

Service Level Agreement

Title	IT Services SLA
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Document Purpose:

This document outlines how IT Services will support the strategic policy of the West London Way under:

Strategic Objectives

- 1 Creating an Outstanding Learner Experience
- 2 Effective Strategic Partnership
- 3 Innovation & Creativity for greater effectiveness in learning
- 4 Sustaining financial stability
- 5 Workforce development
- 6 Future proofing and growing market share

Excellence: Relentless drive for excellence in all that we do.

Ambitious: Supporting innovation and creativity, and seeking opportunities to enhance all aspects of the college business.

Focus: We are professional and purposeful, working towards our shared strategic goals ensuring we contribute to the wider social and economic environment.

Accountability: Taking personal responsibility for finding solutions.

Inclusion: We are open, welcoming and supportive. Our commitment to equality and diversity underpins everything we do.

Integrity: We work to uphold our values in our planning and decision making, our teaching and learning, our actions and relationships. We aim to be fair, open, honest and accountable to the communities we serve and to treat all with respect.)

Associated documents/policies for this area:

	Acceptable Usage policy
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	Disability Policy Statement
	Equality & Diversity Policy
	Health & Safety Policy
	IT Monitoring Policy
	JANET Acceptable Usage policy
	Complaints Procedure
	Safeguarding Policy

Introduction

This agreement sets out to outline:

- 1 The services we provide to students, staff, partners and visitors
- 2 The overall standards we aim to achieve in the provision of our service
- 3 Agreed benchmarking for service delivery
- 4 A mechanism for resolving any problems relating to delivery of these services

Future reviews and amendments to this Service Level Agreement:

The agreement will be reviewed annually as part of the self-assessment and quality improvement process and reviewed periodically with service users.

Objectives of the service:

This Service Level Agreement (SLA) document details the service standards which will be delivered by the IT Service Desk to the users of the facilities provided by IT Services.

The service standards in this document are identified so as to work closely with the core business values, demands and requirements. Every effort will be made to fulfil present and future needs of the College and to make the IT experience as productive as possible.

The service standards identified by the IT Service Desk to enhance the students, staff, partners and visitors experiences are as follows:

- A formal and responsive Service Desk
- Improve overall quality of the users' IT experience
- Availability of services
- High level of support for IT requests
- Simplify IT processes for the users
- Produce user guides
- System wide issues and outages communicated via the staff portal and emails

Description of key services, levels and standards:

The IT Service Desk will provide to the **staff and students** the following services:

- Network login and Password resets
- Installation and repairs to corporate devices and peripheral equipment
- Management of computer software and applications
- Installation and maintenance of audio visual equipment
- Curriculum and Business Projects support
- Network connectivity
- Approval and purchase of IT equipment
- IT equipment asset tracking and maintenance of inventory

The following services will be available via a logon:

- Google G-Suite Services including Email, Google Drive and Google Apps
- Access to network file storage and printing
- Network, Internet and Wireless access
- Access to college application services (Moodle, ProSolution etc.)
- Access to the staff portal

The IT Service Desk will provide the following services to **strategic partners and visitors**:

- Network login and Password resets (where applicable)
- Installation and repairs to corporate devices and peripheral equipment
- Management of computer software and applications (where applicable)
- Network, Internet and Wireless access

The IT Service Desk is not responsible for:

- Formal out-of-hours support
- Support for home and personal devices

Availability Management

During non-term time, it may be necessary to perform maintenance and upgrade work on the network infrastructure and systems. It should however be noted that minor upgrades or essential maintenance may be required during term time.

Updates to system wide issues and outages will be communicated via the staff portal and email. Every effort will be made to provide notification in advance, however there may be occasions where advance notice cannot be provided.

The IT Service Desk will provide a minimum of seven working days' notice when advertising breaks in service, unless it is not possible due to do so.

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Service Standards:

The IT Service Desk will prioritise the order of work undertaken. In broad terms the priority of work will be:

1. Major Incidents
2. Incidents affecting current or imminent examinations
3. Incidents affecting teaching and learning
4. Staff and administrative requests
5. Upgrades, research and development

SLA timers depend on the priority of the incident or request. When an incident is logged and a ticket raised, the Service Desk makes an assessment based on the information provided. A priority is assigned to the ticket and is based on two factors: severity and impact.

Severity

Approximately, how many users are affected by the incident:

Low	One person or a small group affected
Medium	A department or a large group affected
High	Organisation is affected, as examination is affected, teaching and learning is affected

Impact

How disruptive is the incident:

Low	A workaround is available
Medium	Operational efficiency is degraded but a reasonable workaround or other members of the group are unimpeded
High	Critical issue where one or more major business processes are affected

A priority matrix is consulted to determine the priority rating, as follows:

	High Severity	Medium Severity	Low Severity
High Impact	Priority 1	Priority 2	Priority 3
Medium Impact	Priority 2	Priority 3	Priority 4
Low Impact	Priority 3	Priority 4	Priority 5

Once a ticket is raised and a priority rating is applied two timers begin:

Max. Response Time	Maximum amount of time to acknowledge the incident and allocate a technician.
Max. Resolution Time	The maximum time it should take to resolve the issue.

