Service Level Agreement (SLA)

For: Central Dauphin School District

By: Information Technology Services Department

Effective Date: 25 January 2012

Revised: 13 March 2013

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Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between the Information Technology Services department (ITS) and the staff and students of the Central Dauphin School District (CDSD) for the provisioning of IT services required to support and maintain all resources governed by ITS.

- This Agreement remains valid until superseded by a revised agreement endorsed by the Director of Information Technology Services.
- This Agreement outlines the parameters of all IT services covered as they are mutually understood by staff and students.
- Normal business hours are defined as 8:00am -4:00pm Monday – Friday excluding holidays as defined in the yearly school calendar.

Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to CDSD staff and students.

The **goal** of this Agreement is to obtain mutual agreement for IT service provision between CDSD staff and students and ITS.

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision CDSD staff and students.
- Match perceptions of expected service provision with actual service support & delivery.

Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the **primary stakeholders** associated with this SLA:

IT Service Provider(s): ITS ("Provider")

IT Customer(s): CDSD staff and students ("Customer")

Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The **Business Relationship Manager** ("Document Owner") is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

Business Relationship Manager: IT Director, IT Network/Operations Manager

Review Period: Yearly (12 months)

Previous Review Date: 13 March 2013

Next Review Date: 1 March 2014

Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

Service Scope

The following Services are covered by this Agreement;

In Scope:

- Help Desk (7am – 4pm Monday - Friday)
    - Manned telephone support
- Monitored help desk requests
- Remote assistance using Remote Desktop and a Virtual Private Network where available
- Planned onsite assistance
- Monthly helpdesk review

- Transfer of knowledge

Out of service Scope:

- Issues requiring outside vendor support or ordering of part 2.

Customer Requirements

Customer responsibilities and/or requirements in support of this Agreement include:

- Contacting the helpdesk via Phone or E-mail.
- Reasonable availability when resolving a service related incident or request.

Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service related incidents.
- Appropriate notification to Customer for all scheduled maintenance.

Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.

Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components. Out of scope service may extend past the agreed resolution time frame set forth in this agreement.

Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Telephone support : 7:00 A.M. to 4:00 P.M. Monday - Friday

- Calls received out of office hours will be forwarded voicemail and will returned on the next business day.
- Email support: Monitored 7:00 A.M. to 4:00 P.M. Monday - Friday
- Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day
- Onsite assistance (if required) guaranteed within 48 hours during the business week

Service Requests

Service requests are classified into 6 priorities. The priorities are defined as follow with the acknowledgment times below (overdue):

SLA Plan List

Plan Title	Filter By Department	Schedule Title	Overdue (Hours)	Options
Major Outage/Multiple Users	-- All Departments --	Technician - Full Day	4	Edit Delete
Minor Outage/Multiple Users	-- All Departments --	Technician - Full Day	8	Edit Delete
Single User Unable to Work	-- All Departments --	Technician - Full Day	12	Edit Delete
Single User/Minor Problem	-- All Departments --	Technician - Full Day	20	Edit Delete
Informational	-- All Departments --	Technician - Full Day	36	Edit Delete
Move/Add/Change	-- All Departments --	Technician - Full Day	120	Edit Delete

In support of services outlined in this Agreement, the Service Provider will acknowledge and resolve service related incidents and/or requests submitted by the Customer within the following time frames:

Note: hours are represented by work day hours.

Major outage/Multiple Users:

- 4 hours (normal working hours).
    - Or the start of the next business day (After normal working hours).

Minor outage/Multiple Users: 16 hours.

Single user Unable to work: 24 Hours.

Single user/Minor problem: 36 hours.

Informational: 2 weeks.

Move/Add/Change: 2 weeks.

Examples of outages:

Major Outage/Multi Users: Building network down; District financial or student application down.

Minor outage/Multiple users: Users can't print.

Single user Unable to work: User PC down.

Single user/Minor problem: User has problem with software.

Informational: Advanced notice / request for equipment setup.

Move/Add/Change: move pc or printer.