

Service Level Agreement

and

Northwestern IT

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1.0 Service Level Agreement Overview

This document is a Service Level Agreement between Northwestern IT (service provider) and the _____ (customer), outlining the provisioning of IT services.

The purpose of this agreement is to establish service expectations, identify provider and consumer responsibilities related to this service, specify how this service is supported, and clarify service charges.

2.0 Business Service Description

Northwestern IT (NUIT) agrees to provide Endpoint device management and support as a service to customer.

NUIT will: provide

- Device deployment – Procurement, Custom factory image loading including enterprise licensed common applications, asset tagging and labelling, pre-delivery and staging services, and system installation, system configuration and data migrations. Delivers and installs your fully integrated systems to customer designated user locations.
- Secure endpoint management - pre-configuration of security solutions and installation of antivirus, data encryption and data backup solutions. Regular application of Operating system and application software patches.
- Device Management - Agent monitoring to ensure proper tracking of device lifecycle
- NUIT Service Desk - represents the entry point and first-touch support process for all hardware and software service-related requests. NUIT delivers a strategic, customized full-featured service desk that is driven by the goals of quality, value, and customer satisfaction. NUIT service desk is accountable to resolve, track, escalate and follow-up on all Endpoint systems related issues that affect customer productivity.
- NUIT provides on-site Field Services support for endpoint systems, software, and peripherals support. We assist with installations, moves, adds and changes, as well as everyday hardware and peripheral support services.
Authorized service delivery providers will be dispatched to your End User when hardware, software, or peripheral problems cannot be resolved remotely.
- Disposition and redeployment– NUIT delivers efficient, secure and simple processes for data recoveries to disposals and refreshes. Ensures that system data is destroyed for security purposes. Disposal of Assets and manages Employee Purchase Programs.

3.0 Agreement Period

The period of this agreement is September 1, 2019 through August 30, 2020. Each year, this agreement will automatically extend for one calendar year unless it is modified or terminated as described in this document.

4.0 Maintenance

Maintenance of services provided in this agreement will be conducted in accordance with established NUIT Change Management practices, and will occur during scheduled service maintenance windows. Emergency maintenance, in response to service outages, may occur with no advanced notice to service consumers. Maintenance or outages of other, underlying or integrated, services may impact the services provided in this agreement.

Notification of service maintenance and outages is available at:

[Service Status](https://service-status.northwestern.edu/) (<https://service-status.northwestern.edu/>).

Information on how to subscribe to email service alerts can be found at:

<https://service-status.northwestern.edu/>

5.0 Northwestern IT Responsibilities

The following list specifies responsibilities of NUIT related to providing the service set forth in this agreement. Northwestern IT will be responsible for the following:

Workstations (desktop and laptop computers)

- Build workstations
 - Install one of NUIT approved computer images
 - Dual booting or machines with multiple operating systems will be assessed and approved by the Technology Support Services Director on a case by case basis based on business, research or teaching need.
 - Install additional software and or make additional updates to the endpoint device
 - Upon request
 - Subject to security approval
 - Include and manage
 - NUIT' service automated software updating services (Kace/ JAMF)
 - Endpoint security software(Symantec Endpoint Protection)
 - Whole disk encryption (MBAM and FileVault)
 - Ensure desired work space has functional electrical and network access
 - Make recommendations for electrical or network access and advise CONDUITS and FM ordering processes.
 - Purchase, deliver and install workstation in desired work space

- Troubleshooting wired or wireless network connectivity users, escalating to TNS has required.
- Address user observed errors upon notification
 - Conduct troubleshooting and remediation efforts
 - Coordinate warranty work as required
 - Coordinate with Dell, Lenovo/CDWG for services (PCs)
 - Coordinate with Apple service technician (MACs)
 - Provide temporary loaner computer
 - Upon request
 - If operationally necessary
 - Subject to availability
 - Conference room and classroom support
 - Coordinate with Northwestern IT Audio/Visual team as need for support issue
- Provide departmental fiscal office with semi-annual refresh notifications for workstations.
- Assist with providing purchasing recommendations for new or replacement computers
- Provide major OS updates as required for vendor support (e.g. Windows “Creator Updates”, MacOS 10.X point releases)
- Provide disposition of end-of-life devices
 - Scrub data and remove hard drive
 - Send devices to Northwestern University Surplus and/or donate to Student Enrichment Services

Mobile Devices

The following support is offered upon request:

