

# UAB IT Service Level Agreement Tableau Desktop & Tableau Server

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## 2 INTERNAL SERVICE LEVEL AGREEMENT OVERVIEW

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### 2.1 INTRODUCTION

This Service Level Agreement (SLA) establishes support levels for Tableau Desktop and Server Services for the University of Alabama at Birmingham (UAB). The services, performance targets, and scope of this document have been negotiated and agreed to by both IT and the UAB Administrative and Research Community (hereafter referred to as the “UAB Community” or “Client”). Provisions for amending this document are noted in [Section 2.5](#) of the SLA.

### 2.2 GOALS AND OBJECTIVES

The purpose of this service-level agreement is to document the delivery of Tableau Services for UAB. The SLA will facilitate the development of clarity between the capabilities of UAB IT and the expectations of the UAB Community.

### 2.3 COMMON TERMINOLOGY

- Incident: Customer is reporting something is broken or not working; i.e., Oracle is giving me an error screen
- Request: Customer needs service or an item from the catalog; i.e., I need a new computer

### 2.4 AGREEMENT DURATION

This SLA is valid from:

**Start Date:** (07-30-2021)

**Date of mandatory review:** (07-1-2022)

This agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This section defines the duration and describes the rules regarding renewal, modification, amendment, and termination of the SLA:

1. This SLA will automatically renew unless UAB IT and UAB Community mutually agree to another arrangement.
2. Both parties must agree upon any amendments, modifications, or other terms outside those stated herein.

3. The client is responsible for providing UAB IT with details of any current or future projects that may impact the provision of this SLA.
4. Service Level Exceptions: Any requests for exceptions to defined service levels based on exceptional business needs must be made to UAB IT with a minimum 14-day notice for review, approval, and funding, if necessary. Failure to submit a request for a service exception will mean that the service will not be guaranteed beyond the service levels defined by this SLA.

## 2.5 REVIEW PROCESS

UAB IT and the UAB Community shall review the SLA at a minimum once per fiscal year to determine if any modifications or amendments are needed to reflect ongoing changes in the business environment and service provider's services. In lieu of a review during any period specified, the current SLA will remain in effect.

The **business owner** is responsible for facilitating periodic reviews of this SLA. Contents of this SLA may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all relevant parties. The **document owner** will incorporate all subsequent revisions and obtain mutual agreements or approvals as required.

## 3 SERVICE OVERVIEW

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### 3.1 SERVICE DEFINITION

Tableau is a business intelligence tool that allows faculty and staff to provide insight through analyzing data and creating visualizations. Tableau can be used to analyze data classified as Public and Sensitive. See UAB's [Data Classification Rule](#) for how data is classified. Tableau has simple drag and drop features in both desktop and online functionality that allow organizations to analyze data and discover insights that can be shared with managers and team members. Tableau Software (Desktop or Server) is available for UAB departments that demonstrate a valid business need.

### 3.2 SERVICE FEATURES

Basic services provide:

- Business Intelligence Data connections to Tableau Server from data sources
- Transforming data

Services provided are based on the customer's license. Please see the following list of licenses and a brief summary of the services provided:

- *Tableau Creator* if publishing visualizations to the server or preparing data with direct connections and full data transformation capabilities
- *Tableau Explorer (can publish)* for governed authoring and data exploration capabilities
- *Tableau Explorer* for managing content they have built or have been given permissions to edit.
- *Tableau Viewer* to view and interact with published visualizations and dashboards

### 3.3 SERVICE REQUESTS AND TRANSACTIONS

Tableau Desktop Software can be obtained by completing the [software request form](#) via AskIT. The software will be available for UAB departments that demonstrate a valid business need. Once a ticket has been submitted, the Enterprise Business Intelligence (EBI) team will contact you to discuss which option best meets the needs of the request. Additional options of obtaining a license are available for [Students](#), [Faculty](#), or [Researchers](#).

When Tableau Creator licenses have been approved, requests for Desktop Support Services to install the software are ordered via the [UAB IT Portal](#).

