

# **Agreement on IT Services (SLA)**



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## **Purpose and Parties**

The Jönköping University IT strategy maintains that the university's IT activities shall provide the university's operations with an effective IT support, which balances user friendliness, user freedom, security issues, as well as management and cost efficiency.

All parties benefit from clear directions when it comes to what tasks to perform, when these tasks should be performed and the time allowed to perform them. By clearly identifying the demanded service and service level, it becomes possible to assess the contracted organization's performance and efficiency.

The contracted organization can then balance functionality and service level against financial concerns. It can adjust its organization, staffing, competence och operations to the desired service. By communicating the laid down service and service levels, user expectations can relate accordingly.

The Agreement on IT Service (SLA) has been drawn up according to the JU IT strategy's aim to establish settlements/contracts concerning service and service levels, as well as to introduce performing measurements and service follow-up.

This agreement has been confirmed by University Services (HS) and is managed by the IT board. The agreement defines IT Services at University Services as the supplier and HHJ, HLK, HS, IHH and JTH as orderer and receiver of the supplied service.

In addition, each company has its own company-specific IT activities, but these activities are not covered by this agreement, which solely concerns activities related to IT Services.

## **IT Services: supplied services**

The agreement details IT Services obligations in terms of supplied service and service levels. For each service, there is a detailed description of contents, work and responsibility distribution between IT Services and the companies, as well as service fix times and accessibility measurements. IT Services activities cover the following services:

- WAN network service
- LAN network service
- Netware/eDirectory server service
- Print server service
- Mail server service
- System operation server service
- Application service
- Support
- Workplace services
- Video conference F-lan
- Telephony
- System development
- Consultancy services

This is a summary of the contents of the agreement. Your IT coordinator, among others, can provide you with the full text of the agreement.

## **Service Hours**

IT Services service hours are between 08:00 and 17:00, Monday thru Friday, that is during office hours (except Bank Holidays).

In addition, this service also operates as follows:

- extended opening hours for Helpdesk on Monday thru Friday at 07:30-08:00.
- extended support when it comes to log-on and use of computers connected to A/V equipment during lectures and similar taught sessions, Monday thru Friday at 07:30-08:00.
- on-call availability Monday thru Thursday 17:00-20:00 for the service Video conference F-lan.
- selective measures are taken during holidays extending two days to check and, if possible, remedy disturbances in IT-functions critical to daily operations.

There will be reduced service hours on certain days depending on shorter working hours and on season.

## **Service Maintenance**

Service maintenance at JU is on Fridays 17:00-18:00 and on the second Sunday every month 08:00-15:00. IT Services has the right to perform maintenance work on IT-components during this weekly hour.

IT Services and the concerned companies may agree on additional service maintenance hours if they deem it necessary.

## **Types of Service and Service Times Frames**

IT Services types of service is divided into three categories:

- Problem:** Restoring functionality as well as managing received questions. Service problems can be reported by all JU employees. The service fix times apply when IT Services is managing the service problem. They do not apply to the time spent on the service problem by the company or third party. Example service fix times are listed on the following pages.
- Task:** An alteration through an increase, change, move or settlement of functionality. Tasks are ordered by company IT coordinators.  
If not agreed otherwise between IT Services and the concerned companies, the service fix times are ten (10) working days.
- Project:** A major alteration which cannot be handled during normal operations. Projects are ordered by company IT-coordinators. The service fix times are detailed in the project plan developed by the companies and IT Services.

## **Wan Network Service**

### **Contents**

Internet access as well as communication to and from JU's networks.

### **Responsibilities**

#### IT Services responsibilities

- » To supply JU's activities with Wan via SUNET.
- » To supply Wan through other suppliers for JU's external activities.
- » To report and follow up operational disturbances and performance-related problems.
- » To comply with the rules of the Wan supplier
- » To take the necessary technical actions when prompted by abuse notification.

#### Company responsibilities

- » To comply with the rules of the Wan supplier
- » To manage user contacts when prompted by abuse notification
- » JTH manages access between JTH laboration network and SUNET

### **Service level for IT Services**

- To report operational breakdowns or serious operational disturbances within one (1) working hour to the Wan-supplier.

## **Lan Network service**

### **Contents**

Wired and wireless network at JU's campus, which makes it possible to communicate locally with network resources through connected nodes.