- Make purchasing recommendations for Northwestern University owned mobile device
- Configure mobile devise
- Configure email
- Coordinate activities with 3rd party vendors as required (University owned devices only)
- Address user observed errors upon notification
 - Conduct troubleshooting and remediation efforts
 - Coordinate warranty work as required (University owned devices only)

Printers

The following support is offered upon request:

- Set up printers
- Organize for disposal of printers

OU Administration (CampusAD)

The following support is offered upon request:

- Add new users to CampusAD
- Create CampusAD accounts
- Grant access to resources control via CampusAD
- Delete users
- Manage Group Policies

Endpoint Management Services

Management of the following endpoint management software's:

- Workstations will be patched no less than monthly for OS and application by use of management software, including Kace, JAMF
- Full system backup of device including local machine stored data using Crashplan
 - Monitoring of backup services will be provided, with either tickets generated or user notification provided in the event that backups are not functioning

Box

The following support is offered upon request:

- Install Box client software, such as Box Edit, Drive and Sync
- Facilitate the creation of organization shares and group accounts

Multi-function devices

The following support is offered upon request:

- Configure printing and scanning access to a multi-function device.
- Address user observed errors upon notification
 - Conduct troubleshooting and remediation efforts
 - Coordinate warranty work as required

Installation and Troubleshooting of customer specific software

The following support is offered upon request:

- Northwestern IT will install all customer specific software and will work with the user/experts in said software to ensure that the installation of these applications does not destabilize other desktop or application functionality
- NUIT will work with the user/experts to contact the vendor of said software to accomplish same, but will not act independently of the user/experts in contacting vendors.

Out of Scope

The following services are explicitly not offered in this SLA.

- Management of personal devices
- Support for unmanaged devices such as servers, customer purchased devices

New Technology

Both Northwestern IT and the customer recognize that new technology adoption is important to the mission of the university. The customer may be introduced or considered for adoption during the course of this Agreement. At the mutual agreement of the NUIT and the customer, joint testing, demonstration, or evaluation of such technology may be undertaken.

If the customer adopts a new computing technology and desires that NUIT support it, then the Customer Contact will consult with the TSS. If they agree that the new technology has a limited effect on support time for the support personnel, then it will be incorporated into the current support activities. Otherwise, the Customer Contact will follow the procedure described in the section entitled “Support Outside of this Agreement”.

Computer Support Policies

Northwestern IT will support the University-owned computers of the customer based on the following policies:

1. New purchases must meet the [Northwestern IT recommended standards](#). New purchases will be set up with the NUIT software image.
2. Existing computer hardware must meet the minimum hardware and operating system standards.
3. Support level will be determined by the age of the machine

Computer Age	Support level	Support description
0-4 years	Full Support	Northwestern IT will ensure the working order of the computer, using reasonable staff time and support resources
4-5 years	Best Effort	Northwestern IT will spend up to one hour fixing an issue. If the issue cannot be resolved at that time, NUIT will recommend replacing the computer and facilitate the recovery/transfer of data.

5 years or older	Out of Support	Northwestern IT will facilitate the recovery/transfer of data, but will not attempt to resolve technical issues.
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Legacy Computers connected to instruments

- Best effort support will be provided to computers connected to research equipment in consultation with Northwestern IT's Information Security Office
- Legacy equipment may need to be placed off network to avoid remote exploit or other risk

6.0 Customer Responsibilities

The following list contains the customer's responsibilities related to their use of this service:

General

- Submit requests for services to the IT Support Center (by email, phone, or self-service ticket entry)
- Submit notification of service interruptions or reductions to the IT Support Center
- Provide funding for the purchase of any equipment covered by this SLA
- Provide a list of the devices and their serial numbers for each device covered by this SLA:
 - Initial list will be provided from Kace export
 - Updates and changes to support environment will be managed in Kace, or its replacement for asset management
- Notify NUIT of devices to be added to the SLA throughout the year through the new computer request form

Workstations

- Arrange to refresh workstations within four years of purchase
- Provide funding for the refresh purchase

Printers

- Purchase a service warranty for each University owned printer that includes break-fix and full replacement

7.0 Assumptions

This service agreement assumes the following:

- NUIT will bill Customer for support activity outside of the scope of this agreement at a standard service rate
- Overtime work will be charged at 150% of the standard rate
- After hours support work that requires support personal to return to work will include a minimum charge of three hours

8.0 Requesting Support

Support tickets, pertaining to service incidents (break-fix) and requests, should be submitted via the NUIT Service Desk and include the following information:

- Customer contact information including: name, phone number, email address
- Brief description of the service issue
- Priority level of the incident or request

The Service Desk staff will provide first level support to resolve the issue. Issues that are not resolved at first level will be escalated to Tier 2 support teams for resolution.