#### 3.3.1 Service Dependency

- This service is dependent on the following services:
  - Properly configured Tableau Desktop installation
  - BlazerID and BlazerID authentication (CAS Duo)

#### 3.3.2 Service Request Response

- UAB IT's objective is to acknowledge and assign requests within two (2) business days of receipt for all requests.

#### 3.3.3 Service Level Exceptions

- Requestors that have not provided the required detailed Business Use Case and/or an example data set and have not completed the UAB mandated Tableau Acceptable Use Requirements process will not have requests fulfilled.
- Complex service and support requests involving the procurement/installation of new equipment, coordination with vendors or other third parties, etc., may require additional effort and time to resolve and are excluded from normal service and support SLA targets

#### 3.3.4 Service Eligibility

Tableau licenses are available to UAB Faculty and Staff.

#### 3.3.5 Service Cost

Currently, there is no charge for this service.

### 3.4 SERVICE AVAILABILITY (TARGETS)

This service is available to customers 24 x 7 excluding planned outages, maintenance windows, and unavoidable events that affect campus networks. Support provided by the UAB EBI Team is available during business hours of 8:00 a.m.-5:00 p.m., Monday through Friday, with exceptions of University holidays and weekends. Limited after-hours support is available for emergencies impacting campus operations.

The EBI team will actively monitor the data infrastructure for events affecting the service. Monitoring includes, and is not limited to, version upgrades, up/down status, interface errors, and utilization.

The EBI team also has an underpinning contract with Interworks that provides a service package to monitor the health and performance of the Tableau Server.

### 3.5 SERVICE REQUIREMENTS

#### 3.5.1 User Requirements

- All users must abide by the University's [Acceptable Use Policy](#) and all [UAB IT policies, standards, and guidelines](#) that govern the proper use and protection of UAB data and information technology assets while using Tableau.
- Tableau publishers must agree to the [Tableau Acceptable Use Requirements](#) to create and provide access to visualizations using UAB licensed Tableau software.
  - If Tableau Creator licenses were purchased outside of the UAB IT Enterprise Online contract, permission to publish on Tableau Online will be granted upon agreement to these requirements.
- UAB data classified as Restricted within the Tableau environment is not allowed.
- Obtain consent from the appropriate data steward(s) before using UAB data sets.
- Publishers are to restrict access to the content published on UAB's Tableau Server to individuals permitted to see the data being used.
- Users must abide by all standards and best practices established for Tableau Enterprise use by the EBI team.

#### 3.5.2 Standard Requirements

- End-users will reach out to their appointed Project Leader or to the Tableau Administrator for first-level triage of incidents.
- End-users will utilize AskIT for first-level triage of creator license service requests.
- Users will view the UAB IT [Systems Status Page](#) for scheduled maintenance and outages.

#### 3.5.3 UAB IT Requirements

- Make an effort to provide a solution when end-users need additional assistance.

- Deactivate hosts and/or Departments when infection or violation of security policies are identified.
- Audit content on UAB’s Tableau Server site to confirm that data are used appropriately.
- See the following Appendices for general UAB IT support management standards:
  - Appendix C: Service Management
  - Appendix D: Escalation Requests and Process
  - Appendix E: Service Exceptions
  - Appendix F: Monitoring Service Performance
  - Appendix G: Conditions of Services Provided

#### 3.5.4 Boundaries of Service

- This service excludes all licenses and accounts created by UAB Medicine/Hospital for Tableau Server managed by HSIS.
- UAB IT support will only be provided for UAB IT-delivered services and software. This service excludes all accounts not managed by UAB IT.
- This SLA does not cover integration with systems and applications.

### 3.6 SERVICE SECURITY

Services provided by UAB IT will conform to UAB IT’s security and data classification policies outlined at <https://www.uab.edu/it/home/policies>.

