SERVICE LEVEL AGREEMENT OVERVIEW

ISSUE MANAGEMENT AND RESOLUTION

			PRIORITY LEVEL IMPACT			
			🏛 **UNIVERSITY-WIDE** UAB Campus, all users or PR issue	👥 **MULTIPLE DEPARTMENTS** Multiple departments or a single school	👥 **SINGLE DEPARTMENT/VIP OR CLASSROOM** Single department or President/President's cabinet	👤 **INDIVIDUAL** Single person, room or office
URGENCY LEVEL	1	**CANNOT WORK** Significant disruption or outage to business/teaching-related services. No workaround available	PRIORITY LEVEL **1**	PRIORITY LEVEL **1**	PRIORITY LEVEL **2**	PRIORITY LEVEL **3**
	2	**WORK DEGRADED** Moderate disruption to services. Single user cannot perform a non-critical job function. Workaround available.	PRIORITY LEVEL **1**	PRIORITY LEVEL **2**	PRIORITY LEVEL **3**	PRIORITY LEVEL **4**
	3	**WORK SLIGHTLY IMPACTED** No impact to services or productivity. Customer education or training requests.	PRIORITY LEVEL **3**	PRIORITY LEVEL **3**	PRIORITY LEVEL **4**	PRIORITY LEVEL **4**

Represents business hours only, Monday–Friday, 8AM–5PM (e.g., an 8 hour resolution for a Priority Level 2 Incident that is reported at 12PM CT on a Tuesday will continue until 11AM on Wednesday.)

SUPPORT LEVEL PERFORMANCE

PRIORITY LEVEL	RESPONSE TIME	RESOLUTION TIME
1 CRITICAL	30 MIN	4 HRS
2 HIGH	2 HRS	1 BUSINESS DAY
3 MEDIUM	12 HRS	2 BUSINESS DAYS
4 NORMAL	24 HRS	5 BUSINESS DAYS

SERVICE LEVEL AGREEMENT OVERVIEW

STANDARD CORE SERVICES[1]

- **BLAZERID**[2] (access once approved)
- **UNLIMITED FILE STORAGE** (OneDrive, Box)
- **EMAIL**
- **SECURITY ASSESSMENT**
- **SOFTWARE DISTRIBUTION**
- **PHONE** (install, move, add, change)
- **COMPUTER SUPPORT**
- **IT HELPDESK**
- **CLASSROOM SUPPORT**
- **WIRED AND WIRELESS NETWORK**

SERVICE DELIVERY PERFORMANCE

≤2 BUSINESS DAYS

- » **BLAZERID**[2]
- » **UNLIMITED FILE STORAGE**
- » **EMAIL**
- » **SOFTWARE DISTRIBUTION**
- » **ADMIN SYSTEMS BASIC ACCESS**
- » **IT HELPDESK PASSWORD RESET**
- » **COMPUTER QUOTES**
- » **STANDARD AV EQUIPMENT REPLACEMENT**[3]

5 BUSINESS DAYS

- » **COMPUTER INSTALLS**
- » **PHONE**[4] (install, move, add, change)
- » **NETWORK**[4,5] (install, move, add, change)

10 BUSINESS DAYS

- » **SECURITY ASSESSMENT**

UPTIME

Excludes maintenance windows and scheduled outages

99.9%

- » **BLAZERID**[2]
- » **BOX**[6]
- » **ONEDRIVE**[6]
- » **EMAIL**[6]
- » **BANNER**
- » **BLAZERNET**
- » **ORACLE**
- » **TOUCHNET**
- » **WIRED AND WIRELESS NETWORK**[5]
- » **PHONE**[5]

[1]Standard core services apply to faculty and staff with primary campus affiliations.
[2]INCLUDES: **FACULTY:** Profiles, Office 365 and Box; **STAFF:** Office 365 and Box; **STUDENT:** Office 365, BlazerNet and Canvas
[3]Provost-funded classrooms
[4]VOIP project will reduce service delivery timeframe
[5]Will be reevaluated once moved to new data center
[6]Underpinning uptime contract with vendor

SERVICE LEVEL AGREEMENT OVERVIEW

ESCALATION PROCESS FOR ISSUE RESOLUTION

Reviewed Quarterly

% OF TARGET GOALS MET

RESOLUTION TARGET*

≥95% — NO ACTION → Goal achieved
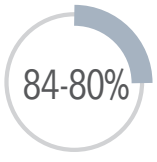
94-90% — ACTION → IT service owner presents remediation plan to client for collaborative development

89-85% — ACTION → IT service owner and ED/AVP present remediation plan to client for collaborative development

84-80% — ACTION → IT service owner, ED/AVP and Deputy CIO/CTO/CISO present remediation plan to client for collaborative development notification is sent to VP/CIO

≤80% — ACTION → IT service owner, ED/AVP, Deputy CIO/CTO/CISO and CIO present remediation plan to client for collaborative development, and plan presented to UAB President

*Aggregate of all incidents

SERVICE LEVEL AGREEMENT OVERVIEW

FUTURE STATE

Future state will include a Dean & Vice President dashboard on service performance and support.

PRODUCTION

CONTINUOUS IMPROVEMENT CYCLE

DELIVERY PERFORMANCE CHANGE

ANALYSIS

CHANGE

IMPROVEMENT

INCREASE SERVICE

OR

DECREASE COST

UAB INFORMATION TECHNOLOGY

The University of Alabama at Birmingham