 **Information Technology Services**

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| **Information Technology Services**  **Student IT Services SLA** |
| This Service Level Agreement defines the levels of service provided by Information Technology Services to Students of Victoria University of Wellington in support of their core information technology requirements |
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# Introduction

## Purpose

The purpose of this Service Level Agreement (SLA) is to define the levels of services provided by Information Technology Services (ITS) to students of Victoria University of Wellington (VUW) in support of their core information technology requirements.

This document:

* Summarises the services as detailed in the ITS Student Core Services Catalogue
* Describes the service management process
* Defines the service levels and performance measures for each service
* Outlines the reporting to be provided.

## ITS Student Core Services Catalogue

This SLA should be read in conjunction with the ITS Student Core Services Catalogue. The catalogue describes each of the services provided by ITS in detail as well as any service exclusions.

## ITS Student Support Hours

ITS provides Video Kiosk, Email and Self Service support during the core student support hours of:

* + - 8am – 8pm Monday to Thursday
    - 8am – 5:30pm Friday
    - 1:30pm – 5:30pm Saturday and Sunday.

ITS also provide phone support Monday to Friday 8.00am – 5.30pm

All services described in this SLA are available and fully supported during core student support hours.

**Note:** Support hours exclude public and VUW holidays where the Library is closed. The ITS Service Desk is closed between 3.00pm and 4.00pm on Thursdays for Staff training requirements

## Service Relationship

ITS are the in-house information technology service provider for Victoria University. ITS supplies proactive and reactive technology support services and is backed up by external service providers through support maintenance agreements.

ITS is committed to helping customers achieve their objective using appropriate technologies. To achieve this, ITS has adopted a partnering approach to its customer relationships. This is based on:

* An open and constructive communication style
* A commitment to, and promotion of, a customer service ethos
* A proactive and shared approach to problem solving
* Ensuring each partner understands their roles and responsibilities in relation to this agreement.

# Services Provided

The services provided under this SLA are:

[Refer to the ITS Student Core Services Catalogue for detailed service descriptions].

|  |  |
| --- | --- |
| **Service** | **Description** |
| Access @ Vic | This service provides students access to University IT services at VUW by allocating a secure individual username and password. |
| myVUW Email Account | ITS provides all students with a myVUW email account. The account includes **10GB** of storage and is accessible on any computer with an internet connection. |
| wirelessVic | Students can connect personal laptops and mobile devices to VUW IT and internet resources using wirelessVic, the VUW wireless network. |
| Files @ Vic | ITS provide students with easily accessible file storage for all course related materials. Storage is available from within the University on all ITS student computers and externally via the internet. |
| Printing @ Vic | All ITS student computers are connected to a network printer for student use. Printing for students is charged per page. |
| Laptops @ Vic | To support students utilising their own laptop entry level support for personal laptops during the following Laptop Clinic hours –  Rankine Browne – 10am – 12pm Mon, Wed and Fri  Pipitea – 10am – 12pm Tues and Thurs  Karori – 10am – 12pm Tues and Thurs |
| Internet @ Vic | All ITS student computers and personal laptops accessing the Victoria University student network are connected to a high speed internet connection when logged on using a valid student account. |
| PCLabs @ Vic | All ITS student computers are configured with a standard operating environment. This environment allows students to log on to any ITS student computer and receive the same look and feel. Application selection varies depending on what teaching is occurring in the room. |

# Service Availability & Support

ITS aims to provide a high level of service availability with no planned outages during business hours (8.00am – 5.30pm Monday to Friday). Most services are available after hours (outside core business hours), however, only a few are supported. The services that are supported after hours are for severity 1- critical calls only (see the ‘Priority Table’ in section 5 of this document).

The following table outlines availability and support for each service:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Service** | **Business Hours** | | **After Hours** | |
|  | **Available** | **Supported** | **Available** | **Supported** |
| Access @ Vic |  |  |  |  |
| myVUW Email Account |  |  |  |  |
| wirelessVic |  |  |  |  |
| Files @ Vic |  |  |  |  |
| Printing @ Vic |  |  |  |  |
| Laptops @ Vic (see section 2 for support times) |  |  | **X** | **X** |
| Internet @ Vic |  |  |  |  |
| PCLabs @ Vic |  |  |  | **X** |

**Note:** The services that are supported after hours are for Severity 1 (critical calls) only (i.e. affecting a large group of students >50).

## Systems Maintenance

The following events may impact on service availability:

* **Planned maintenance windows –** ITS is required to update and maintain the technical infrastructure on a regular basis. The agreed change windows for this work are:
  + **Tuesday 5.00am – 7.00am**
  + **Sunday 6.00am – 10.00am**
* **Critical system maintenance** – From time to time critical maintenance, such as urgent security patches may need to be performed within business hours which may impact on service availability. Students will be notified via MyVictoria announcements and all attempts will be made to minimise the business impact of the changes.

# Management of Services

## Overview

All contact with ITS regarding services described in this SLA will be through the ITS Service Desk. This is to ensure all issues are logged and can be reported on for performance reporting purposes and the agreed escalation and service levels can be instigated and managed.

## Contact with the ITS Service Desk

Students can request information or support from ITS via the following methods -

* + - Visiting an ITS Video Support Kiosk
    - Online Support Form: <http://www.victoria.ac.nz/its/helpform.aspx>
    - Email: [ITS-Service@vuw.ac.nz](mailto:ITS-Service@vuw.ac.nz)
    - Phone: 04 463 5050
    - Website: <http://www.victoria.ac.nz/its>

ITS Service Desk staff are trained in call escalation and resolution processes and are aware of call priorities and key business issues. Please see section 1.3 for ITS student support hours.