If it is determined that any component of the service is adversely impacting service availability, e.g., a Denial of Service condition, UAB IT reserves the right to terminate the service immediately or suspend the User’s Account until the impacting condition is remediated. Failure to properly remediate any UAB IT Enterprise Information Security reported vulnerabilities might result in the Service or User’s Account being suspended.

All Service Security guidelines must be met in order to uphold UAB IT policies and this SLA.

## 4 CONTRACT & AGREEMENT PROCESS

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The following user departments represent the UAB Tableau user community and have reviewed and agreed to the SLA.

<b><u>Department/Representative</u></b>	<b><u>Month/Date</u></b>
1. Research Technology & Communications (Jon Price)	July 2021
2. Facilities (Clay Boyce)	July 2021
3. Cost & Space Analysis (Valarie Jackson)	July 2021
4. Payroll (Vamsi Penmetasa)	July 2021
5. School of Nursing (Kevin Keane)	July 2021

**IT Service Provider**

**Name:** Scott Sorenson

**Title:** AVP, Data Operations & Business Transformations

**Signature:** Scott Sorenson      **Date:** July 30, 2021



## 5 APPENDICES

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### 5.1 APPENDIX A: UAB IT TECHNICAL STANDARDS AND POLICIES

[Data Protection and Security Policy](#)

[Data Classification Rule](#)

### 5.2 APPENDIX B: PRIORITY DEFINITIONS

The following priority definitions and associated resolution times have been agreed with regards to all incidents reported to the UAB IT Service Desk:

Priority	Response	Response Targets	Resolution	Resolution Targets
1-Critical*	2 hour	95%	8 hours	80%
2-High*	3 hours	90%	12 hours	80%
3-Medium*	12 hours	80%	24 hours	75%
4-Normal*	24 hours	75%	56 hours	70%

\* Represents Business Hours Only (e.g., an 8 hour resolution for a Critical Priority Incident that is reported at 12:30 p.m. ET on a Tuesday will continue until 12:30 p.m. on Wednesday).

Response Time: The initial period in which a UAB IT SME will be assigned to the Incident

Update Time: The period by which UAB IT will provide a progress update to the client

Resolution Time: The period by which UAB IT will resolve the issue.

UAB IT will base a call's priority on the following factors: Criticality of the issue and the impact; number of users impacted; University/Business critical dates/times.

The following Impact and Urgency definitions will determine the overall Priority of an Incident in the UAB IT Service Management System. The priority will then determine the response and resolution time for the Incident.

		<b>Impact</b> – How large/business-critical is the interruption to the University or to the organizational processes			
		<b>1 – University Wide</b>	<b>2 – Multiple Departments</b>	<b>3 – Single Department/VIP</b>	<b>4 – Individual</b>
<b>Urgency</b> – How quickly the Incident needs to be resolved before a significant impact on the University	<b>1 – Can Not Work</b>	P1	P1	P2	P3
	<b>2 – Work Degraded</b>	P1	P2	P3	P4
	<b>3 – Work Slightly Impacted</b>	P3	P3	P4	P4

**Impact**

- 1 – University-Wide: UAB campus, all users; PR issue
- 2 – Multiple Departments: Multiple departments
- 3 – Single Department/VIP: Single department or VIP customer
- 4 – Individual: Single person

**Urgency**

- 1 – Can Not Work: Significant disruption or outage to business/teaching-related services. A single user cannot perform a critical job function and does not have a flexible due date. Issues include: work blocked, compliance issue, critical time period, or a security issue. No workaround is available.
- 2 – Work Degraded: Moderate disruption to services. Single user cannot perform a non-critical job function or has a flexible due date. Workaround available.
- 3 – Work Slightly Impacted: No impact to services or productivity; customer education or training requests.

5.2.1 24 Hour Commitment to Critical Requests

UAB IT will work 24x7 until the issue is resolved or as long as useful progress can be made. Client must provide UAB IT with a contact during this 24x7 period, either on site or by phone, to assist with data gathering, testing, and applying fixes. The client is requested to propose this priority classification with great care so that valid Critical situations obtain the necessary resource allocation from UAB IT.