### **Responsibilities**

#### IT Services responsibilities

- » To supply a wired and wireless network at JU's campus
- » To supply hardware and software for active network equipment
- » To supply patch cables
- » To supply and manage DNS, DHCP, VMPS and VPN
- » Management, administration, service fixing, maintenance, service and technical support
- » To supervise and take measures when it comes to security risks
- » Lan-equipment in central and existing local computer halls
- » To report operational disturbances to Höfab when it comes to the property-related parts of the network.
- » Be part of project teams as well as ordering, setting up or modifying Lan thru Höfab.

#### Company responsibilities

- » Premises and other equipment than Lan-equipment in local computer halls
- » Be part of project teams as well as ordering, setting up or modifying Lan thru IT Services
- » JTH manages local network services for JTH laboration network

### **Service level for IT Services**

- To fix operational breakdowns or serious operational disturbances that concern a great many end users within four (4) working hours and within nine (9) working hours if a limited number of users is concerned.
- To restore Lan to the extent that it can be used but at a lower performance level and stability within five (5) working days
- Lan accessibility during service periods should correspond to at least 99.8% excluding wireless network and 99,5% including it.

## **Netware/eDirectory Server Service**

### **Contents**

The identity management service eDirectory and the net operative Novell, with its file sharing and data storing functions, enable users to store and share data via an account in a personal or joint storing space, where stored data is back-upped.

### **Responsibilities**

#### IT Services responsibilities

- » The identity management service eDirectory and the net operative Novell, as well as the servers for this service
- » To supply radius-services for authentication
- » To supply hardware and software for this service
- » Management, administration, service fixing, maintenance, service and technical support
- » Backup of stored data
- » To supervise and take measures when it comes to security risks
- » To provide support for password administration

#### Company responsibilities

- » To provide users with personal accounts and function accounts
- » User administration, account restrictions and administration of contracts of liability
- » That the server service is used for the desired purpose

### **Service level for IT Services**

- To fix operational breakdowns or serious operational disturbances that concern a great many end users within four (4) working hours and within nine (9) working hours if a limited number of users is concerned.
- To restore the service to the extent that it can be used but at a lower performance level and stability within five (5) working days
- Service accessibility during service periods should correspond to at least 99,5%.

## **Print Server Service**

### **Contents**

A print system, print calculators and print servers enable users to print their documents thru network-connected printers, while number of print-outs is managed thru a print account.

### **Responsibilities**

#### IT Services responsibilities

- » The iPrint print system, the print calculator PCounter as well as print servers for this service
- » To supply hardware and software for this service
- » To manage printers' objects, drivers and settings
- » Management, administration, service fixing, maintenance, service and technical support
- » To supervise and take measures when it comes to security risks
- » To provide support for print management

#### Company responsibilities

- » Information about printers' default settings
- » Information about printers connected to pc via policies
- » To sell print-outs to students

### **Service level for IT Services**

- To fix operational breakdowns or serious operational disturbances that concern a great many end users within four (4) working hours and within nine (9) working hours if a limited number of users is concerned.
- To restore the service to the extent that it can be used but at a lower performance level and stability within five (5) working days
- Service accessibility during service periods should correspond to at least 99,5%.

## **Mail Server Service**

### **Contents**

The mailsystemet GroupWise enables users to communicate via e-mail and to access addressbooks and digital calender functions. The service also enables users to synchronize mobile devices by using Groupwise Mobile Server (GMS).

### **Responsibilities**

#### IT Services responsibilities

- » The mail system GroupWise including GMS as well as the servers for this service
- » To supply accessability thru the GroupWise client and thru the webb client
- » To supply hardware and software for this service
- » Management, administration, service fixing, maintenance, service and technical support
- » Backup of stored data
- » To supervise and take measures when it comes to security risks
- » To provide support for password administration

#### Company responsibilities

- » To provide users with personal accounts and function accounts
- » User administration and account restrictions
- » Distribution lists and to enable bulk mailing
- » That the server service is used for the desired purpose

### **Service level for IT Services**

- To fix operational breakdowns or serious operational disturbances that concern a great many end users within four (4) working hours and within nine (9) working hours if a limited number of users is concerned.
- To restore the service to the extent that it can be used but at a lower performance level and stability within five (5) working days
- Service accessability during service periods should correspond to at least 99,5%.