## Request for Service Process

The ITS Service Desk will set the priority level and nature of the call at the time calls are logged.

## Service Escalation

All enquiries or issues for services supported by ITS at VUW are logged via the ITS Service Desk.

The following table outlines the escalation path for VUW customers if ITS related incidents or services are not resolved within agreed service levels.

|  |  |
| --- | --- |
| **Escalation Point** | **Description** |
| **Client Services Manager**  Janet Hunt – Extn 6060 | * 1st point of escalation for incidents related to student services and service delivery issues |
| **Relationship Services Team**  Grae Hunter – Extn 9480 | * 2nd point of escalation for incidents related to student services and service delivery issues |
| **Service & Operations Group Manager**  Peter Borich – Extn 5116 | * Final point of escalation for all service issues |

# Service Level Response Times

This section describes the priority levels and response times for all calls logged with the

ITS Service Desk.

## Priority Levels

|  |  |
| --- | --- |
| **Priority** | **Definition** |
| **Severity 1 - Critical** | Problem or outage affecting a large group of customers (>50), business critical functions or essential services. |
| **Severity 2 - Urgent** | Customer cannot perform normal business function due to problem. |
| **Severity 3 - High** | Customer is significantly inconvenienced by an issue but can work around it until resolved. |
| **Severity 4 - Service Request** | Customer requests a service. |

## Resolution Time

Resolution time is the time taken from logging a call in the request tracking system, to the restoration of the service.

**Note:** Where the resolution is dependent on the services of an external provider, ITS will ensure that the resolution by an external provider is not unreasonably delayed, but cannot guarantee the timeliness of the external provider’s response.

## Service Levels

**Core Business Hours** - ITS will achieve the following service levels.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Measure** | **Critical** | **Urgent** | **High** | **Service Request** |
| **Resolution Time** | 2 hours | 4 hours | 3 days | 7 days |
| **Percentage met** | 95% | 95% | 95% | 95% |

**After Hours -** ITS will achieve the following service levels.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Measure** | **Critical** | **Urgent** | **High** | **Service Request** |
| **Response Time** | 1 hour | N/A | N/A | N/A |
| **Resolution Time** | Best endeavours | N/A | N/A | N/A |

# Performance Measures

The following tables outline the performance measures to be achieved by ITS in the delivery of the core services.

|  |  |  |
| --- | --- | --- |
| **Performance Measure** | **Performance Target** | **Quality Standard** |
| **Call Management** | * 100% of calls logged in the request tracking system | * Calls answered in a polite and helpful manner |
| **Incident Management** | * First point of contact resolution ≥75% * Agreed service level response times are met | * Incidents managed in accordance with Section 5 of this document * Agreed escalation procedures are followed |
| **Maintain PCLabs**   * Deployment of existing Software * Deployment of new Software | * Standard Service Request timeframes are met – as per trimester software upgrade calendar | * SOE maintained to agreed standard * Major changes to the SOE communicated to VUW Students |
| **Service Availability**   * myVuw Email * Files @ Vic * Printing @ Vic * Internet @ Vic * wirelessVic | * 99.5% availability with no planned outages during business hours   (excluding agreed change windows) | * All outages are pre-planned and within agreed change windows or agreed to by interested parties * Systems perform to agreed standards |
| **File Restoration**  Restoration of files from the student H Drive | * Restoration timeframes agreed with customers in line with service level response times | * Full file back-up performed once a fortnight * Incremental back-up performed every other day |

# Reporting Requirements

The following sections outline the reporting provided as part of the service level agreement. Reports will be provided on a quarterly basis to the SSALAC.

|  |  |
| --- | --- |
| **Performance Measure** | **Reporting Requirement** |
| **Service Availability** | Availability statistics for each of the Email, File, Print , Internet and Network services |
| **Response to requests covered in the Student Service Level Agreement** | Respond within target timeframe for ≥ 95% of requests |
| **Percent of students satisfied with the service they received** | ≥ 85% |
| **Number of student computers available within the RB Library** | Increase by 10% |

# Appendix B - Definitions, Acronyms and Abbreviations

Definition of terms, acronyms and abbreviations used in this document.

|  |  |
| --- | --- |
| **Official Term** | **Definition** |
| CSU | Central Service Unit |
| Hardware | The physical components of a computer/laptop |
| ITS | Information Technology Services |
| N/A | Not Applicable |
| PC | Personal Computer |
| Service Catalogue | A ‘menu’ of services documented for a target audience |
| Service Catalogue Entry | The collated information on a specific service as documented in a service catalogue |
| SLA | Service Level Agreement |
| Software | Applications, drivers or operating systems that perform a specific task to make a computer functional |
| SOE | Standard Operating Environment |
| VUW | Victoria University of Wellington |
| Wireless | A way of connecting a computer/laptop to a network to gain access to resources |

# Appendix C - Supporting Documentation

|  |  |
| --- | --- |
| **Document** | **Location** |
| VUW Student Core Services Catalogue | <http://www.victoria.ac.nz/its/student-services/> |
| VUW Research Services Catalogue | <http://www.victoria.ac.nz/its/staff-services/Research-Services-Catalogue.aspx> |