5.3 APPENDIX C: SERVICE MANAGEMENT

The following information applies to all services listed in the Service Catalog ([UAB IT Portal](#)) except where specific exceptions are noted in the individual service descriptions.

5.3.1 User Support

The UAB AskIT Service Desk provides end-user support. Detailed service hours are available on the Service Desk website at: [AskIT Hours](#)

AskIT can be reached via:

- [UAB IT Portal](#)- report an issue, make a request, or check the status of a previously reported issue or request
- Phone: 205-996-5555
- Walk Up Support

The AskIT Service Desk ensures that the services we provide are available to our user community. When there is an issue with a service, the AskIT Service Desk is committed to resolving it as quickly as possible. AskIT provides methods to meet the needs of the UAB Community by providing help via phone, walk up locations, self-service and remote support.

The customer may request a service, modify an existing service, or report a non-critical incident by directly entering their request at the [UAB IT Portal](#) or by calling the AskIT Service Desk at 205-996-5555. Additionally, the customer may also view and check on the status of their request at this location. The Service Desk is staffed to respond quickly to customer requests and escalate to the appropriate team to restore to normal service as quickly as possible.

All service requests are addressed during normal business hours (Monday - Friday, 8:00 a.m. – 5:00 p.m., excluding holidays).

UAB IT will respond to critical faults, break-fix issues and service requests only if a call is placed with the Service Desk. By enforcing this policy, UAB IT can ensure that all critical faults or requests are managed effectively and in line with the commitments of this SLA. It is imperative that any issues deemed critical in their nature are reported to the Service Desk by phone to ensure immediate response and investigation can occur.

### 5.3.2 Logging of Customer Tickets

The UAB AskIT Service Desk will log, track, assign, and manage all requests, incidents, problems, and queries through UAB's service management system. When the Service Desk cannot provide a resolution at the time of call logging, they will provide:

- A unique reference number (Incident or Request Ticket)
- Priority assigned to the call

#### 5.3.2.1 Handling

UAB IT will work to resolve known/reported service problems and provide relevant progress reports to the client.

- Requests for support will be fulfilled based on priorities (Critical, High, Medium, Normal) determined by urgency and level of impact – ([See Appendix B](#)).
- Response is defined as a “good faith” effort to communicate with the client using contact information provided. Response may be via phone or voice mail, e-mail, or personal visit.

- The response method and time will be logged in the UAB IT service management system.
- Response times for service requests are measured once a request is submitted via the UAB IT service management system. Other forms of contact may negatively affect the ability of UAB IT to meet the requests in a timely fashion. Examples include direct email/phone/other contact with individual support personnel.

### 5.3.3 Support Response and Resolution

#### 5.3.3.1 Response

An Incident is any disruption to the normal operation of a service. UAB IT will accept and resolve incidents as defined by the UAB IT Incident Management Process. The standard UAB IT Incident Response Service Level Agreement targets apply to services provided within this agreement. The response time targets are based on the priority assigned to the Incident in the UAB IT Service Management System. ([See Appendix B](#))

Note: Complex Service and support requests involving the procurement/installation of new equipment, coordination with vendors or other third parties, etc., may require additional effort and time to resolve and are excluded from normal service and support SLA targets.

#### 5.3.3.2 Resolution

UAB IT uses a prioritization process for resolution of issues based on the number of people impacted and the criticality to UAB business operations. The target resolution time is the time that elapses from the point when Incident is created until the service is restored. Service may be restored either by an acceptable (to both user and IT) workaround or by a permanent solution. The UAB IT target resolution times, are based on the priority of the Incident in the UAB IT Service Management System. ([See Appendix B](#))

### 5.3.4 Incident and Major Problem Management

The purpose of the Incident and Problem process is to ensure that all faults and queries reported to the Service Desk are managed to minimize business impact by restoring service as soon as possible in accordance with the SLA. The following processes are employed for the management of UAB IT incidents:

- Incident Management
- Problem Management

Priority definitions and associated resolution times have been agreed with regards to all faults reported to the Service Desk and will follow targets outlined in [Appendix B](#).