## **System Operation Server Service**

### **Contents**

Qualified system operation of agreed data bases and applications in a server environment with good performance and high accessibility.

### **Responsibilities - Data base administration**

#### IT Services responsibilities

- » The data base managers MS SQL, Oracle DB and MySQL as well as servers covered by this service
- » To supply hardware and software for this service
- » Management, administration, service fixing, maintenance , service and technical support
- » Backup of stored data
- » To supervise and take measures when it comes to security

#### Company responsibilities

- » To head a joint database group for data base administration

### **Responsibilities - Application operations**

#### IT Services responsibilities

- » To supply and be system owner for the model with roles and responsibility for system administration at JU
- » To appoint applications and actors for system administration together with the companies and thru the IT Board
- » To perform work tasks according to the system administration model
- » To supply hardware, operation system and virus protection
- » Management, administration, service fixing, maintenance, service and technical support
- » Backup of stored data
- » To supervise and take measures when it comes to security risks

#### Company responsibilities

- » To appoint applications and actors for system administration together with the companies and thru the IT Board
- » To perform work tasks according to the system administration model
- » To supply software for the applications in question

## **System Operation Server Service (continued)**

### **System Classification**

IT Services is involved in the following system operations:

Group A: Agresso, JU's official websites (Content-M),

Neverlost, PingPong

Group B: Aleph, The library's proxy, HHJ's Listing, HHJ's education database, HLK's 'valwebb', HLK's syllabus database, Ladok by web, OnGuard, Project web, HLK's schedule-TV, JIBS's schedule-TV, JTH's schedule-TV, SPSS-MR, UserImport

Group C: Systems not listed above

SLA may vary over time. System owners and IT-coordinators may therefore enter agreements with the IT-Director which temporarily change the system service level.

### **Service level for IT Services**

- To fix operational breakdowns or serious operational disturbances within nine (9) working hours and to restore within five (5) working days the service to the extent that it can be used but at a lower performance level and stability than normal for systems according to group A.
- To fix operational breakdowns or serious operational disturbances within two (2) working days and to restore within ten (10) working days the service to the extent that it can be used but at a lower performance level and stability than normal for systems according to group B.
- To fix operational breakdowns or serious operational disturbances within five (5) working days and to restore within thirty (30) working days the service to the extent that it can be used but at a lower performance level and stability than normal for systems according to group C.
- Service accessibility during service periods should correspond to at least 99,5%.
- Service accessibility during service periods should for group A correspond to at least 99% and for group B at least 98,5%.

## **Application Service**

### **Contents**

Joint computer program package and access to packaged supplement applications (NAL) thru automated distribution.

### **Responsibilities - program package**

#### IT Services responsibilities

- » To draw up configuration and contents together with the companies
- » To confirm the design of the programme package
- » To develop programme packages
- » To plan tests and installation together with the companies
- » To perform tests together with the companies
- » To carry thru installation
- » To develop commissioned, company-specific supplement packages

#### Company responsibilities

- » Company operations' demands/requests regarding functionality and software
- » To draw up configuration and contents together with IT Services
- » To plan tests and installation together with IT Services
- » To perform tests together with IT Services
- » Contents and basis for possible company-specific supplement packages

### **Responsibilities - NAL applications**

#### IT Services responsibilities

- » To supply tools for packaging and distribution
- » To package and distribute applications according to made orders
- » To discuss alternative solutions with the companies if an application cannot be packaged/distributed

## **Application Service (continued)**

### Company responsibilities

- » To estimate company activity needs for new applications
- » To appoint a contact person for each application
- » To order packaging/distribution of application at IT Services
- » To supply media, licenses, manuals and support channel
- » To determine which users who are supposed to have access to the application
- » To test the functionality of the application during development
- » To approve the delivery of packaging and distribution

### **Service level for IT Services**

- To fix within two (2) working days a serious malfunction in a NAL-programme that concern a great many end users
- To fix within five (5) working days a serious malfunction in a NAL-programme which concern a limited number of users
- To fix within thirty (30) working days a less serious malfunction in a NAL-programme

## **Support**

### **Contents**

To be a channel for questions and fault reporting, as well as to work out solutions to returning problems, as well as to problems which are not resource-intensive and do not require a visit to the user.