Telephone calls received by the Service Desk outside of scheduled support hours will prompt callers to leave a message or page support staff for emergencies. The voice messages will be responded to on next business day.

Customers are encouraged to check the NUIT [Service Status](#) web site
<https://service-status.northwestern.edu/> for scheduled maintenance events and service alerts.

	Contact Information	Days	Hours of operation
Service Desk	Phone: (847) 491-4357 (1-HELP) https://www.it.northwestern.edu/supportcenter/index.html	Monday – Friday	8:00 AM – 6:00 PM
		Saturday	Not Available
		Sunday	Not Available

Summer Hours Monday – Friday 8:00 am – 5:00pm

CLOSED: Winter/Spring Break, University holidays

8.1 Incident Response and Resolution Times

All incident tickets are assessed for customer impact and urgency to determine priority. A predefined Incident priority matrix is used as guidance in assessing incident priority.

Priority	Target Response Time	Target Resolution Time
Critical (P1)	Immediate	2 Hour
High (P2)	15 Minutes	8 Hours
Medium (P3)	15 Minutes	24 Hours
Low (P4)	4 Business Hours	3 Business Days

NUIT aims to meet these targets 80% or more over a period of calendar month.

** We expect to provide a 15-minute response time and 2-hour target resolution time for all incidents or requests received from deans, director and chairs, and their designated assistants with a 90% of higher compliance target.

8.2 Service Request Response and Resolution Times

Request Priority	Response Time	Resolution Time
High	1 Business Hour	1 Business day
Medium,	4 Business Hours	3 Business days
Low	8 Business Hours	5 Business days

NUIT aims to meet these targets 80% or more over a period of calendar month.

8.4 Service Desk Metrics

NUIT Service Desk function will aim to meet the following target conditions for key performance metrics.

- 80% of calls answered or abandoned within 30 seconds (Service Level) Average
- Speed of Answer: 30 seconds or less
- Abandon Rate: 5-8%
- First call resolution rate: 65%
- Customer satisfaction rate: 85%

8.6 Ongoing breach in service level

In the event of an ongoing service level breach, NUIT will perform a root cause analysis and present options to review and determine appropriate steps to mitigate, which could include increasing staffing levels, process adjustments, or other remediation steps.

9.0 Priority of service requests

During periods of multiple simultaneous service requests, NUIT will allocate resources in accordance with the following criteria:

1. High impact services (Mission Critical)
2. High volume services
3. Production services (opposed to training, quality assurance, test, development)
4. Time sensitive services
5. Other services

10.0 Amendments or Termination

This Agreement represents the entire agreement between the customer and NUIT and supersedes all prior negotiations or agreements, written or oral, which are not included herein. This Agreement may only be amended by written instructions executed by the customer and NUIT.

Either party may end this agreement by providing 90 days written notice. All customer assets, in the form of data or otherwise, related to this agreement must be obtained by the customer before or on the date of termination.

11.0 Support Outside of this Agreement

Support under this agreement is recognized as a cooperative effort between customer, and Northwestern IT. The expertise Northwestern IT is providing is support for only the items outlined in this agreement. Should the customer determine there is a need for support for any items not specifically outlined in this agreement; the following procedure should be followed:

A request should be made, in writing or in electronic form, to NUIT outlining the service requested. Note: requests for additional services should not be made to support personnel on site.

Northwestern IT will create a proposal to deliver the service, detailing any new fees if incremental staff or services are required, and forward it to customer for review. Once approved by customer the proposal will be set forth as an addendum to this Agreement or as a new agreement if the requested services are foreign to the intentions of this Agreement.

12.0 Billing Information

Customer (Major Administration Unit): _____

Fiscal Officer: _____

Phone number: _____ Email: _____

Account: _____ Sub Account: _____

13.0 Cost of Agreement

The below cost model only applies if there is not an existing Memorandum of Understanding. If a signed MOU exists please refer to that for the cost of agreement.

Workstations: \$525/year

Mobile Devices \$525/year

Printers: No Charge (Limit one printer per workstation)

Multi-function Devices: No Charge (Limit one multi-function device per workstation)

Devices added mid-year prorated based upon applicable annual service charge for device.