## 5.4 APPENDIX D: ESCALATION REQUESTS AND PROCESS

### 5.4.1 Escalation Process

The UAB IT Service Desk initiates and manages the escalation process. The customer may also request escalation as needed by contacting the Service Desk or Service Owner as listed in the Primary Contacts to provide the necessary visibility and management attention to critical issues. The Service Desk monitors incidents for timelines and service levels and may escalate an incident when it is in jeopardy of exceeding its SLA for response or resolution time.

Priority definitions and associated resolution times have been agreed with regard to all faults reported to the Service Desk and will follow targets outlined in [Appendix B](#).

Before Escalation, a client review of the documented Service Desk incident/problem/request should take place and be updated if necessary for changes in impact, priority, timeline, and acceptance of supplied workarounds.

1. In the event the response or resolution is unsatisfactory, the client will contact the UAB AskIT Service Desk as identified in [Appendix C](#) to request escalation of an incident/problem/request.
2. If needed a joint meeting between the Client and UAB IT will convene to discuss and resolve issues to restore services to satisfactory levels.
3. In the event that additional escalation is determined to be necessary, UAB IT will escalate to its Senior Leadership Team for a resolution.
4. UAB IT may periodically request your feedback during this process.

## 5.5 APPENDIX E: SERVICE EXCEPTIONS

### 5.5.1 Maintenance

Maintenance Windows: Standard, Nonstandard, Emergency

A Standard Maintenance Window has been established for all UAB IT services.

- For Production, Development and Staging environments, the Standard Maintenance Window is every weekend starting at 7:00 p.m. on Friday night and ending Monday morning prior to the start of business operations.
- If there is a need for a change outside the hours of the Standard Maintenance Window, the resulting Nonstandard Maintenance Window will require a formal approval from the UAB IT business service owner.

- It is understood that in some circumstances, Emergency Maintenance Windows will be required for items such as, but not limited to, zero day vulnerability patching.

#### **5.5.1.1 Maintenance Notifications/Announcements**

UAB IT will announce all Maintenance Windows (Standard, Nonstandard, and Emergency) including which services will be affected and approximate durations, in the following ways:

1. On the UAB IT Status website: <http://status.uab.edu>
2. Via email to dedicated Hosting Customers email list:
  - a. Client must provide UAB IT with a valid designated representative or group email address to be added to the distribution list.
  - b. Client must notify UAB IT promptly in the event of any change/update for that representative or group email address.

#### **5.5.2 Change Management**

All UAB IT/Client proposed changes must adhere to the pre-defined Change Management process (see [Appendix A](#)). UAB IT will take responsibility for the Request for Change (RFC) evaluation, impact assessment, risk analysis, approval and communication prior to implementations where applicable. Failure to adhere to the Change Management process will be deemed as a breach of this SLA. Restarting a Production service outside of an approved change or an emergency maintenance window will be deemed as a breach of this SLA.

#### **5.5.3 IT Service Continuity**

Business Critical services have a Disaster Recovery/IT Service Continuity plan. Following any incident, UAB IT will activate any plan to restore services in a timely manner.

UAB IT's primary mission in the event of a disaster invocation is to recover all production applications. Once complete, efforts will be dedicated to recover critical application processing.

#### **5.5.4 Service Discontinuation**

Discontinuation (retirement) of this Service will follow a standard Service Retirement process. Customer notifications will be facilitated by UAB IT to provide advance notice in order for customers to identify other alternatives.

For IT services critical to university-wide operations, UAB IT will collaborate with university leadership and key stakeholders to coordinate service discontinuation and mitigate adverse impact to university business.

## 5.6 APPENDIX F: MONITORING SERVICE PERFORMANCE

### 5.6.1 Customer Satisfaction Monitoring

Within 30 minutes of ticket resolution, a customer satisfaction survey will be included in the resolution email to the ticket submitter.