### **Responsibilities**

#### IT Services responsibilities

- » To supply Helpdesk support thru receiving personal enquiries and telephone queries during agreed times (cf. Service times)
- » To supply a web-based channel for questions and fault reports
- » Receive and log all questions/fault reports
- » To note steps taken and to progress the reports until their conclusion
- » To work out solutions to problems which are not resource-intensive and do not require a visit to the user.
- » To provide support on agreed applications
- » To escalate fault reports that cannot be solved thru the support function
- » To provide a web-based 'frequently asked questions & answers' list
- » To develop manuals and quick manuals in relevant topics

#### Company responsibilities

- » To be a support channel for IT-coordinators regarding enquiries not handled by IT Services
- » To give as clear fault statement as possible when reporting a fault, as well as to participate actively in trouble-shooting and trouble-solving
- » To supply IT Services with details regarding application support

## **Support (continued)**

### **Application support**

Support of applications and services are given according to four different levels:

1) More knowledge than average user's needs

Applications: Windows XP, iFolder, Groupwise, Word, Internet Explorer, Adobe reader, PDF995, Ws-FTP, Novellklient, iPrint, and Symantec Client Security.

2) Knowledge which corresponds to the needs of an average user

Applications: Excel, PowerPoint, Firefox, Wordfinder, Mediaplayer and CD/DVD-burner system according to HJ's programme package.

3) Support in terms of a compiled list of answers to frequently asked questions. Applications that the companies have in writing notified IT Services about, with answers to queries.

4) Support in terms of a reference to a contact person for the application. The companies have in writing notified IT Services about the designated contact person for the application.

### **Service level for IT Services**

- The support function should handle at least 75 % of all enquiries/ fault reports regarding questions, faults and sales.

## **Workplace Services**

### **Contents**

Workplace equipment such as computers, peripheral equipment, printers and software. This service covers hardware owned by JU and according to JU's standard, software which is owned or free to use by JU, which is part of JU's programme package, distributed thru NAL, installed according to the order from IT-coordinator and operating system or application for MAC installed by IT Services. This service also covers log-on and use of computers connected to A/V equipment and GMS-synchronizing of appointed mobile devices owned by JU.

### **Responsibilities**

#### IT Services responsibilities

- » To trouble-shoot, solve, maintain, service and technically support hardware covered by the service
- » To trouble-shoot and technically support software covered by the service
- » To support log-on and use of computers connected to A/V equipment
- » To support synchronizing of appointed mobile devices owned by JU
- » By direction, to perform installations, upgrades, moves and changes of hard- and software within the service.
- » To supply a standard computer during trouble solving of computer
- » To supply applications and be responsible for licenses for agreed applications for the whole of JU
- » To provide printer toner cartridges
- » To monitor network-connected printers.
- » To take steps to fix security problems

#### Company responsibilities

- » To provide hardware and consumable supplies (excluding toner cartridges)
- » That the procuring of equipment is coordinated with and comply with JU standard

## **Workplace Services (continued)**

- » To supply applications and be responsible for licenses for applications not common to the whole of JU.
- » To supply and manage telephone subscriptions and fees according to GMS-synchronizing
- » To support photo copiers/multiprinters that do not comply with JU standard
- » To order installations, upgrades, moves and changes of hard- and software within the service.
- » To notify users that data cannot be stored solely on the local workstation (the user is responsible for the data stored locally)
- » To liquidate and possible sell off redundant workplace equipment.

### **Standard, intermediate and customized computers**

JU's computers are divided into standard computers and customized computers, according to the companies' assessment.

A standard computer can be re-installed remotely, without the consent of the user. Normally, standard computer users have user-access.

Intermediate computer equals standard computers but there has to be an agreement before re-installation.

A customized computer does not fulfill the standard computer criteria. Reinstallations are conducted subsequent to a local agreement.

New applications or upgrades can, however, be distributed automatically in certain cases, which will result in a reboot. Normally, customized computer users have administrator-access.

### **Delimitation**

**!!** IT Services is not responsible for data which has been stored on local workstations or external storage media.

**!!** The individual user is responsible for software and equipment he/she installs on the computer, and should problems arise, the computer will be restored into a standard computer.

