

# Service Level Agreement

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## SLA for the Department/Office

**07/05/2007**

## Contents

1	Overview .....	3
2	Operational Responsibilities .....	3
3	Customer Support.....	3
4	Security .....	3
5	Financial.....	3
6	Cost Information .....	3
7	Cancellation of Agreement.....	4
8	Dispute Resolution .....	4
9	Signatories.....	4
	Schedule A.....	5
	Definitions .....	5
	Schedule B .....	6
	Operational Responsibilities .....	6
	Schedule C .....	7
	Minimum and Recommended Computer Systems.....	7

OIT Computing Services - Service Level Agreement

Office/Department

Contract ID: XXXX-ABC

**1 Overview**

This Service Level Agreement (SLA) is between the OIT Computing Services group and the Customer as defined within Schedule A. OIT Computing Services will provide on-going maintenance and support on the server and desktop equipment located in and owned by the customer's department.

**2 Operational Responsibilities**

All services will be provided during normal business hours (Schedule A). OIT will respond to your request as soon as possible, however commitments to annual support customers and/or other departmental obligations may take priority. An online help request form is available at <http://oit.osu.edu/services/computingservices>. The Computing Services service desk will check all ticket assignments, email and voicemail messages during normal business hours.

A list of OIT and customer responsibilities can be found in Schedule B.

**3 Customer Support**

Three methods for contacting Computing Services service desk are by:

1. Sending email to [computingservices@osu.edu](mailto:computingservices@osu.edu)
2. Phone to 292-1013
3. Submitting an online request at <http://oit.osu.edu/services/computingservices>

Customers need to identify themselves as a contract support site and include the contract ID in the communication.

**Emergencies must be reported by phone only, 292-1013.**

This Contract ID is: XXXXXXXX

**4 Security**

It is the responsibility of the customer to determine who should have access to what data. Therefore, in an effort to better protect departmental data, a minimum of two contacts should be named to request any system security access issues. Please list them here:

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Computing Services personal will only be permitted to take requests from the individuals named above.

The following reference is available as an aid in determining the appropriate personnel, protecting personal information and safely using technology: <http://cio.osu.edu/buckeyesecure>.

**5 Financial**

Billings will be completed via OIT's normal billing system on a weekly basis. The customer is only billed for actual time and materials used. A 100W form is required with this agreement OIT will provide the customer with a detailed invoice for each service call after the billing has been completed. All charges will be billed and paid by the referenced 100W above.

**6 Cost Information**

*Introductory year-* The first year or remainder of fiscal year that this MOU takes effect, rates will be as follows to allow OIT and the customer to evaluate the partnership:

Server Support is billed at \$78/hour.

Basic Desktop support is billed at \$41.50/hour.

*Continued Support-* after the Introductory Year, server rate is billed at \$81/hour and desktop support is billed at \$41.50/hour.

**7 Cancellation of Agreement**

Either party may cancel this agreement at any time. Services rendered to the cancellation date will be billed at normal rates and the 100W on file will be closed.

Send the cancellation notice to the OIT contact listed below:

Attn: Bill Hoza  
Applied Technology Services  
030 Central Classroom Building  
2009 Millikin Road  
Columbus, OH. 43210-1243

**8 Dispute Resolution**

Should a dispute arise, the signatories from OIT and the customer department will meet in person to discuss the issue.

**9 Signatories**

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

Customer's accounting information:

\_\_\_\_\_  
Customer Signature

Date: \_\_\_\_\_

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Position/Department

\_\_\_\_\_  
Bill Hoza, Director

Date: \_\_\_\_\_

## **Schedule A**

### **Definitions**

- OIT refers to The Office of Information Technology/ATS – Computing Services at The Ohio State University.
- Customer refers to the Department of ----- The Ohio State University.
- Business hours are defined as normal hours set forth by OSU for all Business and Administrative offices. OIT observes university holidays.
- An emergency is defined as an inability for system users to meet required deadlines due to a disruption of LAN service. Emergencies include but are not limited to the server being unavailable, complete local network failure, etc.
- LAN refers to the local area network including server, network wire and equipment on the customer's side of building switch or router.
- Supported software is software that is currently available from or actively supported by the manufacturer.
- Server operating systems include Apple OSX Server, Microsoft Windows 2000 Server, 2003 Server and other services and software that run on these systems. Support on these systems is considered Server support.
- Desktop support refers to end-user workstation hardware (desktops, laptops) running currently supported Microsoft or Apple operating system software and all supported applications running on those systems.
- Network Engineering includes, but is not limited to, network routing, subnetting, firewalls, new OSUNET service activation, or any other advanced services offered by OIT Telecommunications and Networking.

