

# **SERVICE LEVEL AGREEMENT TO SUPPORT AGSM COMPUTER SYSTEMS & USERS**

## **AIM**

The goal of the AGSM IT Department is to ensure that staff and students have continuous access to all appropriate computing technology during normal working hours and those servers and services that provide this technology are available 24 hours per day seven days a week.

## **SCOPE**

This agreement covers IT support of the AGSM internal desktop/laptop systems (staff and student) and their associated network and server requirements.

A separate document will be produced outlining sets of processes and procedures that will describe the actions necessary to achieve the service levels specified below.

## **PROBLEM MANAGEMENT**

The telephone operated Help Desk will be the first point of contact to provide help desk support (a “walk-in” service will also be used in the IT support area). This service will allow AGSM system users to log problems and IT staff will then log incidents and allocate appropriate IT or business support resources.

Where the problem is not immediately resolved on the telephone, clients will receive an email acknowledgement that the Help Desk call has been logged. Upon resolution of problem, clients will be sent email indicating that the issue has been resolved and client will be expected to confirm resolution of the problem by return email.

## **SUPPORT OPERATION HOURS**

<b>Activity Description</b>	<b>Hours of Support</b>
Direct User Support	Core business hours Mon-Fri 07.30 – 18.30
Extended hours	By request for specific projects/events (preferably 5 days notice and charges may be incurred)
Support outside of above hours.	Severity 1 problems at IT Operations Manager discretion. Other request to IT Operations Manager.

## RESPONSE, SEVERITY AND RESOLUTION TIMES

The following severity levels are applicable in accordance with AGSM requirements. Problems are coded to indicate the SEVERITY of the loss of service to the business. Clients are informed of Severity level assigned by email (see below for explanation of severity levels).

Resolution times are based on commercial standards; targets are based on AGSM expectations. Response time indicates that a technical person from AGSM IT has contacted the person who logged the call to clarify the exact problem and begin immediately resolution of problem or indicate the resolution plan.

Severity	Definition	Response	Resolution (Target)
<b>Prty1</b> – <b>Critical</b>	<ul style="list-style-type: none"> <li>• Server hardware or operating system not working.</li> <li>• Backup systems not working</li> <li>• Server based software used by multiple users not working</li> <li>• Lecture theatre equipment not working (during or immediately prior to use)</li> <li>• Equipment required for immediate teaching not working</li> <li>• Multiple ports on network switch faulty</li> <li>• Internet/AARNet connections faulty</li> <li>• Multiple UTP wire fault</li> <li>• Router fault</li> <li>• Firewall fault</li> <li>• Intrusion detection</li> </ul>	<b>Immediate</b> Action until resolved or alternate in place	2 hours (1 hour)
<b>Prty 2</b> – <b>Severe</b>	<ul style="list-style-type: none"> <li>• Server based software used by single users not working</li> <li>• Lecture theatre equipment not working</li> <li>• etc</li> </ul>	1 hour	8 hours (3 hours)
	<ul style="list-style-type: none"> <li>•</li> </ul>		

<b>Prty 3</b> <b>– Limited</b>	<ul style="list-style-type: none"> <li>• The application or system operates with minor fault but can still perform primary purpose</li> <li>• The application or system is not operational but: <ul style="list-style-type: none"> <li>○ Alternatives are readily available</li> <li>○ Application or system not required for 3 or more days</li> </ul> </li> <li>• Printer faulty (alternate available)</li> <li>• Fax faulty (alternate available)</li> </ul>	4 hours	3 days (1 day)
<b>Prty 4</b> <b>– Minimal</b>	<ul style="list-style-type: none"> <li>• The application or system operates with minor fault but can still perform primary purpose</li> <li>• The application or system is not operational but: <ul style="list-style-type: none"> <li>○ Alternatives are readily available</li> <li>○ Application or system not required for 3 or more days</li> </ul> </li> <li>• Printer faulty (alternate available)</li> <li>• Fax faulty (alternate available)</li> </ul>	1 day	5 days (3 days)
<b>Prty 5</b>	<ul style="list-style-type: none"> <li>• The application or system operates with minor fault but can still perform primary purpose</li> <li>• The application or system is not operational but: <ul style="list-style-type: none"> <li>○ Alternatives are readily available</li> <li>○ Application or system not required for 3 or more days</li> </ul> </li> <li>• Printer faulty (alternate available)</li> <li>• Fax faulty (alternate available)</li> </ul>	5 days	10 days (7 days)
<b>None</b>	<ul style="list-style-type: none"> <li>• Requests agreed with the client to be scheduled at a future date eg. <ul style="list-style-type: none"> <li>○ Department and equipment moves.</li> <li>○ Upgrade requests, hardware software.</li> <li>○ New installations, PC's, hardware software.</li> </ul> </li> <li>• These requests will be automatically upgraded to SEV3 status at an agreed date (date set at time of request).</li> </ul>	N/A	N/A

## **Service Requiring Vendor Support**

Where equipment and software vendors' support is required for problem resolution, their time to respond is added to the above targets. Callers logging the problem are informed that vendor has been called and vendors' normal response times. [While vendor support contracts will vary from time to time, currently: critical servers are on a 4 hour (8-5) response; network devices on a 2-4 hours response; and PC's & printers are on a next working day response.]

## **ESCALATION PROCEDURES**

All escalation procedures are to be undertaken by the IT Group.

Problems of Severity 1 will be addressed upon notification to the IT group and will be escalated to the appropriate IT Manager/Supervisor after one hour of non-resolution. The problems will then be escalated to IT senior management after a two hour period from notification. AGSM staff affected will be notified hourly – by bulletin board and/or Web- as to the status of any Severity 1 problem that is escalated.

Problems of Severity 2 will be addressed upon notification to the IT group and will be escalated to the appropriate IT Manager/Supervisor after three hours of non-resolution. The problem will then be escalated to IT senior management after a 8 hour period from notification. Department staff affected will be notified as to the status of any Severity 2 problem that is escalated.

Severity 3, 4 & 5 problems are classed as 'non-critical' and will be corrected after Severity 1 and 2 problems. Problems of Severity 3, 4 & 5 will be addressed upon notification to the IT group and will be escalated to the appropriate IT Manager/Supervisor after a pre determined time of non-resolution. Any outstanding problems will be added to the list of items to be prioritised and discussed at the AGSM IT group's weekly meetings.

## **MONTHLY REPORTING & SUPPORT SERVICES REVIEW**

The IT group will have a monthly review meeting to prioritise service requests, review progress against previous month support activities, statistics & targets, and to discuss any other issues relating to the Support Services. [This is apart from daily supervision and overseeing of Help Desk activities and response times.]

The IT group will be responsible for compiling a Monthly Performance report for presentation at AGSM IT Advisory committee meetings where priorities and progress will be monitored and any change recommendations assessed for implementation. The AGSM IT Advisory Committee will determine the specific details of these reports.