**!!** It is the caretaker's office at Högskoleservice which delivers papers to the printers.

## **Workplace Services (continued)**

- !! Support is not given on A/V equipment (in addition to help with log-on and use of computers connected
- !! GSM-synchronizing is only supported for appointed mobile devices owned by JU
- !! JTH manages computers and workplace equipment for JTH laboration network
- !! Support is not given on any other mail clients than Groupwise
- !! Support is not given on private computers and private communication
- !! No work is performed in staff's private homes

## **Service level for IT Services**

- To fix within one (1) working hour faults with computers connected to A/V equipment during lectures and similar taught sessions
- To fix within nine (9) working hours serious faults
  - network printers in lecture halls or departments (a malfunctioning printer)
  - local printers for function (malfunctioning printer)
  - standard or intermediate computer
- To fix within five (5) working days less serious faults with
  - network printers in lecture halls or departments (a malfunctioning printer)
  - local printers for function (malfunctioning printer)
  - standard or intermediate computerFurthermore, to fix serious faults with customized computers (a standard loan computer is obtainable within nine (9) working hours, subject to supply).
- To fix within ten (10) working days
  - less serious faults with customized computers
  - faults with personal printers
  - faults with PC peripheral equipment
  - faults with PDA's
  - faults on clients with GSM-synchronizing

## **Video conference F-lan**

### **Contents**

Support and on-call services regarding video conference bridge, streaming server and Wan-connections for learning centres for distance learning and virtual meetings. This service is commissioned by JTH.

### **Responsibilities**

#### IT Services responsibilities

- » Management, service fixing, maintenance, and service
- » Technical support
- » On-call services on agreed times (cf. Service times)
- » By direction, to perform installations and upgrades of hard- and software within the service
- » To fault report and monitor operational and performance disturbances in Wan
- » To backup stored data (not streaming material)
- » To supervise and take measures when it comes to security risks

#### Company (JTH) responsibilities

- » Information/contacts with internal users and external clients
- » To book and administer video conferences
- » To update IT Services about planned video conferences
- » To administer streaming material
- » To head a joint bridge group for this service

### **Service level for IT Services**

- To within one (1) working hour report operational breakdowns or serious operational disturbances to the Wan-supplier.
- To within one (1) working hour fix log-on faults with the service during lectures and similar taught sessions.

## **Telephony**

### **Contents**

Access to land phones in terms of telephony, traffic deals, switchboard and call-center services, as well as the possibility of mobile phoning according to delivery agreements.

### **Responsibilities**

#### IT Services responsibilities

- » To be responsible for agreements and agreement terms as well as representing JU in contacts with the supplier
- » To report and follow up operational disturbances and performance-related problems with the service.
- » To distribute JU's number series to the companies
- » To furnish company employees who are responsible for telephony with comprehensive information.
- » To supply the call centre with an user information system.
- » To monitor and evaluate services for the existing telephony solution
- » To monitor development in IP-telephony

#### Company responsibilities

- » To distribute telephone numbers to users
- » To administer and order user telephone changes, such as a new order, change of order or cancellation of order
- » To fault report and follow up problems and disturbances for individual users
- » To inform the call centre about company organization and operations
- » To acquire personal telephone equipment
- » To inform company users about use of telephony
- » Fax service and support

### **Service level for IT Services**

- The service level towards the supplier detailed in the agreement.

## **System Development**

### **Contents**

The possibility of in-house system development and administration, common to the whole of JU.

### **Responsibilities**

#### IT Services responsibilities

- » To perform commissioned system development
- » To perform system development according to JU's system development model, *Styrman*.
- » To fix, adjust, modify, and re-construct, on request, systems for which IT Services works as development resource, according to JU system development model, *Rodret*.

#### Company responsibilities

- » If required, to order commissioned development
- » To head and carry on system development according to JU's system development model, *Styrman*.
- » To develop work processes and the competence of the system users
- » To carry on system administration thru version management according to JU system development model, *Rodret*.

### **Service level for IT Services**

- According to agreements and time plans developed in connection with the project work.

## **Consultancy Services**

### **Contents**

The possibility of ordering a commission or service not included in the standard services offered.

### **Responsibilities**

#### IT Services responsibilities

» To supply resources and execute work according to received orders and agreements.

#### Company responsibilities

» To commission work

» Plan and head the commissioned work

» To cover any costs arising from the commissioned work

### **Service level for IT Services**

▪ According to terms agreed in agreement