To help provide feedback that is time relevant, it is preferable that the customer responds within a time period of 3 to 5 days.

### 5.6.2 Reporting

Service Level Reporting is important to provide regular open communications with the customer, identify areas of improvement, agree upon any corrective plans, and generally review and align the service with the customer and business requirements.

The following service performance and availability reports will be reviewed by IT periodically and shared with the release of the annual report.

- Number of P1, P2 incidents over the time period.
  - Mean time to resolve these incidents

The business owner will complete quarterly reports and, when relevant, will be reviewed and discussed with the appropriate business unit(s).

Reports will include the number of requests and the percentage of requests addressed within the specified response time. Requests not met within the required response time will be individually identified.

A client can request reporting on additional parameters; however, such parameters will be included at the sole discretion of UAB IT based on impact and resources needed. Reporting requests will be submitted for review, approval and funding, if necessary.

### 5.6.3 Process & Procedural Responsibilities

UAB IT will ensure procedures exist to measure and monitor the level of service provided against the defined service targets. UAB IT's services are aligned with ITIL Best Practice service management methodologies with regard to Service Desk, Incident Management, Problem Management, and Change Management.

### 5.6.4 Performance Review

Periodic Service Level Review (SLR) meetings will be established for all stakeholders. The primary goals of the meetings will be to review performance against service targets and to agree on any remedial

action as appropriate. SLR meetings will provide an opportunity to discuss organizational, operational and strategic changes.

UAB IT will continually monitor, review and if necessary act upon the service performance against the Service Level as defined within this SLA.

## 5.7 APPENDIX G: CONDITIONS OF SERVICES PROVIDED

### 5.7.1 Responsibilities & Exclusions

#### UAB IT Responsibilities

1. UAB IT shall provide the services identified in the SLA and shall ensure the services are maintained at all times and meet pre-defined standards. UAB IT agrees to exercise professional care and diligence in the discharge of all the services and to comply in all respects with relevant standards.
2. UAB IT will act as owner, supplier, maintainer, and supporter of the herein identified and defined UAB IT Services that have been requested/required by the client, except where UAB IT has employed third parties who will assume those responsibilities.
3. UAB IT will be responsible for day-to-day management of the SLA and liaise with the client to ensure that information flows freely between both parties.
4. UAB IT will follow established internal processes/procedures and adhere to policies and standards.
5. UAB IT will not make changes to the systems/services offered without prior notification and Client approval through the defined Change Management process.
6. UAB IT will inform the client in the event of any incident likely to affect the availability or performance of their applications.

#### UAB IT Exclusions

7. UAB IT assumes no responsibility for unsupported configurations that deviate from our technology standards unless an explicit exemption has been granted.
8. UAB IT assumes no responsibility for services that have no formal support agreements or contracts relating to service availability and incident response or fix times on IT/Network components, which are the responsibility of an external vendor.

#### Client Responsibilities

9. Client shall provide all necessary information, assistance and instructions in a manner that enables UAB IT to meet performance standards, for example, by the giving of adequate



notice and disclosing of all known relevant information, error messages, stack traces and screenshots.

10. Client is required to ensure attendance/participation at Major Incident and Problem review meetings as requested by UAB IT to assist with the definition of service impact.
11. Client is required to advise the appropriate UAB IT team if the requirements of the business change and the need for a review of the SLA is identified.
12. Client is required to report all issues, queries and requests via appropriate channels and processes.
13. Client is required to have a working knowledge of their services and technical requests and to participate in the design of an architecture diagram of their service including firewall ports, data security requirements, special requirements for monitoring, and service lifecycles.
14. Client is responsible for obtaining professional services, either UAB IT or external, if they require assistance off boarding from the service at the end of the service contract.
15. Client is responsible for authorizing users within their services, beyond general BlazerID authentication or campus network access. Exceptions should be submitted to UAB Information Security.