 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

Note – non-CRITICAL support or service requests will be responded to within standard business hours and response times.

*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	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.

Service Request	Fulfillment Target
New computer, printer and peripheral installation	3 business days if ordered from in stock standard equipment
Software installation	3 business days for items available in the software catalog
Hardware quotes <ul style="list-style-type: none"> In the case that a suitable device is not available from the standard configurations, WashU IT will work with the department to generate a custom quote from University approved vendors. *All orders for equipment to be covered by this Service must be reviewed by WashU IT prior to ordering.	5 business days
Equipment relocations of five or less	5 business days *Relocations which must be scheduled for a specific time require that the request be submitted 5 business days in advance of requested time.
Offboarding device from support (decryption)	5 business days
Equipment disposal	5 business days
Access requests <ul style="list-style-type: none"> File share permissions Printer access New accounts 	1 business day
Loaner equipment requests	Same day pickup or 2 business days for delivery *Equipment will be delivered to the customer at a prearranged time when reservation is confirmed.

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 each service is healthy.
- 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.
- Provide WashU IT physical access to supported devices when needed.
- Test installed software to ensure expected functionality

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.

The following metrics will be tracked and reported on for User Services:

Metric	Target
% of calls resolved on first contact	> 80%
average speed of answer	80% in less than < 20 seconds
call abandonment rate	< 5%

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.

Service Fee Schedule, Term and Authorization

This section describes fees, billing schedule and term of the SLE.

Fee Schedule

WashU IT will bill the customer for annual fees associated with this service at the start of each fiscal year – July 1st. Questions regarding billing may be directed to WashU IT Administrative Services by emailing <insert email address> or calling <insert phone number>.

Term and Termination of this Agreement

Term of this Agreement - This SLE will be in effect from July 1, xxxx until June 30, xxxx.

Termination of this Agreement – Either WashU IT or <insert department name> may terminate this agreement by notifying the other party of the desire to terminate the agreement via a written request. All such requests must be received by June 1st of each fiscal year and will result in termination of services at the start of the new fiscal year; July 1st.

SLE Authorization – This SLE is being established between WashU IT and <insert department name>.

**School/Department
Authorized Signature:**

**WashU IT
Authorized Signature:**

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____