## Service Level Agreement Overview

### Issue Management and Resolution

<table>
<thead>
<tr>
<th>Urgency Level</th>
<th>Priority Level</th>
<th>Impact</th>
</tr>
</thead>
</table>
| 1             | 1              | Priority Level 1: **Cannot Work**  
Significant disruption or outage to business/teaching-related services. No workaround available. |
| 2             | 1              | Priority Level 1: **Work Degraded**  
Moderate disruption to services. Single user cannot perform a non-critical job function. Workaround available. |
| 3             | 3              | Priority Level 3: **Work Slightly Impacted**  
No impact to services or productivity. Customer education or training requests. |
| 4             | 4              | Priority Level 4: Individual issues  
Single person, room or office |

### Support Level Performance

<table>
<thead>
<tr>
<th>Priority Level</th>
<th>Response Time</th>
<th>Resolution Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Critical</td>
<td>30 Min</td>
<td>4 Hrs</td>
</tr>
<tr>
<td>2 High</td>
<td>2 Hrs</td>
<td>1 Day</td>
</tr>
<tr>
<td>3 Medium</td>
<td>12 Hrs</td>
<td>2 Days</td>
</tr>
<tr>
<td>4 Normal</td>
<td>24 Hrs</td>
<td>5 Days</td>
</tr>
</tbody>
</table>

*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.*)
SERVICE LEVEL AGREEMENT OVERVIEW

STANDARD CORE SERVICES¹

- **BLAZERID²** (access once approved)
- EMAIL
- PHONE (install, move, add, change)
- CLASSROOM SUPPORT
- UNLIMITED FILE STORAGE (OneDrive, Box)
- SECURITY ASSESSMENT
- COMPUTER SUPPORT
- WIRED AND WIRELESS NETWORK
- SOFTWARE DISTRIBUTION
- IT HELPDESK

SERVICE DELIVERY PERFORMANCE

<table>
<thead>
<tr>
<th>Service</th>
<th>Timeframe</th>
</tr>
</thead>
<tbody>
<tr>
<td>BLAZERID²</td>
<td>≤2 BUSINESS DAYS</td>
</tr>
<tr>
<td>UNLIMITED FILE STORAGE</td>
<td>≤2 BUSINESS DAYS</td>
</tr>
<tr>
<td>EMAIL</td>
<td>≤2 BUSINESS DAYS</td>
</tr>
<tr>
<td>SOFTWARE DISTRIBUTION</td>
<td>≤2 BUSINESS DAYS</td>
</tr>
<tr>
<td>ADMIN SYSTEMS BASIC ACCESS</td>
<td>≤2 BUSINESS DAYS</td>
</tr>
<tr>
<td>IT HELPDESK PASSWORD RESET</td>
<td>≤2 BUSINESS DAYS</td>
</tr>
<tr>
<td>COMPUTER QUOTES</td>
<td>≤2 BUSINESS DAYS</td>
</tr>
<tr>
<td>STANDARD AV EQUIPMENT REPLACEMENT³</td>
<td>≤2 BUSINESS DAYS</td>
</tr>
<tr>
<td>COMPUTER INSTALLS</td>
<td>5 BUSINESS DAYS</td>
</tr>
<tr>
<td>PHONE¹</td>
<td>5 BUSINESS DAYS</td>
</tr>
<tr>
<td>NETWORK⁴,⁵</td>
<td>5 BUSINESS DAYS</td>
</tr>
<tr>
<td>SECURITY ASSESSMENT</td>
<td>10 BUSINESS DAYS</td>
</tr>
</tbody>
</table>

UPTIME

99.9%

Excludes maintenance windows and scheduled outages

- **BLAZERID²**
- BOX⁶
- ONEDRIVE⁴
- EMAIL⁶
- BANNER
- BLAZERNET
- ORACLE
- TOUCHNET
- WIRED AND WIRELESS NETWORK⁵
- PHONE⁵

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

% OF TARGET GOALS MET

≥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, and notification is sent to VP/CIO

≤80%  ACTION  IT service owner, ED/AVP and 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.

CONTINUOUS IMPROVEMENT CYCLE

- PRODUCTION
- ANALYSIS
- DELIVERY PERFORMANCE CHANGE
- CHANGE

IMPROVEMENT
- INCREASE SERVICE
- OR
- DECREASE COST