## **Schedule B**

### **Operational Responsibilities**

OIT will:

- Maintain workstation, server, and LAN components on an as needed basis.
- Provide diagnostics and problem resolution for desktop and server systems.
- Install operating system upgrades, enhancements, fixes and patches as provided.
- Install supported software packages supplied by customer.
- Monitor existing equipment's ability to meet the customer's demand and recommend new system hardware as needed.
- Create user accounts, shared data areas and network printing as requested by the customer.
- Advise on the server disk space, utilization rate and caching ability. OIT will make recommendations regarding the server's needs and the consequences of not filling those needs.
- Serve as a consultant for the purchasing of software or hardware upgrades.
- Monitor excessive or repeated emergency calls for service to recommend "root-cause resolution" where possible. OIT may also review the budgeted hours in this agreement in the case of excessive emergency calls.
- Ensure that system backups are functioning correctly.
- Offer maintenance/repair parts at standard university rate.
- Assign two site managers to coordinate support activities.
- Offer network engineering in conjunction with OIT Telecommunications and Networking at current approved network engineering rates. Charges for network engineering may be billed separately and paid by a 100W at OIT's discretion.
- Offer network storage and off-site electronic vaulting/tape storage in conjunction with OIT Operations at current approved operations rates. Charges for storage may be billed separately and paid by a 100W at OIT's discretion

The Customer will:

- Secure their network with an approved, hardware-based firewall.
- Provide telephone and workstation access, manuals, etc. for OIT personnel working at their site.
- Agree to assume principle responsibility for the documentation of all customized software developed by the customer.
- Agree to assume the expense of any enhancement, expansion, upgrade, replacement, etc. of the hardware and software required to run the LAN.
- Assume the expense of any communications circuits required to make the system functional.
- Agree to assume the expenses of the supplies or parts required to keep the LAN functional.
- Become familiar with and maintain the printers by adding paper, adding toner, removing printer jams, etc.
- Become familiar with operation of tape backup systems and assume responsibility for changing backup tapes at appropriate times.
- Comply with University security recommendations.

## **Schedule C**

### **Minimum and Recommended Computer Systems**

To meet the minimum requirements of commonly used software and to use the Internet effectively, your computer should meet the following minimum specifications. Over the life of this agreement, OIT staff and the customer will work together to move toward these minimum recommendations. OIT reserves the right to refuse repair on systems where parts and labor exceed the replacement cost of the hardware or where repair costs are otherwise not economically feasible.

#### **Windows Vista**

Processor: 1 GHz 32 bit, 2 GHz or better duo core 64 bit recommended

Operating system: Windows Vista Premium or Business

Disk space: 40 GB hard drive minimum; 80 GB or more recommended with at least 15 GB available space

Memory (RAM): 1 GB minimum; 2 GB or more recommended

For networking: TCP/IP. For modem connections, dial-up adapter installed

Support for DirectX 9 Graphics adaptor, with WDDM Driver, 256MG of graphics memory or better (non-shared), Pixel Shader 2.0 in hardware, and 32 bits per pixel capabilities'.

DVD drive

Audio Output

#### **Windows XP or earlier system**

Processor: Pentium class or comparable, 1GHz minimum; 3 GHz or better recommended

Operating system: Windows XP minimum & recommended

Disk space: 40 GB hard drive minimum; 80 GB or more recommended

Memory (RAM): 256 MB minimum; 512 MB or more recommended

For networking: TCP/IP. For modem connections, dial-up adapter installed

#### **Macintosh computer**

Processor: G4 minimum; Intel Core or better (duo) recommended

Operating system: Mac OS X (Panther) minimum, Tiger (10.4) recommended

Disk space: 40 GB hard drive minimum; 80 GB or more recommended

Memory (RAM): 256 MB minimum; 512 MB or more recommended

For networking Open Transport (TCP/IP control panel) or Remote Access for modem connections