In certain circumstances the timer will be put on hold, for example, when awaiting a response with additional information from the requester/user or if the incident needs to be escalated to an external supplier for resolution.

There can be extenuating circumstances which affect the ability of the Service Desk to resolve an issue within the maximum time limits. The 'Target %' reflects the number of tickets the Service Desk will aim to resolve within the time limits.

Priority Rating	Max. Response Time	Max. Resolution Time	Target %
P1	30 minutes	3 hours	98%
P2	1 hour	7 hours	98%
P3	2 hours	1 day	95%
P4	1 day	5 days	95%
P5	1 day	10 days	95%

Data monitoring will be reviewed and analyzed via TopDesk Service Application

Major Incidents:

Major incidents are characterised by their impact and defined as an event which has significant impact or urgency and which demands a response beyond the routine incident management process.

A major incident will be an Incident that:

- May either cause, or have the potential to cause, impact on business critical services or systems
- Or be an incident that has significant impact on reputation, legal compliance, regulation or security

Major incidents include:

- Loss of Internet connectivity (Provider Jisc. Time to fix variable)
- Loss of inter-site link connectivity (Provider Vanix. Time to fix variable)
- Core network switch failure (Provider Vanix. Time to fix 1 business day)
- Infrastructure switch failure (Provider HPE. Time to fix 1 business day)
- Physical Server failure (Provider HPE. Time to fix 1 business day)
- Virtual Server failure (Internal. Time to fix 4-8 hours)
- Storage Area Network failure (Provider HPE. Time to fix 1 business day)
- Wireless Controller failure (Provider Vanix. Time to fix 1 business day)
- Firewall failure (Provider Vanix. Time to fix 5 business days)
- Server room power and/or cooling failure (Provider Emerson. Time to fix variable)
- Communication room cooling failure (Complete Cooling. Time to fix variable)

- Failure of physical access control system (Internal. Time to fix variable)

What we need from Service Users:

Staffs should:

- Reporting, via the correct reporting procedure, any problems or suspected problems with:
 - Computers, peripherals and printers
 - Cabling or infrastructure
 - College application services
 - Telephony
 - Email
 - Wireless and Internet access
- Reporting any known abuse of the network to the IT Services Service Desk Manager
- Supplying full contact details and availability when contacting IT Service Desk
- Quote Incident reference number if contacting the IT Service Desk for update on an existing incident

Adhering to the College's Acceptable Usage policy and the JANET Acceptable Usage policy

Monitoring Success:

To monitor data performance targets in line with other service areas in year at performance and quality reviews and monthly reviews with Assistant Director of Infrastructure Services.

Complaints:

Complaints about the standards of service should, in the first instance, be directed informally to the Head of IT. Formal complaints about the service should be made to Assistant Director of Infrastructure.

Key Performance Indicators:

Metric	Target	Description
Network Availability	99.0%	<p>The target amount of annual time networked services will be available to serve teaching, learning and business support activities, excluding planned downtime. This includes local, wireless and wide area.</p> <p>Percentage of actual uptime (in hours) of network service relative to the total numbers of planned uptime (in hours).</p>

		<p>Planned uptime = service hours – planned downtime</p> <p>Planned downtime is downtime as scheduled/notified for essential maintenance.</p>
Core Infrastructure and Service Availability	99.0%	<p>The targeted percentage of time the central core systems of the entire IT network will be available to provide uninterrupted services to all students, staff and automated systems. The percentage of actual uptime (in hours) of equipment relative to the total numbers of planned uptime (in hours).</p> <p>Planned uptime = service hours – planned downtime</p> <p>Planned downtime is downtime as scheduled/notified for maintenance.</p>
First line service request closure rate	60%	<p>First line service requests are those incidents reported by staff and resolved by first line technicians alone.</p> <p>Percentage of requests closed by the first line support team, without escalation to 2nd/3rd line.</p>
Number of major Security Incidents	0	<p>Target number of identified security incidents, classified by severity category that have the potential to affect classroom, online and business support activities.</p>
Service request backlog	5%	<p>The Target percentage of unresolved service requests older than 20 working days relative to all open service requests, and in particular those which are directly related to teaching and learning.</p>
Backup operations	100%	<p>Percentage of data and file backup operations that are successful.</p>
Staff absence	2.3%	<p>Staff absence to be below</p>
E-learning	85%	<p>Support infrastructure developments to facilitate QDP Questionnaire q9 “My teacher uses Google classroom in my teaching and learning”</p>
E-learning	100 staff	<p>Provision of services and hardware to support college KPI on Google Innovation trained staff with infrastructure access.</p>
E-learning (CSF 3.2)	4 reports	<p>Annual completion of classroom IT and AV infrastructure to inform future capital expenditure (1 report per college site)</p>